

# The Royal Life Saving Society UK (RLSS UK) Safeguarding Policy

**“Safeguarding is everyone’s business”**

RLSS UK is committed to safeguarding and promoting the welfare of children and adults at risk and expects everyone involved in RLSS UK activity to share this commitment.

Author: Volunteer and Community Education Department  
Reviewed: May 2018

## Key Contacts and Information

### Worried about a child or adult at risk?

All reports or enquiries concerning the welfare of a child or adult at risk must go straight to the Club Welfare Officer or Branch Safeguarding Officer in your local Club or Branch as a first port of call. If unavailable, contact the Safeguarding Case Officer and/or the Designated Safeguarding Lead/Deputy Designated Leads at RLSS UK HQ on 0300 3230 096.

**If a child or an adult at risk is in immediate danger, DO NOT DELAY, call the Police on 999.**

If you are worried about a child, even if you are unsure, you can also contact NSPCC Counsellors 24/7 for help, advice and support on 0808 800 5000 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## RLSS UK Internal Contact Details

Responsibility	Name	Office Hours	Out of Hours
Designated Safeguarding Lead	Lee Heard	0300 323 0096 & press 2 for Safeguarding	0300 323 0096 & press 0 for out of Office
Deputy Designated Safeguarding Lead	Adrian Lole	0300 323 0096 & press 2 for Safeguarding	0300 323 0096 & press 0 for out of Office
Deputy Designated Safeguarding Lead	Michael Dunn	0300 323 0096 & press 2 for Safeguarding	0300 323 0096 & press 0 for out of Office
Designated RLSS UK Trustee Board Safeguarding Lead	Deborah Hunt	0300 323 0096 & press 2 for Safeguarding	0300 323 0096 & press 0 for out of Office

### Local Authority Contact Details

If you have any suspicion or information suggesting a child or adult at risk is being harmed, don't ignore it, you should contact your Local Authority i.e. Social Services, Children's Services or Adult Services to report it. You can find out the contact details of your local authority at:

**England:** <http://www.countycouncil.org.uk/> or <http://www.gov.uk>

**Wales:** <http://www.wlga.gov.uk/authorities>

**Scotland:** <http://www.gov.scot/Topics/Government/local-government/localg/usefullinks>

**Northern Ireland:** <https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland>

**Republic of Ireland:** <http://www.lgcsb.ie/en/irish-local-government>

Other Sources of further information and support:

NSPCC Cymru/Wales Child Protection Helpline: 0808 100 2524 (Mon-Fri 10am-6pm)

NSPCC Asian Child Protection Helpline: 0800 096 7719

ISPCC Republic of Ireland: +353 1 676 7960 or Childline 1800 666 666 or email: [ispcc@ispcc.ie](mailto:ispcc@ispcc.ie)

CSE Helpline: 0800 3891 701 (Republic of Ireland)

ChildLine: 0800 1111

Stop It Now! Helpline (24 hours): 0808 1000 900

If you need to contact NSPCC Divisional Offices in your local area for advice or have a general enquiry, please go to NSPCC website for contact details at:

<https://www.nspcc.org.uk/fighting-for-childhood/about-us/contact-us/#tab-ContactScotland>

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Related sections and documents

Safeguarding Information Leaflet  
 RLSS UK Codes of Conduct

## Definitions and Key Concepts

**RLSS UK HQ:** Royal Lifesaving Society UK Headquarters.

**Application and scope:** The Safeguarding Policy and its procedures, guidelines and codes of conduct are applicable to everyone involved in all aspects of RLSS UK work, operations and activity which involves working with children and adults at risk. Detailed information on the application and scope of this policy can be found in the Introduction section on page 6 of this Policy.

**Abuse:** Abuse has many forms and may involve a combination of abusive elements including physical, emotional, sexual, neglect, non-organic failure to thrive, psychological, financial, material, neglect, acts of omission, discriminatory and institutional abuse. It can be the result of an act or a failure to act.

**Adult:** A person who is 18 years or over.

**Adult at risk:** In this Policy the term 'adults at risk' is used as an exact replacement for 'vulnerable adult' or 'protected adult' in the UK and Republic of Ireland. This is because the term 'vulnerable adult, may wrongly imply that some of the fault for the abuse lies with the victim of abuse. An adult at risk is a person who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs),
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those care and support needs are unable to protect themselves from either risk of, or the experience of abuse or neglect.
- Adults at risk could include people with mental health issues, physical, sensory or learning disabilities, medical conditions, those who are elderly and frail and also those who are carers.
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**Branch Safeguarding Officer (BSO):** The designated individual within an RLSS UK Branch whose responsibilities are to act as a local point of contact for any person who has a safeguarding concern.

**Carer:** refers to unpaid carers, for example, relatives or friends of the adult at risk. Paid Workers, including personal assistants, support worker, whose job title may be 'carer', are called 'staff or employees'.

**Children and Young People:** we define a 'child/children' and a 'young person/young people' as all those who have not yet reached their 18<sup>th</sup> birthday. The fact that a child has reached 16 years of age and is living independently or is in further education does not change their status or entitlement to services or protection. For the purposes of clarity, throughout this policy and its related procedures, guidelines and codes of conduct the organisation uses the term 'child/children' to include a 'young person/young people' who have not yet reached their 18th birthday.

**Child Protection:** is part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering or are likely to suffer significant harm.

**Club Welfare Officer (CWO):** The designated individual or their equivalent within an RLSS UK club or affiliated body whose responsibilities are to act as a first point of contact for any person who has a safeguarding concern.

**Coach/ instructor / trainer/assessor:** The term coach/instructor/ trainer/assessor maybe used generically and interchangeably throughout this policy, it refers to anyone providing activity in the name of the RLSS UK.

**Designated Safeguarding Lead (DSL):** The Designated Safeguarding Lead is a senior member of staff at RLSS UK HQ who has the joint responsibility with RLSS UK Management and Board of Trustees to ensure that the

organisation's safeguarding policy and related policies, procedures, guidelines and codes of conduct are followed and regularly updated.

**Duty of care:** The responsibility of an individual or organisation to ensure all practical steps are taken to ensure the safety of those involved in an activity by the individual or organisation.

**In Loco Parentis:** The additional obligation on a coach, instructor, trainer, assessor or any other individual with responsibility for children, to act as a 'reasonable parent' would be expected to act.

**Lifesaver:** Generic term to include all those taking part in RLSS UK training, awards, competition or activities.

**Lifesaving:** The term Lifesaving throughout this policy refers to all those recognised disciplines by the Royal Life Saving Society UK. This includes lifeguarding, lifesaving, sports, education and community awards.

**Local Safeguarding Children's Boards (LSCBs)-England only:** The Local Safeguarding Children's Boards (LSCBs) have responsibility for the coordination of work undertaken by agencies involved both in providing services and safeguarding children. Wales, Scotland, Northern Ireland and Republic of Ireland operate their own in-country statutory agencies structures.

**Parent / Carer:** For purposes of this document the term includes parents, carers and guardians. For adults at risk this is most likely to be parents/carers not guardians.

**Registered Body:** An organisation such as the RLSS UK that is able to act as a recipient of criminal records checks information on behalf of its members.

**Registered Member:** A person registered with RLSS UK and paying the appropriate membership fee either as a registered member or registered associate.

**RLSS UK Code of Conduct:** It sets out what behaviour is acceptable and unacceptable. They require the highest standards of conduct from everyone involved in RLSS UK activity to ensure their behaviour and actions are exemplary and follow good practice, procedures and standards at all times.

**RLSS UK Code of Practice:** Organisational standards, guidance notes and policy statements which set out a set of professional behaviours and practices for those in RLSS UK membership.

**Safeguarding Adults Boards (SABs) –England only:** The Safeguarding Adults Boards have responsibility for the co-ordination of work undertaken by agencies involved both in providing services and safeguarding adults at risk, they provide local inter-agency guidelines detailing procedures for cases of actual or suspected abuse. Wales, Scotland, Northern Ireland and Republic of Ireland operate their own in-country statutory agencies structures.

**Significant Access:** Being in a position to have regular and direct contact with children and adults at risk or their contact information, whether as an employee or volunteer. The Disclosure Barring Service (DBS) in England describes this as a "regulated position".

- Those whose normal duties (paid or unpaid) include caring for, training, supervising or being in sole charge of those under 18 years of age or those who are at risk.
- Those whose normal duties include supervising or managing an individual in his work in a regulated position.

**Volunteer:** Anyone who willingly undertakes regular, ongoing and/ or occasional or one-off unpaid work by giving their free time, energy, experience and skills to help perform an activity or task on behalf of RLSS UK without any monetary compensation or expectation of compensation. Volunteers are not paid but shall be reimbursed for approved out of pocket expenses.



## Introduction

The RLSS UK Safeguarding Policy 2017, is a revised publication which replaces all previous versions of the RLSS UK Safeguarding and Protecting Children and Vulnerable Adults Policy. It provides a more up-to-date guidance mirroring new legislation and government policy on safeguarding children and adults at risk in the five nations: England, Wales, Scotland, Northern Ireland and Republic of Ireland. Additionally, it incorporates a new edition of the RLSS UK Codes of Conduct and Safeguarding Information Leaflet which replaces all previous versions.

This Policy is designed to assist all individuals involved in RLSS UK activities and its operations to meet their duty of care to protect children and adults in need of safeguarding. Some staff or volunteers will have greater day to day contact with potential safeguarding concerns than others, but everyone needs to consider safeguarding when dealing with children and adults at risk.

This document therefore provides an overarching framework with which other more specific policies, procedures and guidelines will sit. It also embeds the **“REACT, RECORD, REPORT” three step procedure** that RLSS UK will follow together with **Flow Chart 1 and Flow Chart 2 in Section 7** of this document providing an overview of raising and reporting safeguarding concerns to ensure that they are responded to and dealt with appropriately.

### Application and scope

This Policy covers all aspects of RLSS UK work, operations and activity with children and adults at risk including the following:

- Anyone working for or within RLSS UK (as an employee, volunteer or on a self-employed or other work basis) including all RLSS UK members, coaches, instructors, trainers, assessors, administrators, club officials and event organisers.
- All RLSS UK Clubs, Branches and affiliated bodies or activities organised through a third party working collaboratively with RLSS UK including (approved training centres (ATCs) and approved training providers (ATPs)) who work for, represent or are identified with the organisation whose operations involve children, and adults at risk.
- Parents, carers, spectators, visitors and all other participants in so far as measures in this policy relates to them.

**This list is not exhaustive and will change from time to time.**

### What is safeguarding?

Safeguarding is a relatively new term which is broader than ‘child protection’ or ‘adult protection’ as it also includes prevention. Safeguarding is defined as:

- All agencies working with children and their families, or adults at risk taking all reasonable measures to ensure that the risks of harm to children’s and adults at risk welfare are minimised; and
- Where there are concerns about the welfare of children and adults at risk, all agencies taking appropriate actions to address those concerns.

#### **Safeguarding children is defined as:**

- Protecting children from abuse and maltreatment;
- Preventing harm to children’s health or development;
- Ensuring children grow up with the provision of safe and effective care and;
- Taking action to enable all children to have the best outcomes.

#### **Safeguarding adults at risk is defined as:**

- Protecting an adult’s right to live in safety, free from abuse, maltreatment and neglect and preventing injury or significant harm to adult people who may be in vulnerable circumstances.

## Section 1. RLSS UK Safeguarding Policy

### Policy statement

RLSS UK is committed to ensuring that children and adults at risk who participate in its activities including lifesaving, lifeguarding, community awards, education, sports, competitions and any other events have a safe, positive and enjoyable experience. All groups of people whatever their age, gender, language, disability, race, religion or belief, sexual orientation, socio-economic status and culture have the right to protection from abuse and to be treated fairly. Everyone involved with children and adults at risk is uniquely placed to recognise and respond to abuse and poor practice across RLSS UK through our “**REACT, RECORD, REPORT**” **three step procedure together with Flow Chart 1 and Flow Chart 2** set out in **Section 7** of this Policy.

*It is not the responsibility of those individuals working with children and adults at risk to determine if abuse has occurred, but it is everyone's business to act upon and report any safeguarding concerns. It is the duty of Statutory Agencies i.e. Local Authority, Social Services and/or the Police to investigate if abuse has taken place.*

### Key principles-safeguarding children

- RLSS UK accepts the moral and legal responsibility to provide a duty of care for children and safeguard them from abuse.
- The welfare of children at risk is paramount.
- All children should be encouraged to fulfil their potential.
- Anyone under the age of 18 years is considered to be a child for the purposes of this policy.
- The protection of children is everyone's responsibility.
- Children have the right to participate in the organisation's activities in a safe and enjoyable environment free from all forms of abuse and/or harm.
- The rights, wishes and feelings of children will be promoted, respected and listened to.
- Children have the right to expect appropriate support, personal and social development with regard to their involvement in the organisation's activities, whatever their level of participation.

### Key principles-safeguarding adults at risk

RLSS UK is committed to the following principles in all aspects of safeguarding adults at risk:

- Empowerment-putting people first and helping those who lack mental capacity to feel involved and informed.
- Protection-supporting victims so they can take action.
- Prevention-responding quickly to suspected cases of abuse.
- Proportionality-making sure what we do is appropriate to the situation and for the individual.
- Partnership-sharing the right information in the right way.
- Accountability-making sure all agencies have a clear role.

**RLSS UK is committed to safeguarding and promoting the welfare and safety of children and adults at risk.**

**To implement this Policy RLSS UK will:**

- Appoint a Designated Safeguarding Lead with the responsibility to oversee the implementation of the safeguarding policy, manage safeguarding concerns and cases across the Organisation.
- Raise awareness of the duty of care responsibilities relating to children and adults at risk throughout the Organisation.
- Develop and put in place clear procedures to ensure that all incidents of poor practice, misconduct and abuse are identified, taken seriously and responded to swiftly including reacting, recording, reporting and making referrals as well as taking disciplinary and legal proceedings where necessary and appropriate.
- Develop guidelines and procedures on safeguarding children and adults at risk.

- Promote safe practice and challenge poor practice ensuring that action is taken as a result of any safeguarding concerns or allegations.
- Develop and put in place procedures to ensure safer recruitment, selection and checking the suitability of employees and volunteers (including RLSS UK Trustees, Club and Branch officials, members or volunteers employed by other organisations).
- Effectively manage staff and volunteers through support, supervision and training.
- Working together with other professionals and agencies providing safeguarding services for children and adults at risk and in close partnership with parents/carers and adults where appropriate to safeguard and promote the welfare of children and adults at risk.
- Working in partnership with children and adults at risk together with their parents/carers to promote their welfare and protect them from abuse.
- Promote the Policy to anyone involved with all RLSS UK work, operations and activity.
- Review and evaluate this Policy bi-annually or earlier if necessary.

**All those involved with RLSS UK activity have a duty to ensure that children and adults at risk are:**

- Allowed access to participate in activities in a way that is appropriate for their age and ability.
- Coached and trained by appropriately qualified staff or volunteers who have accessed learning opportunities appropriate to their level of contact with responsibility for children and adults at risk.
- Not required to participate in so many activities, or attend training sessions, as to become a threat to their well-being.
- Not subjected to any form of discriminatory abuse from any source.
- Not subjected to bullying or undue pressure from any source.
- Encouraged to achieve their full potential at all levels.
- Instructed how to behave on and off line in and out of the water.
- Afforded respect, confidentiality and privacy whatever their level of involvement.

#### Reading the policy

Everyone who works for, represent or are identified with RLSS UK whose activity or operation involves interaction with children and adults at risk is required to ensure that they take time to read and ensure that they are familiar and comply with and support the Safeguarding Policy and its procedures, guidelines and codes of conduct.

Additionally, all RLSS UK staff, volunteers, members including clubs, branches and affiliated bodies are required to sign up to the RLSS UK Code of Conduct and/or Code of Practice. This Policy is available on the RLSS UK and RLSS Direct Website as well as on Breathe HR for staff.

#### Related policies and procedures

This Policy should not be read in isolation but should be cross-referenced with all relevant RLSS UK policies, procedures, guidelines, codes and standards including:

- Equality and Diversity Policy
- Health and Safety Policy
- Whistleblowing Policy
- Complaints Policy
- Codes of Conduct

#### Assent

All RLSS clubs, branches and affiliated bodies shall assent to and use the RLSS UK Safeguarding Policy as their own together with the procedures, guidance and codes of conduct in dealing with safeguarding issues. Additionally, it is a criterion of membership that everyone involved in RLSS UK activity including clubs, branches and affiliated bodies as well as staff, volunteers, members including coaches, instructors, trainers, assessors, administrators, club officials, event organisers, parents/carers, participants and spectators are familiar with and comply with the Safeguarding Policy and its procedures, guidelines and codes of conduct.

### Geographical legal framework

Although, there is varying different legislation for protecting children and adults at risk across the four UK Nations and in Republic of Ireland, when responding to safeguarding needs, most of the legislative frameworks and guidance are based on shared principles to protect children and adults at risk from abuse and harm. However, each home nation is guided by their own national law and policy that is specific to them.

Nation	Legislation
England	Children Act 1989 and Children Act 2004 Human Rights Act 1998 Prevent Strategy (Extremism and Radicalisation) 2011 Working Together to Safeguard Children 2015 Care Act 2014
Wales	Children Act 1989 and Children Act 2004 All Wales Child Safeguarding Procedures 2008 Working Together to Safeguard Children 2015
Scotland	The Adult Support and Protection(Scotland) Act 2007 National Guidance for the Protection of Children in Scotland 2012 Children and Young People Act 2014
Northern Ireland	Children Order (NI) 1995 Cooperating to Safeguard Children 2003 Area Child Protection Committee Regional Policy and Procedures 2005 Safeguarding Vulnerable Groups (NI) 2007 Safeguarding Board Act 2011 Our Duty to Care DHSSPS 2012 and Getting it Right, DHSSPS 2012 Protection of Freedoms Act 2012
Republic of Ireland	Children First: National Guidance for the Protection and Welfare of Children 2011 National Vetting Bureau (Children and Vulnerable Persons) Act 2012\Children First Bill 2014 Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012

### Implementation and monitoring

This Policy is overseen by the Designated Safeguarding Lead together with the Safeguarding, Equality & Diversity Advisory Group (SEDAG), a working group set up by RLSS UK in March 2015. This Group consist of representatives from RLSS UK clubs and branches. SEDAG is also responsible for monitoring the implementation of the policy and safeguarding training plan as well as ensure that the Policy is regularly reviewed in line with current legislative changes, practices and recommendations.

### Breach of this policy

Any breach of this policy and its related procedures, guidelines and codes of conduct will be investigated and necessary action taken through relevant disciplinary and complaints procedures.

### Review of this policy

This Policy will be reviewed bi-annually as a minimum or earlier if necessary. The following situations may evoke a review:

- Any changes in government guidance through legislation, policy, best practice, recommendation.
- Organisational governance or requirements and feedback and lessons learnt from consultation with our staff, volunteers, members, clubs, branches and other affiliated bodies.

**Note: Whilst this Policy refers to both children and adults at risk throughout, there are instances in which the management, both internally and externally of concerns and incidents involving adults at risk may vary slightly from those involving children.**

## Section 2. Organisational Responsibilities

RLSS UK is committed to safeguard the welfare of children and adults at risk and have put in place a clear line of accountability and governance across the organisation. There is a team of individuals at RLSS HQ, branch and club level who have specific responsibility for safeguarding children and adults at risk. RLSS UK will also work together with all statutory agencies i.e. Local Authorities, Social Services, Children's Services, Adult Services and/or the Police in relation to all safeguarding concerns.

### Designated Safeguarding Lead and Deputies

The Organisation shall appoint a Designated Safeguarding Lead with overall responsibility for the Safeguarding Policy and its implementation to promote and protect the welfare of children and adults at risk within RLSS UK. This includes making sure that the Safeguarding Policy, its procedures and guidelines, codes of conduct and related policies are reviewed and updated bi-annually or earlier if necessary.

The Designated Safeguarding Lead also has the leadership responsibility for RLSS UK's safeguarding arrangements in the England, Wales, Scotland, Northern Ireland and Republic of Ireland to ensure that safeguarding is afforded the utmost priority both at strategic management level and on a day to day basis across the Organisation. He/she shall respond to a call of duty when required including **OUT OF HOURS**.

In the absence of the Designated Safeguarding Lead, the Technical Director and/or the Deputy Director of Education and Research at RLSS UK HQ will carry out his/her responsibilities. In both their absence, a Senior Member of Staff will be appointed to carry out their responsibilities.

### Safeguarding Case Officer

The Safeguarding Case Officer has the responsibility for the day-to-day administration of safeguarding children and adults at risk. He/she will act on safeguarding, misconduct and poor practice referrals in line with RLSS UK policies, procedures and guidelines. They shall be responsible for working with the Designated Safeguarding Lead and Deputies on matters of safeguarding, to ensure that cases are effectively managed. They shall also have the responsibility to maintain up to date safeguarding information and records.

RLSS UK employees/volunteers/members have a duty to:

- Comply with the Safeguarding Policy and procedures, guidelines and codes of conduct at all times.
- Provide an environment in which children and adults at risk feel safe, secure, confident and respected and they know how to approach adults if they are in difficulties or have concerns.
- Report any safeguarding concerns to the Club Welfare Officer or Branch Safeguarding Officer in your local area and/or to the Safeguarding Case Officer at RLSS UK HQ and escalate them to Statutory Agencies i.e. Local Authority, Social Services, Children's Services, Adult Services and the Police if deemed necessary.
- Ensure that detailed and accurate written records of concerns about children and adults at risk are kept even if there is no need to make an immediate referral.
- Attend all safeguarding training as prescribed.

### Case Referral Management Panel

The primary role of the Case Referral Management Panel is to make initial decisions on how to deal with all reported concerns relating to safeguarding children and adults at risk, what level each case will be dealt with, advise the organisation about actions they need to take and monitor and review progress on all cases.

### Safeguarding, Equality & Diversity Advisory Group (SEDAG)

The overall responsibility of SEDAG is to ensure that RLSS UK has robust safeguarding and equality and diversity policies in place and to oversee the implementation of the Safeguarding Policy and its procedures, guidelines and its code of conduct as well as the safeguarding training plan.

## Safeguarding at branch and club Level

RLSS UK will provide support to RLSS UK clubs, branches and other affiliated bodies through its Club Welfare Officers and Branch Safeguarding Officers.

The Club Welfare Officer should not be related to other members of the club committee or have a close personal relationship with any club officials or coaches, instructors or trainers involved in club activities and should not already be an official or club coach, instructor or trainer themselves. This is to avoid difficulties and any potential conflict of interest that could arise from a club member or any person wishing to report or make a referral regarding a concern to the Club Welfare Officer but feel unable to do so. Where a club cannot recruit a fully independent Club Welfare Officer, they should appoint an alternate or standby Club Welfare Officer so that in the event a conflict of interest arise, the concern can be referred to the alternate Club Welfare Officer to assist in situations where the main Club Welfare Officer is conflicted.

## Club Welfare Officer

Each RLSS UK club or affiliated body must have a person appointed as the Club Welfare Officer or an equivalent as a safeguarding lead. Club Welfare Officers have the responsibility to promote good practice to protect the welfare of children and adults at risk. Club Welfare Officers also act as a first point of contact for any person in the club who has a safeguarding concern or any issues concerning poor practice or potential or alleged abuse.

### Core specifications, skills and abilities

- Must be over 18 years of age and in full membership of RLSS UK.
- Willing to undergo an enhanced criminal record check.
- Good communication and listening skills– approachable, sensitive and diplomatic.
- Basic administrative skills to maintain records, organise and manage information.
- Ability to promote club policy, procedures and resources.

### Core areas of knowledge

- Knowledge of core legislation, government guidance and national framework for protecting children and adults at risk.
- Knowledge and awareness of local statutory agencies arrangements for managing safeguarding and reporting procedures i.e. Local Authority, Social Services, Children’s Services, Adult Services or Police.
- Have an understanding of RLSS UK’s duty to protect children and adults at risk including the boundaries of both the Branch Safeguarding Officer and Club Welfare Officer roles.
- Be able to recognise poor practice and abuse–behaviour that is harmful to children and adults at risk.
- Be willing to challenge anyone who does not comply with RLSS UK Safeguarding Policy.

### Core tasks

- Implement and promote best practice, Safeguarding Policy, guidelines, codes of conduct.
- Follow procedures and guidelines set out in the Safeguarding Policy in cases of incidents, keep confidential records of reported cases and action taken as well as liaise with statutory agencies and RLSS UK HQ to ensure they have access to all necessary information.
- Verify club members’ and volunteers’ criminal record checks.
- Maintain and keep an up-to-date list of local contact details for statutory and support agencies.
- Promote and ensure equality and diversity within the club.
- Promote, facilitate and ensure adherence to RLSS UK’s safeguarding training plan.
- Promote and ensure confidentiality is maintained.

### Training

- Attend safeguarding and equality and diversity training and updates unless already trained to a similar higher level and further continuous professional development (CPD).

## Branch Safeguarding Officer

The Branch Safeguarding Officer has the main responsibility to promote good practice to protect the welfare of children and adults at risk. They also act as a local point of contact for any person who has a safeguarding concern.

### Core specifications, skills and abilities

- Must be over 18 years of age and in full membership of RLSS UK.
- Willing to undergo an enhanced criminal record check.
- Willing and able to travel to visit clubs and groups.
- Good communication and listening skills– be approachable, sensitive and diplomatic.
- Basic administrative skills to maintain records, organise and manage information.

### Core areas of knowledge

- Knowledge of core legislation, government guidance and national framework for protecting children and adults at risk.
- Knowledge and awareness of local statutory arrangements for managing safeguarding and reporting procedures i.e. Local Authority, Social Services, Children’s Services, Adult Services or Police.
- Be able to recognise poor practice and abuse–behaviour that is harmful to children and adults at risk.
- Be willing to challenge anyone who does not comply with the RLSS UK Safeguarding Policy.

### Core tasks

- Implement and promote best practice, Safeguarding Policy, guidelines, codes of conduct and resources at Branch and Club level.
- Report cases, concerns and actions to the relevant person at RLSS UK HQ.
- Act as the main contact for the branch and clubs with RLSS UK HQ for advice and information relating to safeguarding children and adults at risk, recruitment of volunteers and reporting procedures.
- To administer the club members’ and volunteers’ criminal record checks.
- Follow procedures and guidelines in the Safeguarding Policy in cases of incidents, keep confidential records of reported cases and action taken as well as to liaise with statutory agencies and RLSS UK HQ to ensure they have access to all necessary information.
- Maintain and keep an up-to-date list of relevant local contact details for support agencies i.e. Local Authority, Social Services, Children’s Services, Adult Services, Police, NSPCC and other professional agencies.
- Regularly report to the Branch Management Committee on safeguarding compliance whilst maintaining confidentiality.
- Attend training on safeguarding children and adult at risk.
- Identify any training needs for Club Welfare Officers and individual volunteers and where appropriate organise such training and ensure adherence to RLSS UK’s safeguarding training plan.
- Monitor and implement the Safeguarding Policy and its procedures, guidelines, codes of conduct and safeguarding training plan for their Branch and clubs.
- Promote and ensure equality and diversity.

### Training

- Familiarise themselves with RLSS UK Safeguarding Policy and its procedures, guidelines, codes of conduct and other relevant policies.
- Attend safeguarding and equality and diversity training and updates unless already trained to a similar higher level and further Continuous Professional Development (CPD).

## Section 3. Safer Recruitment

RLSS UK is committed to promoting and implementing safer recruitment procedures and good practice to ensure that its employees and volunteers are suitable and appropriately qualified. It is therefore important that all applicants whose work involves working with children and adults at risk are subjected to an appropriate level of scrutiny.

RLSS UK is committed to equality of opportunity and so is committed to the fair recruitment of staff/potential staff and volunteers/potential volunteers. We ensure that no applicant is subject to less favourable treatment on the grounds of gender, race, sexual orientations, nationality, age, physical /mental disability, beliefs, socio-economic status, responsibility for dependants or offending background.

RLSS UK actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.

The following rigorous safer recruitment arrangements apply to all posts where an RLSS UK employee, volunteer, club member or any other person and organisation working with or for RLSS UK has unsupervised and regular contact with children or adults at risk. It also applies to those who are responsible for recruiting to such posts. At each stage you should ensure inclusion of the following criteria:

### Planning and advertising

- Aims of the organisation, club or branch.
- Clear roles and responsibilities for all paid and voluntary positions at local and national level.
- Clear job description and person specification.
- State the experience, skills and qualifications required particularly if experience of working with children, and/or adults at risk is a requirement or an advantage.
- An organisational statement of commitment to safeguarding children and adults at risk.
- [A PARENTAL CONSENT FORM](#) is available for volunteer roles if the applicant is under 18 years of age.
- Clearly state that the post will be subject to the appropriate level of criminal record checks as part of the selection process.

### Application form

- Completion of an [APPLICATION FORM](#).
- Completion of a [SELF-DECLARATION AND DISCLOSURE FORM](#), declaring all convictions or cautions (including those spent or unspent).
- References from at least two people (not relatives).
- Identity check, work history and experience.

### Shortlisting

- A recruitment panel consisting of at least two people to review and shortlist applicants.
- Meet with all applicants prior to any recruitment decisions are being made.

### Meeting/Interview

The meeting and/or interview will enable the recruitment panel to explore further the information provided or clarify gaps in information provided in the application form such as their work history and experience. Applicants should bring proof of identity such as a **PASSPORT or DRIVING LICENCE**. During the meeting or interview all applicants will be questioned about their previous work with children and adults at risk, and their understanding of safeguarding and how that might be a consideration in the role they are applying for.



## References

- Request at least two references from individuals who are not related to the applicant.
- It is recommended that one reference should be work related and if possible, one that demonstrates past involvement of working with children and adults at risk.
- Check references to confirm identity using official documents.
- Check eligibility to work in the UK and Republic of Ireland for example passport or residence permit.
- It is preferred that all references should be in writing and followed up by telephone where necessary.
- Seeking a verbal reference is perfectly acceptable: however, the information received must be recorded using a [REFERENCE FORM](#).
- In the event information in a Reference Form, Self-declaration Form or Criminal Records Checks gives cause for concern, contact the Safeguarding Case Officer at RLSS UK HQ for further advice.
- Request and check the level of experience or qualifications required for the role including details of competence from governing bodies and educational establishments where appropriate.

## Criminal records checks

Criminal records checks refer to the process of vetting or checking an individual's criminal records history for evidence of any relevant convictions. It can indicate that a person is not suitable to work with children and/or adults at risk.

A criminal records check may be undertaken by RLSS UK when it is considered proportionate and relevant to the particular position ([see matrices](#)) using any of the following organisations:

- [Disclosure and Barring Service \(DBS\) - England & Wales](#)
- [Access NI - Northern Ireland](#)
- [Garda Central Vetting Unit \(GCVU\) - Republic of Ireland](#)
- [Disclosure Scotland- \(-Scotland\)](#)

RLSS UK complies fully with the stated Acts, Code of Practices and Policies relevant to each organisation and the recruitment of ex-offenders. A copy of Acts, Codes of practice and Policies can be made available on request (This can also be accessed by following the link to the relevant website above).

RLSS UK undertakes not to discriminate unfairly against any subject of a criminal record check based on a conviction or other information revealed. Although, the existence of a criminal record will not automatically render an applicant unsuitable, however, the safety of children and adults at risk is paramount and offences involving drugs, sex, and violence or dishonestly will be subject to vigorous scrutiny:

- Where a disclosure is required, it is recommended that it should be obtained before an individual start in their role. However, there is a discretion to allow an individual to start in their role providing there is an urgent need, pending receipt of a criminal records checks. In such cases, the individual must be appropriately supervised, and any other conditions of appointment must be satisfied e.g. satisfactory references, proof of identity and a copy of medical fitness if that has been sought.
- RLSS UK, its clubs, branches and affiliated bodies will not discriminate unfairly against the applicant on the basis of the information derived from a disclosure.
- Only those offences that are relevant to the role will be taken into account in assessing the suitability of the applicant for the post.
- The level of the disclosure will be dependent upon the extent to which the post involves working with children or adults at risk.

## **Criminal record checks for existing employees/volunteers**

If a current employee or volunteer applies for a different role within the organisation or club, then their new role will require criminal records checks. They will be asked to reassess and carry out the level of checks required for that role, unless they have already had one at the appropriate level and purpose within the previous three months.

### The recruitment of ex-offenders

If the criminal records checks disclose any information about past convictions, offences or police warnings, the recruitment panel must seek advice from the Safeguarding Case Officer at the RLSS UK HQ and together identify and assess the relevance of this information in order to make a decision regarding appointment. If the criminal records check highlights an unspent conviction, a risk assessment will be carried out by the named supervisor and the recruitment panel to assess the suitability of the applicant to work with children and adults at risk.

During this process RLSS UK will undertake an open, measured and recorded discussion on the subject of offences or other matters considered relevant for the position concerned.

### Dealing with the commission of offences by existing employees/volunteers

Where an existing employee or volunteer commits a criminal offence during their employment or volunteering by RLSS UK or club or affiliated body, they should be subject to risk management procedures in order to test suitability to continue in their role.

Where a club or affiliated body has carried out disciplinary procedures with an individual, RLSS UK may request that the individual completes another criminal records check.

### RLSS UK criminal records checks process

RLSS UK will manage the criminal records checks process for its employees, volunteers and members. For further information on the process that is applicable to you or your club or affiliated body please contact the Safeguarding Case Officer at RLSS UK HQ on 0300 3230 096.

***Note: Employees and volunteers working with children and adults at risk are in a position of trust and are expected to make full disclosure to their line manager, named supervisor or club management if they are charged with an offence, pre or post appointment, in order that the organisation/club/affiliated body/organisation can consider what action is appropriate under this policy. Failure to do so may be regarded as a disciplinary offence.***

### Appointment

The successful applicant should be issued with an offer of appointment (oral or written). It should:

- Specify full details and requirements of the position and any probation period (paid staff) or three-month trial period (volunteers).
- Be informed that the appointment is subject to the satisfactory receipt of two references (not relatives), criminal record checks and a copy of medical fitness if it that has been sought.

### Induction and training

The Organisation provides access to this policy to all new employees and volunteers upon appointment:

- All employees and volunteers who work or come into contact with children or adults at risk undergo a clear induction (formal and informal). An [RLSS INDUCTION CHECKLIST AND RLSS UK INDUCTION RECORD FORM](#) is available via this link.
- The expectations, roles and responsibilities are clarified through a formal exercise for employees (appraisal/performance evaluation or informal exercise for volunteers consisting of volunteer support meeting, chats and feedback).
- Training needs should be established and training will be given specific to their roles and responsibilities.
- Updated safeguarding training should be offered periodically to all employees and volunteers who work with children and adults at risk. All volunteers as a minimum should complete the RLSS UK safeguarding training.
- If practicable, the new recruit should be mentored by an experienced person.
- Extracts from this Policy will be included in all general training with line managers and named supervisors, induction guides to supplement the induction for staff and volunteers who work with children and/or adults at risk.
- The Designated Safeguarding Lead will offer advice on request.

- All employees and volunteers are required to take time to read and understand the content of this policy. They must ensure that they are familiar with and comply with other related organisational policies, procedures, guidance, handbooks and codes of conduct.

#### Monitoring and appraisal

All employees and volunteers who have contact with children and adults at risk will be monitored and their performance appraised on an ongoing basis. All employees or volunteers will be given the opportunity to:

- Receive feedback.
- Identify training needs and set new goals.
- Highlight any concerns about poor practice or inappropriate behaviour.
- 

In the case of volunteers, the above will be recorded by the named supervisor in the [VOLUNTEER SUPPORT MEETINGS/FEEDBACK FORM](#) available to download via this link.

#### **Line managers, named volunteer supervisors and club management should:**

- Be sensitive to any concerns about poor practice and act on them at an early stage.
- Offer appropriate support to those who report concerns/complaints.
- 

Particular care must be taken to monitor casual and agency staff or volunteers, whose less frequent working pattern reduces the opportunities for regular supervision and training and who may be less familiar with policies and procedures. It is the responsibility of line managers, named supervisors and club management to monitor practice.

All newly appointed employees will undergo an agreed period of probation whilst volunteers will be put on a trial period on commencement of their role. You need to facilitate:

- Direct observation of the activity or service.
- Mentoring and providing feedback on performance and progress.
- Children's and adults' feedback on the activities or services.
- Appropriate supervision where the individual has been allowed to start their role pending the receipt of a criminal record checks.

#### Safeguarding Complaints Procedure

RLSS UK employees and volunteers including any other person or organisation working with, representing or identified with RLSS UK should ensure that everyone including children and adults at risk and their parents/ carers are aware of the Complaints Procedure set out in Section 11 of this policy.

## Section 4. Promoting Good Practice

### What is good practice?

Everyone who works for, represent or is identified with RLSS UK whose activity or operations brings them into regular or unsupervised contact with children and adults at risk should demonstrate exemplary behaviour and follow good practice in order to protect children and adults at risk and themselves from allegations of abuse.

**Although it is not your responsibility to determine whether or not abuse is taking place, everyone has the duty to:**

- Identify poor practice and possible abuse.
- Take action if they have concerns, suspicions or information about a safeguarding concern.
- Report any concern to the appropriate agencies to investigate the concern.

**Good practice means all RLSS UK members should:**

- Be registered as members of RLSS UK either directly or through affiliation.
- Hold a recognised lifesaving and/or lifeguarding qualifications and be up-to-date with technical skills and qualifications and their insurance when operating in a teaching/coaching capacity.
- Fully adopt, assent and comply with RLSS UK policies and procedures, guidelines, standards and codes of conduct.

**Everyone should:**

- Make the experience of participating in RLSS UK activities safe, fun and enjoyable and promote fair play.
- Treat all children and adults at risk equally and with respect and always putting their welfare first before winning or achieving goals.
- 

**Those who have contact with children and adults at risk should:**

- Promote a culture which ensures children and adults at risk are listened to and respected as individuals.
- Recognise the developmental needs and capacity of children and adults at risk.
- Avoid excessive training or competition and not pushing them against their will.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Don't give a child or adult at risk your personal contact details and do not communicate with them outside of the work you are doing with them.
- Always work in an appropriate and open environment with no secrets and:-
  - avoid private or unobserved situations and encourage an open environment – (i.e. no secrets)
  - if privacy is needed, meetings should take place in sight of others, the door should be left ajar and other staff, volunteers, parents or carers informed of the meeting
  - keep parents/ carers informed about any communication and its content you have with their children or adults at risk including emails and text messages
  - avoid sessions or meetings that are completely unobserved
  - avoid one to one situations in changing rooms, if children or adults at risk require supervision in the changing rooms involve parents/carers and ensure staff and volunteers work in pairs
- Ensure that if mixed teams are taken away, they should always be accompanied by a male and female employee or volunteer. (Note: In some cases, however, same gender abuse can occur).
- Ensure that at residential events, adults should not enter the rooms of children or adults at risk.
- If an adult is working in a supervisory capacity, they should only enter the child's or adult at risk room when accompanied by another adult.
- Maintain safe and appropriate relationships with participants recognising that:-

- It is not appropriate for a person in a relationship of trust (defined in p22 of this document) to have an intimate relationship with a Child under 18 years. This could be a criminal offence, ‘an abuse of trust’ as defined by the sexual offences legislation in the UK and Republic of Ireland.
- It is not appropriate to share a room with children or adults at risk.
- Avoid unnecessary physical contact with children and adults at risk. Physical contact can be appropriate as long as:-
  - It is done in an open environment.
  - Neither intrusive nor disturbing.
  - The reason that it is necessary has been fully explained.
  - The person’s permission has been given openly.
- Act as a good role model and challenge unacceptable behaviour from children or adults at risk, including concerns over crossing professional boundaries:-
  - Do not tolerate smoking, drinking or taking of illegal substances in the company of children, and adults at risk during the working day or when involved in activities and events.
  - Promote a healthy diet.
- Gain written parental consent to act in loco parentis for the administration of emergency treatment if the need arises. A [PARENTAL CONSENT FORM](#) is available to download via this link.
- Gain written parental consent for any significant travel arrangements, especially if an overnight stay is involved.
- Gain parental consent if club officials or event organisers are required to transport children and adults at risk with the Transport Guidance in Section 10 of this Policy.
- Be aware of any medical conditions, existing injuries and medicines being taken.
- Keep a written record of any injury or accident that occurs along with details of any treatment given.
- Where employees or volunteers witness an injury this must be reported to the parents /carers at the first opportunity and also keep a written record of the injury. [AN INCIDENT REPORT FORM](#) is available to download via this link.
- Report all allegations or suspicions of abuse using the **“REACT, RECORD, REPORT” three step procedure and follow guidelines in Flow Chart 1 and Flow Chart 2** set out in Section 7 providing an overview of raising and reporting safeguarding concerns. Ensure that you:-
  - Don’t exaggerate or trivialise safeguarding concerns.
  - Don’t deter anyone from making allegations through fear of not being believed.
  - Work in an open and transparent way subject to confidentiality and data protection law.
- Don’t be drawn into inappropriate attention-seeking behaviour, such as tantrums or crushes but deal with such behaviour firmly and fairly.
- Be aware that breaches of the law, safeguarding policy, procedures, codes of conduct and other guidelines could result in a criminal or disciplinary action being taken against them.

#### Practice to be avoided

Poor practice must be avoided at all times except in cases of emergencies. A case might arise where it may be impractical to avoid some of these particular examples of poor practice. In such instances, you must seek consent from the parents/carers of the children or adults at risk involved as well as ensuring that this occurs with the full knowledge and consent of someone in charge at the Club (Club Welfare Officer/Branch Safeguarding Officer) or Safeguarding Case Officer at RLSS UK HQ.

The following are regarded as poor practice and you should:

- Never spend excessive amounts of time alone with a children or adults at risk away from others. Never take children or adults at risk to a place where they will be alone with you (see note below).

The following should never be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games with a child or adult at risk.
- Share a room with a child or adult at risk.
- Allow or engage in appropriate touching of any form.

- Allow child or adult at risk to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child or adult at risk even in fun.
- Reduce a child or an adult at risk to tears as a form of control.
- Allow allegations made by a child or adult at risk to go unchallenged, or not acted upon.
- Do things of a personal nature that children or adults at risk can do for themselves.
- Invite or allow children or adults at risk to go to your home or stay with you at home unsupervised.
- Take a child or adult at risk alone in a car on journeys, however short.

### Reporting incidents

If any of the following occur, you should report this as soon as possible to other colleagues or the Club Welfare Officer and make a written note of it. Parents of the children or adults at risk should be informed:

- If during your care you accidentally hurt a child or adult at risk.
- If they seem distressed in any manner.
- If they appear to be sexually aroused by your actions.
- If they misunderstand or misinterpret something you have said or done and wishes to make a complaint. For example, where they develop an infatuation with you, such circumstances always carry a high risk of words or actions being misinterpreted and for allegations to be made against you. Allegations can also arise as a way of seeking attention or in extreme cases are maliciously motivated.

*Note: It may be sometimes necessary for staff or volunteers to do things of a personal nature for children or adults at risk particularly if they are young, are disabled or have needs for care and support. Ensure that you work in pairs and that tasks are carried out with the full understanding and consent of their parents/carers and the person involved. If a person is fully dependant on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in the dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a participant to carry out particular activities. Avoid taking the responsibility for tasks for which you are not appropriately trained. Work closely with parents/carers to ensure that the person's needs are met in the way most appropriate to the individual(s).*

It is essential that everyone challenges poor practice. Even where there is a belief that the motives of an individual are well meaning. The poor practice listed above is not exhaustive and many other examples exist.

### Risk assessment

An important aspect of safeguarding is prevention and this is best approached by undertaking a risk assessment. A risk assessment is the process of identifying and managing risk in the organisation. It is advisable that risk assessments of new and existing activities be carried out before activities are undertaken. This is done in order to identify any risk associated with the activity or any elements of the activity which could have implications for safeguarding the welfare of a child or adult at risk. If specialised activities are to be undertaken, appropriate staff/volunteers should be engaged and their credentials verified.

The purpose of the risk assessment is to:

- Assess any risks that might occur during the activity.
- Assess the likelihood of the risk occurring.
- Identify the steps to be taken to manage the risk.

### Risk assessment guidance and templates

To conduct a risk assessment for:

- An activity or event, use an [ACTIVITY RISK ASSESSMENT FORM](#) available to download via this link.
- Safeguarding, use a [SAFEGUARDING RISK ASSESSMENT FORM](#) available to download here for cases where a person such as an identified child or adult club member or a participant has presented with challenging or dangerous behaviour of a safeguarding nature and may pose a risk to themselves or others.

Once the risk assessment has been undertaken and a specific risk identified, it is essential that all possible steps are taken to mitigate or minimise the risk prior to any activity taking place. Some activities by their very nature will always carry an element of risk, which cannot be fully prevented or completely free from risk.

It is not RLSS UK's responsibility to ensure there are no risks associated with any of its activities involving lifesaving, sport or competitions. However, RLSS UK, its clubs and affiliated bodies must not to expose children or adults at risk or other participants to unnecessary risk. They must identify risks that can be avoided and manage risks in a responsible manner, putting in place measures to reduce risk where possible.

#### Relationship of trust

The inequality at the heart of a relationship of trust should be ended before any sexual relationship begins.<sup>1</sup> A relationship of trust is defined as one in which one person is in a position of power or influence over another because of their position.

Genuine relationships do occur between the different levels of staff, volunteers, club members and participants in a group. However, no intimate relationship should begin whilst that individual (whatever their capacity) is in a 'position of trust' over a child or adult at risk. It is therefore, important for all responsible adults including staff/volunteers/club members to recognise the responsibility they must exercise in ensuring that they do not abuse their position of trust.

Although children aged 16-18 can legally consent to some types of sexual activity, however, in some provisions of legislation in the UK and Republic of Ireland they are classified as children. Therefore, in certain circumstances the 'abuse of trust' is a criminal offence<sup>2</sup>.

At RLSS UK, where a person in a position of trust engages in an inappropriate or intimate relationship with a young person aged 16 or 17 they will be in breach of the Safeguarding Policy and its procedures, guidelines and codes of conduct and RLSS UK will invoke its disciplinary procedures as well as taking action under the Safeguarding Policy and/or other relevant organisational disciplinary and complaints policies and procedures. Anyone found guilty of a criminal or disciplinary offence of this kind is likely to have their volunteer relationship and agreement terminated or in the case of an employee they may be dismissed from their employment. Additionally, they may be referred to the relevant authority for possible barring.

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<sup>1</sup> Caring for Young People and the Vulnerable Guidance for Preventing Abuse of Trust (Home Office 1999)

<sup>2</sup> Sexual Offences Act 2003 (England) and Sexual Offences (Amendment Act) 2000 (Scotland)

## Section 5. Awareness of Increased Risks to Abuse

All those involved with RLSS UK, need to be aware that some children and adults at risk are at greater risk of abuse because they may:

- Require intimate personal care and support with their health needs.
- Experience negative attitudes and abuse due to their disability.
- May be ignored and excluded from activities if people fail to recognise that it is the barriers that society puts up which prevent their involvement not the disability per se.
- May be dependent on their abuser for care and support.
- Be less able to resist abuse either verbally or physically.
- Have a smaller network of friends to support and protect them.
- Lack access to peer groups to discover what is acceptable behaviour.
- Have significant communication difficulties including the use of sign language.
- Be more likely to have their verbal or non-verbal communication misinterpreted as relating to their disability rather than abusive experiences.
- Have medical or disability needs which may be used to explain abuse.

### Disability

According to the Equality Act 2010, a person has a disability 'if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'. The definition includes people with hidden disabilities (such as diabetes, heart condition, epilepsy, mental health, challenging behaviour).

### Supporting disabled children and adults at risk

To reduce the risks to abuse, additional safeguards which may require adjustment to certain rules to meet the requirements of disabled participants/members should be implemented and take the following into consideration:

- Disabled children and adults at risk should have the same rights and opportunities as others to have fun and be safe.
- Information relating to policies and procedures should be fully accessible to children and adults at risk with communication difficulties.
- Specialist training or advice should be sought by those working with disabled children or adults at risk.
- When transporting a disabled child or adult at risk, the vehicles used should meet their needs and be roadworthy. Appropriate and trained escorts should be in attendance in the vehicle.
- When disabled children or adults at risk are lifted or manually supported, they should be treated with dignity and respect. Relevant health and safety training and guidelines must be followed to ensure the safety of the person being assisted and those assisting.

### Minority ethnic groups

Children and adults at risk from ethnic minority groups (and their parents/ guardians) are at risk of being subject to racism. Although racism causes significant harm it is not, in itself, a category of abuse: Children and adults at risk may:

- Experience racism and racist attitudes.
- Expect to be ignored by people in authority due to experience of institutionalism racism.
- Be afraid of further abuse or racist abuse if they challenge others.
- Be subjected to myths based on racial stereotyping.
- Want to fit in and not want to make a fuss.
- Be using or learning English as a second language and therefore find it more difficult to communicate.



## Religion and faith

Children and adults at risk from various religions and faiths may be at greater risk to abuse because they may:

- Experience religious intolerance, fear or hatred based on their religious beliefs.
- Be subjected to myths based on stereotypes.
- Suffer bullying or assumptions because of their religious beliefs and practices.
- Be discriminated against, harassed or bullied based on their actual or perceived religious beliefs due to fear of religious extremism.

## Gender

It is important to recognise that more girls are susceptible to the risk of being groomed and/or sexually abused, although this can also happen to boys. Therefore, staff, volunteers or any other person working with children and adults at risk should not treat them differently or unequally because of their gender.

## Reducing the potential for increased risk to abuse

Given the increased risk of some groups of children and adults at risk, it is important to create a safe culture including:

- Finding ways of understanding and communication.
- Ensuring good practice at all times in physical and health care.
- Developing knowledge of the diverse cultures across the organisation.
- Respecting and valuing diversity.
- Observing changes in mood, appearance and behaviour and discuss those concerns with parents/carers and the Club Welfare Officer or Branch Safeguarding Officer if suspicions or concerns are significantly raised about the care or welfare of children or adults at risk.
- Acknowledging that children and adults at risk who are disabled are additionally susceptible to an increased risk of abuse and that vigilance is essential at all times.
- Acknowledging that abusive behaviour directed towards a child or adult at risk by a person who is carrying out a leadership role is not acceptable and reporting such behaviour to the person responsible for safeguarding at club, branch level or RLSS UK HQ as abuse or poor practice.
- Building relationships with parents and carers and include them in club activities.
- Ensuring that Codes of Conduct are enforced across the organisation.
- Ensure that staff, volunteers, members including club officials set good examples of behaviour at all times.

***Note: Staff, volunteers and any other person responsible for an RLSS UK activity including, coaches, instructors, trainers, assessors, administrators, club management, event organisers should be aware of these potential risks and consider how the activity or environment could be adapted to decrease the risk.***

## Section 6. Abuse and Poor Practice

It is not always easy to recognise a situation where abuse may occur or has already taken place, even for those who are experienced in working with child abuse and safeguarding concerns on a day to day basis. Allegations arising from poor practice and abuse relating to children and adults at risk is unacceptable and will be treated seriously and appropriate action will be taken.

### Poor practice

Within the bounds of this Policy, poor practice constitutes any practice or behaviour which contravenes RLSS UK's required standards (typically as described in the code of conducts). It occurs when individuals are inadequately trained and act inappropriately.

### Abuse

Abuse is maltreatment by any other person(s) that violates a person's human and civil rights. Any person may abuse or neglect a child or adult at risk by inflicting harm, or by failing to act to prevent harm (**this includes other children**). Abuse can happen wherever there are children or adults at risk of any age. Abuse can happen in a family or in an institutional or community setting by those known to a person, a stranger, an acquaintance or by others (e.g. via the internet).

Everyone involved in RLSS UK operations and activity including staff, volunteers and members should be able to recognise signs and indicators of abuse and know how to respond to abuse. It is not their responsibility to determine if abuse has or is occurring, but they should act if they have any concerns about the behaviour of someone (an adult or another child) towards a child or adult at risk. Follow the "**REACT, RECORD, REPORT**" **three step procedure** and **Flow Chart 1 and Flow Chart 2** in **Section 7** of this Policy providing an overview of raising and reporting safeguarding concerns.

### Effects of abuse

- If allowed to continue whether short term or prolonged, abuse can have serious damage and can if not dealt with appropriately, cause problems for the person into adulthood.
- Present and future relationships can be affected as can the person's trust in others.
- Abuse can also lead to complex problems including involvement in drugs, gangs, alcohol abuse, criminality, suicide and in extreme cases may even go on to abuse other children or adults.

### Main categories of abuse

England, Wales, Scotland, Northern Ireland and Republic of Ireland, commonly recognise the following as the main categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Non-organic failure to thrive (Scotland only)

These categories can overlap and abused children or adults at risk are more than likely to suffer more than one type of abuse. Additionally, bullying, sexting, grooming, substance abuse and other forms of abuse also need to be safeguarded against. These are outlined below:

### Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent/carer fabricates the symptoms of, or deliberately induces illness of the person they are looking after. Physical abuse may occur when:

- Excessive demands are made of children or adults at risk that exceed their physical capability.
- Drugs are used to enhance performance.

### Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on the victim's emotional development. Emotional abuse includes:

- Conveying that they are worthless, inadequate, unloved and only valued as they meet the needs of another person.
- Not allowing a child or adult at risk to express their views by acting condescending towards them and mocking them or by silencing them when they try to communicate.
- A child or adult at risk witnessing the ill-treatment of another individual.
- Bullying (including cyber-bullying) causing the child or adult at risk to feel frightened or in the danger.
- Exploitation and corruption of a child or adult at risk.

### Sexual abuse

Sexual abuse involves forcing or enticing a child, or adult at risk to take part in sexual activities, including prostitution, whether or not they are aware of what is happening. This includes:

- Physical contact, including penetrative (e.g. rape, buggery or oral sex) and non-penetrative act.
- Non-contact activities such as forcing a child or adult at risk to watch sexual activities, view sexual images or act in a sexually inappropriate manner.

Some of RLSS UK activities for e.g. teaching techniques, which may involve physical contact with children could potentially create situations where sexual abuse may go unnoticed. The power of a person in authority including a coach, instructor, trainer or assessor over young participants, if misused, may also lead to abusive situations developing. Any person who abuse the relationship of trust will be in breach if this Policy and provisions of legislation. RLSS UK will take appropriate action set out in detail in Section 4 of this Policy.

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### Neglect

Neglect is the persistent failure to meet the basic physical and/or psychological needs of a child or adult at risk, likely to result in the serious impairment of their health or development. Neglect includes:

- Failing to provide adequate food, clothing and shelter including exclusion from home or abandonment.
- Failing to protect them from physical and emotional harm or danger or not responding to emotional needs.
- Failure to ensure appropriate medical care or treatment.
- Not providing adequate supervision.

Neglect in RLSS UK activities or events could include RLSS UK staff, volunteers, members, coaches, instructors, trainers, assessors or any person responsible for an activity not ensuring the safety of children or adults at risk through adequate supervision, exposing them to undue cold, heat or to unnecessary risk of injury.

### Non-organic failure to thrive (Scotland only)

Children who significantly fail to reach normal growth and developmental milestones (i.e. physical growth, weight, motor, social and intellectual development) where physical and genetic reasons have been medically eliminated and a diagnosis of non-organic failure to thrive has been established.

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**Note: Some level of emotional abuse is involved in all types of abuse or maltreatment of a child or adult at risk, though it may occur alone.**

## Other categories of abuse

Increasingly, there is a recognition of other categories of possible abuse relating to children and adults at risk in a variety of environments and communities. Further information on the **SPECIFIC TYPES OF ABUSE** is available Appendix 1 of this document.

## Indicators of abuse

Everyone working with children and adults at risk needs to be aware of warning signs, but should be careful not to assume that abuse is the reason. Some signs can be present in children or adults at risk who are not abused or at risk at all. The following is a list of some of the warning signs which could come to your attention and may be an indicator that a child or adult at risk is being, or has been abused or neglected, or is at risk of abuse:

- Unexplained or inconsistently explained physical injuries/weight loss.
- Repeat bruising; bruising of different colours; burn injuries.
- Reluctance to talk about an injury.
- Worrying changes in behaviour, e.g. introverted, lacks confidence, aggressive, bullying.
- Lack of self-care/dehydration/abnormal eating pattern.
- Peer relationship problems.
- Emotional dependence on adults other than parents.
- Self-harming.
- Eating disorders.
- Bills not being paid.
- Isolation from usual network of friends, family or community.
- Poor hygiene or dirty clothing.
- Attention seeking beyond norm for age.
- Difficulty making friends, or is stopped from socialising or making friends.
- A distrust or fear of adults.
- Sexualised play or sexualised language beyond norm for age and is under no circumstances acceptable or appropriate.
- Appears frightened of, or is abnormally attached to, parent/s or carer/s.

Within RLSS UK activity and operations including lifesaving, lifeguarding, competitions and sporting events, abuse may occur if a participant is subjected to constant criticism, name-calling, sarcasm, bullying or unrealistic pressure to perform to high expectations consistently. Parents /carers can also emotionally abuse child or adult participants by having too high expectations and placing unrealistic expectations on the child or adult at risk with constant negative feedback.

## Grooming

Most clubs including sports clubs offer excellent opportunities for young people to train, try new things, make friends and improve their skills. They are often the places where appropriate trusting relationships with adults outside the family or formal education sector are developed. Such relationships of trust should be used appropriately to advise young people and demonstrate the positive values of sport through role modelling. However, RLSS UK activities can also provide opportunities for adults to target and groom a child or adult at risk through their role as a volunteer or paid employee.

Grooming refers to an individual's deliberate actions to create an emotional connection with a child or adult at risk to gain their trust and compliance with the intent to commit sexual abuse or exploitation. More generally, it can be seen as a process by which an individual manipulates those around them-particularly, but not exclusively, the child-to provide opportunities to abuse and reduce the likelihood of being reported or discovered. It always involves manipulation and deceit.

Grooming is often slow and subtle, continuing for several weeks or months and lulling the child into a false sense of security to provide opportunities to abuse and reduce the likelihood of being reported or

discovered. Abusers come from all sections of society including both males and females often perceived as respectable, reliable and trustworthy people and can also occur both online and in the real world. It can be undertaken by an individual known to the child or adult at risk or by a stranger.

Many children or adults at risk will not understand that they have been groomed and that it constitutes abuse. Most cases of grooming come to light after the abuse has taken place. Abusers may invest a lot of time and effort into gaining a victim's, and possibly the rest of their families trust by:

- Offering advice and understanding.
- Buying gifts, such as equipment and gadgets.
- Giving the child/adult at risk attention.
- Using their professional position or reputation.
- Offer a combination of gifts, taking them on trips, outings or holidays.

Once they have established trust, groomers will exploit the relationship by isolating the victim from friends or family and making the person feel dependent on them. The groomer will use any means of power or control to make the person being groomed believe they have no choice but to do what they want. Abusers may introduce 'secrets' as a way to control or frighten the victim. Sometimes they use blackmail, or make the person feel ashamed or guilty, to stop them telling anyone about the abuse.

### **How to deal with grooming if it occurs?**

At RLSS UK we have a rigorous recruitment and selection process to strengthen external inhibitors by preventing access to children and adults at risk by those with a known history of harming children. The safer recruitment process also makes it clear that everyone at RLSS UK including affiliated clubs and bodies is alert to potential abuse and safeguarding participants from grooming. If you have concerns about an employee, member, volunteer or anyone involved with RLSS UK activities, operations or events report it to your local Club Welfare Officer or Branch Safeguarding Officer. Alternatively, you can report this to RLSS UK HQ to the Safeguarding Case Officer and/or Designated Safeguarding Lead.

If you do suspect a child, young person or adult at risk is being groomed follow the **“REACT, RECORD, REPORT” three step procedure and Flow Chart 1 and Flow Chart 2** set out in **Section 7** of this Policy providing an overview of raising and reporting safeguarding concerns. An [INCIDENT REPORT FORM](#) is available to download via this link to report it immediately to the Club Welfare Officer, Branch Safeguarding Officer or RLSS UK Safeguarding Team at HQ, the police or statutory agencies (or all) who can take appropriate action to investigate. At this stage, it may only be a suspicion, so it is important that wild or inappropriate allegations are not made.

Remember also that the nature of grooming does mean it can be hard to prove until explicitly sexual requests have been made. It is not a crime for adults to chat to children or adults at risk in chat rooms but it is illegal to do so with the intention of sexually abusing them. If you are unsure or worried about the sexual behaviour of someone you know (whether they are an adult or a child) you can contact the **Stop It Now! Helpline on 0808 1000 900 [www.stopitnow.org.uk](http://www.stopitnow.org.uk)**.

### **Substance abuse**

The use of drugs, alcohol and tobacco including performance enhancing drugs is discouraged as being incompatible with a healthy approach to RLSS UK activities including lifesaving, competition or sporting activity. Our policy is as follows:

- Adults should act as role models for appropriate behaviour with regard to the use of drugs, alcohol and tobacco.
- Use of any substance that is perceived to offer a short-cut to performances is not acceptable.
- Any person involved in RLSS UK activities including staff or volunteers and members/coaches/instructors/trainers/assessors have a role to play in educating those in their care

as to the short and long-term effects of proscribed drugs or of substances taken to enhance performance.

### Sexting

Sexting often refers to the sharing of sexual images, naked or semi-naked images or videos of themselves or others or sending sexually explicit messages via the internet or through mobile phone messages. It also includes underwear shots, sexual poses and explicit text messages. Sexting may also be called 'trading nudes, dirties or pic for pic'. Sexting can be seen as harmless, but creating or sharing explicit images of a child is illegal, even if the person doing it is a child.

A child or young person is breaking the law if they:

- Take an explicit photo or video of themselves or a friend.
- Share an explicit image or a video of a child, even if it's shared between children of the same age.
- Possess, download or store an explicit image or video of a child, even if the child gave their permission for it to be created.

However, as of January 2016 in England and Wales, if a child or young person is found creating or sharing images, the Police can choose to record that a crime has been committed but that taking formal action is not in the public interest. Crimes recorded this way are unlikely to appear on future records or checks, unless the child or young person has been involved in other similar activities which may indicate that they are at risk. Children and young people worried about sexting, online safety or any other problem can call free 24-hour helpline on 0800 1111 or get help online at [www.childline.org.uk](http://www.childline.org.uk).

### Bullying

Bullying can be a significant factor in other types of abuse and equally has a damaging consequence for the victim. Nancy Duin defines bullying as 'repeated aggressive, verbal, psychological or physical conduct by an individual or group against another person or person'<sup>3</sup>. Bullying may therefore be seen as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those being bullied to defend themselves.

#### **Typical targets**

Anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons for e.g. being overweight, physically small, having a disability or special needs or belonging to a different race, faith or culture.

#### **Bullying can occur between:**

- An adult and a child
- A child and another child
- A parent and their child
- An adult and adult at risk

Girls and boys can be bullies although it seems to be more conspicuous in boys.

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<sup>3</sup> Bullying, a Survival Guide, produced by BBC Education

## Bullying settings

Although bullying often takes place in schools,<sup>4</sup> research shows it can and does occur anywhere where there is inadequate supervision-on the way to and from school, at a club or sporting event, in the playground and changing rooms.

### There are three components to bullying

- It must occur over time, rather than being a single aggressive act.
- It involves an imbalance of power, with the powerful attacking the powerless.
- It can be psychological, verbal, or physical in nature.

## Bullies

The competitive nature of activities e.g. lifesaving, lifeguarding, competition or sports) makes it the ideal environment for the bully. The bully can be:

- A parent/carer who pushes too hard.
- An instructor/trainer who adopts a 'win-at-all-costs' philosophy.
- A participant who intimidates inappropriately.
- A club official who places unfair pressure on a participant.
- A participant who takes images in the changing room of other children or adults at risk and threatens to place them on the web or send them to others.
- A spectator/visitor who directs abuse at a participant.
- A volunteer/employee/member who intimidates or threatens others.

Bullying can be prejudiced based (e.g. disablist, racist or discriminatory etc.), it is important that this is addressed when responding to bullying behaviour.

### There are many forms of bullying including:

- **Physical:** hitting or kicking, pushing, punching or any use of violence, theft or having possessions messed with by others.
- **Verbal:** name-calling, spreading lies, rumours or gossip, constant teasing, insults, threats.
- **Emotional:** tormenting, social media communication including mobile text messaging, ridiculing, humiliating, embarrassment, ignoring, blackmailing and grooming.
- **Sexual:** unwanted physical contact, sexually abusive comments or inappropriate sexting involving exploitation, grooming or bullying.
- **Racist:** racial taunts, graffiti, gestures, made to feel like an outsider.
- **Cyber bullying:** takes place online or through smartphones and tablets.
  - **Harassment:** sending offensive rude, insulting messages and being abusive.
  - **Denigration:** sending information about another person that is fake, damaging and untrue.
  - **Flaming:** intentional use of extreme and offensive language and getting into online arguments and fights.
  - **Impersonation:** when someone hacks into someone's email or social networking accounts and use the person's identity to send or post vicious or embarrassing material to/about others.
  - **Outing and trickery:** when someone shares personal information about another or tricks someone into revealing secrets and forward it to others.
  - **Cyber stalking:** repeatedly sending messages i.e. threats of harm, harassment, intimidating messages, makes another person fear for his or her safety.
  - **Exclusion:** intentionally leaving someone out of a group such as group messages, online apps, gaming sites and other online engagement.

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<sup>4</sup> Research by the University of Sheffield, reported in the BBC Education Publication (1994) by Goldsmiths College, showed that 10% of primary school children and 4% of secondary children are bullied once a week

## Indicators of bullying

There are a number of signs that may indicate that a child or adult at risk is being bullied:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctant to go to school, training or attend Club activities.
- A drop off in performance in school or standard of play or participation at the club.
- Physical signs such as stomach-aches, head-aches, difficulty in sleeping, bedwetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes and alcohol.
- A shortage of money or frequent loss of possessions.
- 

It should be recognised that the above list of indicators is not exhaustive and the presence of one or more is not proof that abuse is actually taking place.

## Reporting bullying

Regardless of who the perpetrator might be, the signs of bullying should be reported to a person of responsibility preferably to the Club Welfare Officer or Branch Safeguarding Officer. Alternatively, you can report bullying to the Safeguarding Case Officer or the Designated Safeguarding Lead at RLSS HQ.

## Action to prevent bullying and help those being bullied

It is believed that up to 20 children per year commit suicide as a result of bullying<sup>5</sup>, if anyone talks about or threatens suicide, professional advice and guidance must be sought immediately.

- Take all signs of bullying very seriously.
- Encourage all children or adults at risk to speak and share their concerns.
- Create an open environment.
- Help the victim speak out and tell the person in charge or someone in authority.
- Encourage good behaviour on all social media networking, online communications and messaging.
- Investigate all allegations and take action to ensure the victim is safe.
- Speak with the victim and the bully (ies) separately.
- Reassure the victim that you can be trusted and will help them, **DO NOT** make promises of confidentiality.
- Record in writing exactly what has been said using the person's words as soon as possible. This should be captured via an [INCIDENT REPORT FORM](#).
- Report any concerns to the person in charge wherever the bullying is occurring.
- Follow guidance from the RLSS UK guidance, codes of conduct and other related policies.

## Actions to take toward the bully (ies)

- Talk with the bully (ies), explain the situation, and try to get the bully (ies) to understand the consequences of their behaviour. Seek an apology for the victim(s).
- Inform the bully (ies) parents/ carers.
- Insist on the return of the 'borrowed' items and that the bully (ies) compensate the victim(s).
- Impose sanctions as necessary in line with RLSS UK policies, procedures, guidelines and codes of conduct. Advice should be sought from the Club Welfare Officer or Branch Safeguarding Officer and the RLSS UK Safeguarding Case Officer on the appropriateness of sanctions.
- Encourage and support the victims to change their behaviour.
- Hold meetings with the families/parents/ carers to report on progress.
- Inform staff/volunteers/club members and any other person involved of any action taken.
- Keep a written record of any action taken.
- Seek support if needed by discussing the concern with Club Welfare Officer, Branch Safeguarding Officer or the Safeguarding Case Officer at RLSS UK HQ.

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<sup>5</sup> The Lowdown available at [thelowdown.info/issues/bullying/](http://thelowdown.info/issues/bullying/)



## Harassment

Harassment can be described as unwanted conduct which has the purpose or effect of violating the other person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. It includes unwelcome physical contact, verbal or non-verbal communication or behaviour that worries, troubles or torments any individual. It may also be defined as an act or behaviour that degrades, ridicules, excludes or intimidates.

Harassment may include:

- Verbal behaviour – spoken, textual or pictorial words or images which are threatening, offensive, humiliating, abusive, suggestive or racist comments, unwanted demands for sex, name-calling or malicious gossip, comment, jokes or banter.
- Non-verbal behaviour – isolation, exclusion or segregation, non-co-operation, suggestive or aggressive looks, gestures or invasion of personal space, abuse of power, removal of responsibility or behaviour which undermines confidence or unfair sanctions.
- Physical contact – unwanted touching or assault, threatening gesture or other aggressive or offensive behaviour.
- Electronic communication – unwanted, malicious or suggestive e-mail, text messages or postings on social networking sites.

Harassment can be 'one off' incidents or continuous behaviour against one or more individuals. It may be part of a pre-meditated campaign of some of the behaviour described above. It is not the intention of the perpetrator of the harassment that is of primary concern but rather the conduct itself and its impact on the recipients which constitutes harassment.

Harassment should be reported to a person of responsibility preferably to the Club Welfare Officer or Branch Safeguarding Officer. Alternatively, you can report harassment to the Safeguarding Case Officer or the Designated Safeguarding Lead at RLSS HQ. All instances/allegations of harassment, received either informally or formally will be dealt with swiftly through established organisational disciplinary and complaints policies and procedures.

Further needs and support.

It may come to your attention that a child or adult at risk is in need of further signposting or support. It is still your responsibility to raise this concern to your Club Welfare Officer. The Club Welfare Officer will seek advice from the Safeguarding Case Officer who will ultimately contact the appropriate agencies to obtain the relevant support.

## Section 7. Responding Allegations of Abuse and Poor Practice

RLSS UK's primary responsibility is to ensure that safeguarding concerns and any relevant information are passed on to statutory agencies i.e. Local Authority, Social Services, Children's Services or Adults' Services, and the Police without delay.

- It is essential that all allegations are taken seriously and appropriate action is taken. Not acting is not an option.
- If you are reporting a concern or an allegation, you are not responsible for deciding whether or not abuse has occurred.
- It is the role of the appropriate statutory agencies i.e. Local Authority, Social Services, Children's Services, Adult Services or the Police to make enquiries and investigations to establish if a child or adult at risk is in danger of harm.

### Responding to concerns

Concerns can be raised in various ways and there are a number of reasons someone may need to report a concern:

- Something a child or adult at risk has said.
- Signs or suspicions of abuse or potential abuse.
- Observation or concerns of inappropriate behaviour.
- Someone reports it to you.
- A child/adult at risk approaches you directly.
- Allegations made against a member of staff, club member or a volunteer.
- Allegations made about a parent/carer.
- Allegations about someone not working within RLSS UK.
- Allegations or observations of bullying or harassment.
- Anything which makes them uncomfortable based on inappropriate behaviour of an adult or changes in behaviour of a child or adult at risk.
- An incident of poor practice.
- Contrary behaviour to RLSS UK's Safeguarding Policy and its procedures, guidelines and codes of conduct.

**Note: It may not be that all children or adults at risk are able to express themselves verbally. Communication difficulties may mean that it is hard for them to complain or to be understood. Sometimes it is difficult to distinguish the signs of abuse from the symptoms of some disabilities or conditions, in relation to the nature of the individual's impairment.**

### "React, Record, Report" - Three Step Procedure

If a child or adult at risk informs you directly that he/she, or another child or adult at risk, is concerned about someone's behaviour towards them including poor practice (**this is termed disclosure**), the person receiving the information should follow the **"REACT, RECORD, REPORT" three step procedure IMMEDIATELY**. Additionally, **Flow Chart 1 and Flow Chart 2 provides an overview of raising and reporting safeguarding concerns on page 36 and 37 of this document.**

#### Step 1- React

- Do not panic.
- Do not allow your shock or distaste to show.
- React calmly so as not to frighten or deter the person.
- Keep an open mind.
- Reassure the person.
- Tell the person that he/she is not to blame and never their fault. Assure them that they were right to tell.
- Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a child or adult at risk who has a speech disability and/or differences in language.

- Keep any questions to an absolute minimum to ensure a clear and accurate understanding of what has been said.
- Do not make promises of confidentiality-explain that it is likely that the information will need to be shared- do not promise to keep secrets. You should, however, where possible obtain consent to pass information on.
- Never confront an alleged abuser.

### Step 2-Record

- Record in writing exactly what has been said using the child's or adult at risk's words as soon as possible.
- Start with the facts: the reason for the concern, persons involved, what was said or witnessed, dates and times of incidents. Remember to write the date and time when the report or notes were made.
- Add necessary observations afterwards and support them.
- Record any information that is disclosed to you including the details of all incidents and accidents together with details of any treatment given or actions taken.
- Forward a copy to the relevant statutory agencies i.e. Local Authority, Social Services, Children's Services, Adult Services or the Police as directed and to the Safeguarding Case Officer at RLSS UK HQ.
- Note how the person wants to keep informed about what happens next.
- Adhere to confidentiality and share information appropriately with the right people.

### Step 3-Report

- **Internal – RLSS UK activities:** On the same day, report the concern to Club Welfare Officer, if unavailable then the Branch Safeguarding Officer or if both are unavailable report it to the Safeguarding Case Officer at RLSS HQ for advice and appropriate action.
- **External to RLSS UK activities (if you see a concern that has happened outside of activities):** If the concern is regarding a child or adult at risk you should also not hesitate in contacting the Local Authority, Social Services, Children's Services or Adults Services or the Police immediately, they will advise on the action to be taken, including advice on contacting the parents/carers. Contact should be made by phone initially and the next step discussed.
- In all cases, make a record of the duty team member spoken to, relevant future contact details and when feedback may be expected.
- Always inform the Safeguarding Case Officer at RLSS UK HQ of your actions and submit the Incident Report Form to them as soon as possible.

In both cases if a child or vulnerable adult is at risk of serious immediate harm call the police. It is the responsibility of the Club Welfare Officer to decide on the next course of action following a report. The CWO will contact the BSO or Safeguarding Case Officer for advice, who will ultimately make the necessary referrals to the statutory agencies, including contacting the relevant criminal record check agency.

#### [Dealing with a child who has not actually disclosed any abuse](#)

If you are in a situation where you suspect abuse of a child but they have not actually disclosed anything to you there are many steps you can take including the following:

- Continue to talk to the child.
- Most children who are being abused find it very difficult to talk about it. By having ongoing conversations, the time may come when they ready to talk.
- Keep a diary or record-this is a good way to keep a note of your concerns and the way the child is behaving. It can also help spot patterns of behaviour.
- Talk to the child's teacher, support worker or any other professional working with the child
- Get someone else's perspective i.e. talk about your worries with a trusted friend or family friend or with an NSPCC helpline counsellor and ask what they think about your concerns.
- Report your worries.

- You can also report your worries to NSPCC helpline 0808 800 5000. You don't have to give your name if you would prefer to remain anonymous.

If you suspect that someone is abusing a child, reporting the abuse may not be something you want to consider. Especially, if the alleged abuser is a friend or family member. Your initial reaction may be to dismiss it or try to prove it is not true. But it is important that you report your concerns if you feel a child is in danger. By not reporting your concerns it could mean that the abuse will continue.

### Dealing with emergencies

In an emergency when a child or adult at risk may be at immediate risk of abuse you should:

- Ensure the safety of the child or adult at risk, if they are in need of immediate medical treatment, take the child or adult at risk to hospital (***it is advisable that where possible you ask another adult to accompany you to take care of them***) or call an ambulance. Inform the doctors or hospital staff of your concerns and ensure they are aware it is a safeguarding issue.
- Without delay, refer the concern directly to the statutory agencies e.g. Local Authority, Social Services, Children's Services, Adult Services or the Police and inform the Club Welfare Officer or Branch Safeguarding Officer at the earliest opportunity of the concerns and any action taken.
- If they are unavailable you can contact the Out of Hours/Emergency Duty Team for the Local Authority e.g. Social Services, Children's Services or Adult Services or the Police using 999 or 101 as appropriate without delay.
- Ensure that you take the full contact details including the name of the person you have spoken to and convey that information to the Safeguarding Case Officer at RLSS UK HQ.

### Managing Allegations against parent/carer/family member

RLSS UK is committed to working in partnership with parents/ carers/ family members to safeguard and promote the welfare of children and adults at risk. In most situations, it is important that the Club Welfare Officer/Branch Safeguarding Officer involves parents/carers/family members to help clarify any initial concerns (e.g. if the child's behaviour has changed). You should contact the parents / carers / family members of the child or adult at risk **BUT** only if they are not implicated or involved in the concern.

\*Additional info - Local Safeguarding Children Boards

[http://www.workingtogetheronline.co.uk/chapters/chapter\\_three.html#statutory](http://www.workingtogetheronline.co.uk/chapters/chapter_three.html#statutory)

### Managing allegations against staff, club members or volunteers

- It is important to note that any concern involving an RLSS UK member of staff, volunteer, club member or anyone involved in RLSS UK activity should be reported without delay to the Safeguarding Case Officer at RLSS UK HQ even if the incident occurred outside the organisation.
- You should explain to the individual concerned, in private, that there has been a complaint against them, although the details of the complaint should not be given at this stage.
- If a crime has been committed the matter must be referred to the Police.
- The Designated Safeguarding Lead does not undertake their own investigations of allegations without prior consultation with the Local Authority or in most cases, the Police so as not to jeopardise statutory investigations. In borderline cases, discussions with the Local Authority can be held without naming the people involved.
- Unless there is an objection from the Local Authority, the person implicated must be informed of the allegation and the likely course of action.

### Managing allegations against the Designated Safeguarding Lead and/or Deputies

If you have safeguarding concerns about the behaviour of the Designated Safeguarding Lead and/or deputies, you should report this immediately to the Chief Executive Officer. You can do this in writing to Chief Executive Officer, RLSS UK, Red Hill House, 227 London Road Worcester, WR5 2JG or by telephone 0300 3230 096.

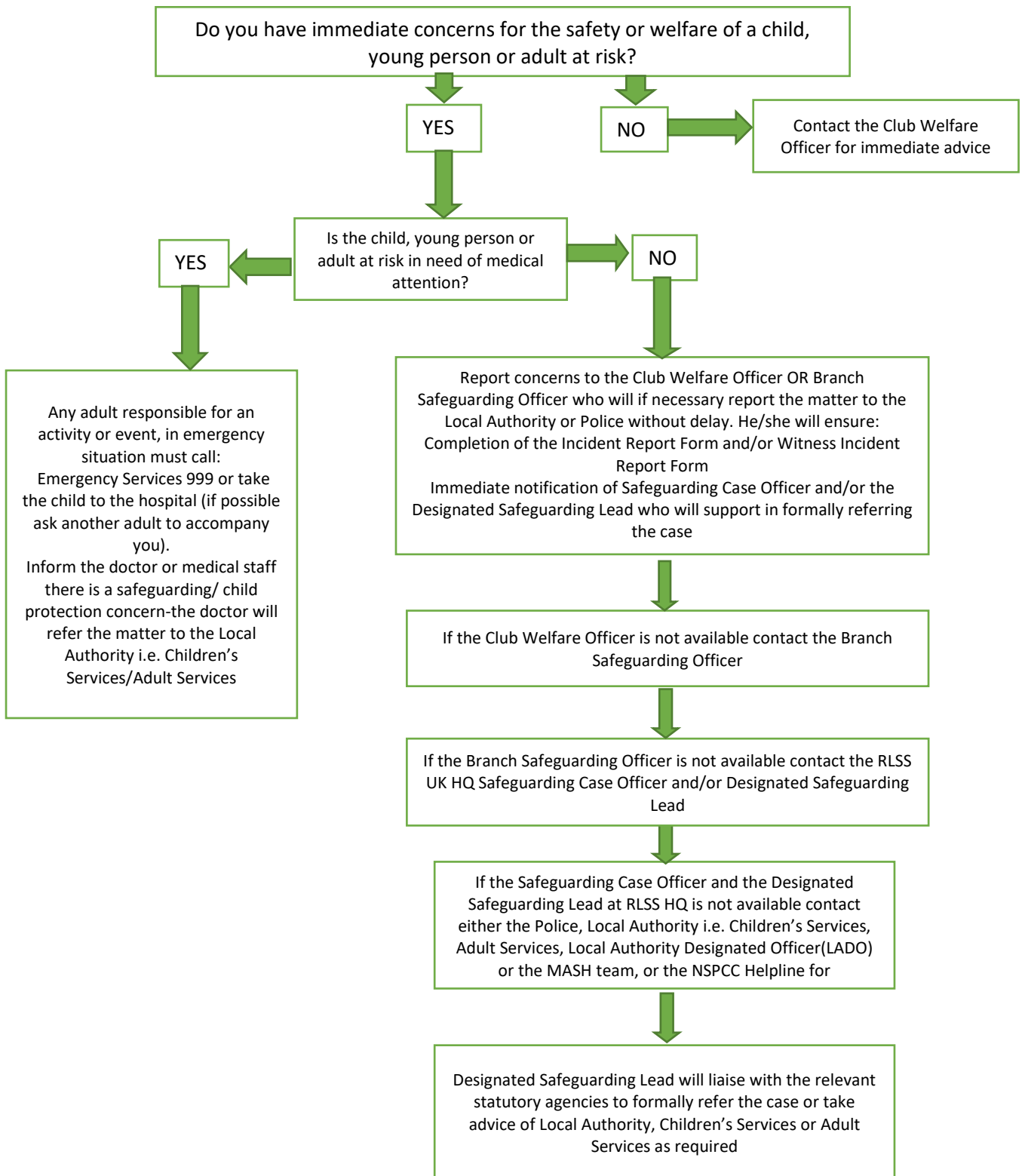
If the Chief Executive Officer is not available the allegation should be passed on to the Local Authority e.g. Social Services, Children's Services or Adult Services or the Police using 999 or 101 as appropriate without delay. Under no circumstances should the person accused be communicated with directly, regardless of their position in the organisation.

### Reporting a safeguarding concern directly to Statutory Agencies

Where a person including staff and volunteers makes a referral on a safeguarding concern directly to statutory agencies e.g. Local Authority or the Police it is likely that a Social Worker and possibly a Police Officer (safeguarding) will need information about the disclosure/abused witnessed/reasons for the concern from the referrer. In some instances, where prosecution is possible a police statement may be requested. Therefore, the involvement of the referrer (the person who reported the concern) is likely to end. However, you should ensure that:

- The responsible person in your Local Authority or the Police acknowledges your referral.
- If you do not hear from them with 3-5 working days, please contact them again.
- Ensure that you keep a copy of the acknowledgement form/receipt from the Local Authority or the Police in the child's /adult at risk record.
- Ensure that at the end of the discussion about the child/adult at risk, the referrer and the Local Authority Team dealing with the case are clear about who will be taking what action. The decision must be recorded by the team and by the referrer.

Flow Chart: Reporting a safeguarding concern for child and or adult at risk



## Section 8. Case Management

### Case Referral Management Panel

The Case Referral Management Panel is made up of staff at RLSS HQ who are appropriately experienced and trained in safeguarding. The Designated Safeguarding Lead shall take the lead and oversee the operation of the Case Referral Management Panel. The role of the Case Referral Management Panel is to make an initial assessment on how to deal with all reported concerns relating to safeguarding children and adults at risk, what level each case will be dealt with at and give advice on the actions to be taken by the organisation.

The decision will be made whether the situation is one of misconduct that can be dealt with internally, or one requiring that information be shared with statutory agencies i.e. Local Authority (Social Services, Children's Services or Adult Services) and/or the Police. Additionally, it will monitor and review progress on all safeguarding cases. It is important that the Case Referral Management Panel do not investigate an allegation or suspicion of abuse but refer it to the relevant statutory agencies for appropriate investigation.

*Note: Everyone has the responsibility for the safety and welfare of children and adults at risk. However, staff, volunteers, club members or anyone reporting the safeguarding concern should refrain from investigating alleged or suspected abuse by asking questions that relate to detail, or circumstances of the alleged abuse, beyond initial listening, expressing concern and 'checking out'.*

### Initial assessment

All allegations will be subject to an investigation and as a minimum will involve an initial assessment by the Designated Safeguarding Lead and/or Case Referral Management Panel to establish and verify the facts and determine whether the allegation warrants further investigation. The initial assessment should be on the basis of the information received. However, it may be necessary to do some initial 'checking out' with the person who has disclosed the information in order to ensure his or her safety.

#### The outcome of the initial assessment will determine:

- Whether the allegation needs to be reported to the statutory agencies i.e. Local Authority, Social Services, Children's Services, Adult Services and/or the Police and if not,
- Whether the employee or volunteer is able to continue in their normal role or should their role be subjected to a **review** to protect them and those they are working with.

#### Potential outcomes of the review may include:

- Changing their role to temporarily remove them from having contact with children and/or adults at risk or stop them from having direct contact with the child or adult at risk involved.
- If allowed to stay in their role which involves having regular or unsupervised contact with children or adults at risk, arrange for the employee or volunteer to be under constant supervision or to have limited or no contact with children.
- Temporarily suspend them from doing their role or any RLSS UK activities to safeguard children and adults at risk.

It is important to understand that a **review** does not necessarily imply guilt. It is simply done to facilitate the investigation to be carried out as quickly as possible while minimising the risk.

#### Outcomes of the Case Referral Management Panel Assessment

The Case Referral Management Panel will consider facts carefully and review all options before making any decision. Likely outcomes of the assessment may include:

- The allegation represents inappropriate behaviour or poor practice by the member of staff or volunteer and is neither potentially a crime nor a cause of significant harm to the child or adult at risk.
- The allegation can be shown to be false because the facts alleged could not possibly be true.

- The matter should be referred to the Designated Safeguarding Lead or head of department to be addressed in accordance with the relevant employee or volunteer organisational disciplinary and complaints policies and procedures.
- The matter should be referred for further investigation.

### Investigations

Where the Case Referral Management Panel has deemed it appropriate to carry out an investigation, they may recommend one or more of the following actions:

#### **Internal investigations**

If the assessment of the allegation is that it requires to be investigated internally then an investigation will take place in accordance with the applicable organisational disciplinary and complaints policies and procedures. The Local Authority, Social Services, Children's Services, Adult Services and/or the Police will be advised of the investigation if necessary and kept fully informed of the progress and outcome.

#### **External investigations**

If the assessment of the allegation is that it requires to be investigated externally or making a referral to statutory agencies i.e. Local Authority, Social Services, Children's Services or Adult Services and/the Police then the appropriate procedures and referral forms must be completed and sent to the relevant agency immediately. Statutory agencies will arrange, within pre-set time limits, the involvement of the relevant team of personnel and if necessary a meeting of the agencies who may be involved together with the club or RLSS UK HQ will be arranged.

#### **Club or branch investigation**

If the assessment of the allegation is that it requires to be investigated locally, then the case will be referred back to the club or branch to investigate the matter. Where a matter is referred back to a club or branch, a report of the investigation and the outcome of the case must be sent to the Designated Safeguarding Lead within a reasonable time which should not ordinarily exceed one month.

### Involvement of the Designated Safeguarding Lead

The Designated Safeguarding Lead should normally be involved in or liaise with and give every assistance to the statutory agencies e.g. Local Authority, Social Services, Children's Services, Adult Services or Police enquiries. They shall:

- Inform the individual and if necessary their parent /carer making the allegation that the investigation is taking place and what the likely process will involve.
- Ensure that the parents/carers of the child adult at risk making the allegation have been informed verbally and in writing that the allegation has been made and what the likely process will involve.
- Inform the person, (employee or volunteer) against whom the allegation was made of the fact that the investigation is taking place and what the likely process will involve.
- Inform the Chief Executive about the allegation and the investigation.
- Keep a written record of the action taken in connection with the allegation.

### Minor poor practice

Alleged minor poor practice cases will be referred back to the club or affiliated body with advice on the process to be followed:

- Complaints policy and procedure
- Disciplinary policy and procedure
- Volunteer problem solving policy and procedure
- No further action



### The possible outcomes being:

- No case to answer
- Complaint resolved with agreement between parties
- Training/mentoring agreed

In the event of more significant concerns arising, the case should be referred back to the Case Referral Management Panel for appropriate action.

### Serious poor practice

Serious poor practice, with wider implications or alleged child or adult at risk abuse will follow one of the processes below:

- Child safeguarding investigation
- Adult safeguarding investigation
- Risk Assessment
- Criminal investigation/proceedings
- Investigation upon disciplinary proceedings – including possible temporary suspension of the person accused

Any formal investigation will be carried under the relevant organisational disciplinary and complaints policies and procedures applicable to RLSS UK employees and volunteers. The Designated Safeguarding Lead in consultation with the Case Referral Management Panel will advise on the investigative process.

### Support during an investigation

RLSS UK will offer appropriate support to all employees or volunteers who are alleged to have abused someone or committed poor practice until the investigation is concluded.

### Suspension

Suspension should not be automatic and is not considered as a default option or without careful thought. It is a neutral, not a disciplinary, act which does not indicate any presumption of guilt but is intended to protect both the alleged victim and the individual who is subject to the allegation. Suspension may be considered at any stage of the investigation. Consideration should be given to alternatives: e.g. agreement to refrain from attending work, change of, or withdrawal from, specified duties.

RLSS UK, does not take the decision to suspend an employee or volunteer lightly and recognises the significance of the impact this may have on the person concerned.

Suspension should be considered in any case where:

- There is cause to suspect a child or adult at risk is in danger of significant harm.
- An employee or volunteer has engaged in appropriate behaviour.
- The allegation warrants investigation by the statutory agencies i.e. the Local Authority, Social Services, Children's Services, Adult Services or the Police.
- The allegation is so serious it might be grounds for dismissal for an employee or termination of the volunteer relationship/agreement for a volunteer.
- An employee or volunteer is in breach of RLSS UK policies and procedures, guidelines, codes of Conduct or Code of Practice and organisational standards.

The organisation may immediately suspend the employee or the volunteer without prior discussion.

All decisions on suspension will be reviewed as new information becomes available during investigation. If suspension is used, notification of the suspension and the reasons will be conveyed within 1 to 3 working days to the employee/ volunteer or member. The decision to suspend an employee or the volunteer should be recorded and where statutory agencies i.e. Local Authority, Social Services, Children's Services, Adult Services and the Police are involved they should be notified of the decision and reasons for suspension.

Suspension should only occur for a good reason. For example:

- A statutory agency such as the Local Authority e.g. Social Services, Children’s Services, Adult Services or the Police providing information about the behaviour or actions of an employee or volunteer.
- An individual who works with children or adults at risk being suspended from their workplace or volunteering.
- An individual’s behaviour or actions putting the safety of members at risk.
- Concerns regarding an individual’s mental health.
- An individual being arrested, bailed or having a pending court appearance.
- An individual’s children being removed from their care or placed on a Child Protection Plan.
- Where the allegations are potentially sufficiently serious to justify dismissal of the employee or termination of the volunteer relationship and agreement on the grounds of gross misconduct.
- Where necessary, for the good and efficient conduct of the investigation.

Where a safeguarding concern or case is referred to statutory agencies a decision will be made with regard to suspending the individual concerned, pending the outcome of the external inquiry of the Local Authority e.g. Social Services, Children’s Services or Adult Services or the Police investigation.

**The possible outcomes being:**

- No case to answer
- No further action (facts do not substantiate the allegation)
- Less serious – referred to the organisational disciplinary and complaints policies and procedures.
- Disciplinary hearing – sanctions
- Civil proceedings

[Precautionary suspension](#)

Precautionary suspension may be considered in the following circumstances:

- If the Police or statutory agencies such as Local Authority e.g. Social Services, Children’s Services, Adult Services advise suspension.
- If the allegation made against an employee or the volunteer was ultimately to be proved, then there would be a significant concern about the conduct of that person towards children or adults at risk and others.
- If an employee or volunteer’s attendance or their involvement in RLSS UK activities or at the club could compromise the investigation.
- If RLSS UK receives information from DBS (England and Wales), Disclosure Scotland, Access NI (Northern Ireland), Garda Central Vetting Unit (Republic of Ireland) that an individual is being considered for the Children’s List or barring.

**The above list of examples is not exhaustive.**

In all cases of suspension, the welfare of children and adults at risk will be the paramount concern.

**Managing a precautionary suspension**

**Duration:** the period of the suspension will vary depending on the circumstances. Usually it should not exceed the time taken to conduct a satisfactory investigation.

**Communication:** The individual should be given notification and the reasons of the suspension and duration of the suspension within 1 to 3 working days. The reasons and details of the suspension should also be confirmed in writing.

**Extensions:** Where an extension to the suspension period may be appropriate, if for example the investigation uncovers further information or facts or receives advice from the Police or Local Authority,

Social Services, Children's Services or Adult Services the period of suspension will be extended. The period of suspension should be kept under review and the employee or volunteer should be kept informed by telephone or in writing of the extensions and the reasons thereof.

**Pay:** Suspension shall be on full pay for employees as to stop pay may be interpreted as a disciplinary penalty.

**Status** – At the conclusion of the investigation if deemed necessary, an employee or volunteer may be given an opportunity to respond and/or present their case to a disciplinary hearing. Consideration will be given to the suspension status of an employee or volunteer at this time. Suspension may be extended pending further investigation or terminated following the conclusion of the disciplinary hearing. An employee or volunteer should receive confirmation in writing when the suspension is terminated. It is important to recognise that the suspension of an employee or volunteer may generate disruption within the RLSS UK/club and consideration should be given to how to minimise this.

#### Disciplinary committee

The Disciplinary Committee is convened, when needed, to deal with any disciplinary concerns involving employee, volunteers, RLSS UK members, clubs/branches suspected and/or found to have harmed the safety and welfare of children and adults at risk or whose conduct is deemed to pose actual or potential risk of harm to the safety and or/ welfare of a children or adults at risk. The Disciplinary Committee will include a Chair and two other members of staff, with a designated Secretary in attendance. The organisation may choose to appoint an independent panel to provide the support to investigate and resolve the case.

#### The possible outcomes being:

- No case to answer.
- Warrants further investigation.
- Warrants advice/warning as to future conduct/sanctions.
- Further training and support needed.

#### Sanctions imposed by the Disciplinary Committee

After considering the case, the Disciplinary Committee can impose any one or combination of sanctions below:

- A letter of reminder on the RLSS UK Safeguarding Policy and other organisational policies, procedures and the expected code of conduct to the person.
- A letter of reprimand to the person.
- A letter of reprimand to the person, with copies to the employer of the individual as applicable.
- A ban from RLSS UK activity and involvement for a defined period of time.
- A temporary suspension of RLSS UK Membership for a defined period of time.
- An indefinite suspension of RLSS UK membership, to be reviewed at a future time.
- A revocation or suspension of RLSS UK membership or affiliation
- A dismissal from employment for those employed by RLSS UK
- A termination of the volunteer relationship and volunteer agreement.

It is understood that the above sanctions are representative sanctions only, and may be modified by the Disciplinary Committee to appropriately fit the circumstances of the violation, and that they are presented in order of severity.

If a decision is made by the Disciplinary Committee to suspend or remove a person from unsupervised and regulated work as a result of risk to the safety and welfare of children or adults at risk, the Designated Safeguarding Lead or Deputy has a duty to refer the individual to the relevant criminal records check agency for barring:

- Disclosure and Barring Service (DBS) - England & Wales.
- Access NI - Northern Ireland.
- Garda Central Vetting Unit (GCVU) - Republic of Ireland.
- Criminal Records Bureau Scotland (CRBS) – Scotland.

### Appeals

The appeals process is available to anyone under investigation as part of natural justice. The Disciplinary Appeals Committee will exclude anyone sitting on the initial disciplinary committee, excluding the Secretary. The panel should comprise of a chair and two other members, with the Secretary in attendance.

Any person wishing to appeal against the decisions made by the Disciplinary Committee must do so in writing, to be received by the RLSS UK Designated Safeguarding Lead within 10 working days of the decision being made. They must clearly state the reason for appeal, supported by a clear rationale, evidence and corroboration.

#### **The possible outcomes being:**

- Reconsider the original decision and take additional corrective action.
- Overturn the previous decision and institute new measures or investigation considered necessary.
- Endorse the action that has already been taken with no further action required.
- Consider any action that may be taken in light of the complaint such as appointing a suitably trained and qualified independent person or body to conduct the appeal or refer the matter to an external review.

#### **Sanctions imposed by the Appeals Disciplinary Committee**

After considering the case, the Appeals Disciplinary Committee can impose any one or combination of sanctions below:

- A letter of reminder on the RLSS UK Safeguarding Policy and other organisational policies, procedures and the expected code of conduct to the person.
- A letter of reprimand to the person.
- A letter of reprimand to the person, with copies to the employer of the individual as applicable.
- A ban from RLSS UK activity and involvement for a defined period of time.
- A temporary suspension of RLSS UK Membership for a defined period of time.
- An indefinite suspension of RLSS UK membership, to be reviewed at a future time.
- A revocation or suspension of RLSS UK membership or affiliation
- A dismissal from employment for those employed by RLSS UK
- A termination of the volunteer relationship and volunteer agreement.

It is understood that the above sanctions are representative sanctions only, and may be modified by the Appeals Disciplinary Committee to appropriately fit the circumstances of the violation, and that they are presented in order of severity.

### Monitoring and evaluation

At the close of each case, the Case Referral Management Panel together with the Designated Safeguarding Lead will conduct monitoring and evaluation to see if any changes need to be made to policies/procedures or gather lessons that can be learnt.

### Reinstatement and aftermath

Irrespective of the findings of internal organisational or external investigations by the Local Authority, Social Services, Children's Services, Adult Services and/or the Police, the Case Referral Management Panel will

assess all individual cases to decide whether a member of staff, volunteer or member can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by statutory agencies or the Police.

In such cases the Case Referral Management Panel must reach a decision based upon the information available which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child, young person or adult at risk will always remain paramount.

### **Dealing with the aftermath**

Consideration should be given to what support may be appropriate to children, young people, adults at risk and their parents/guardians/carers, the alleged perpetrator and volunteers/members of staff.

### **Organisational support**

RLSS UK has a strategic senior member of management, the Designated Safeguarding Officer who works with the Safeguarding Case Officer, who will assess on a case-by-case basis, any support needed for the person who has had the allegations made against them.

### **Other sources of support**

Other sources of support include helplines, support groups and open meetings. Such support will be considered to facilitate and maintain an open culture and help the healing process.

### [Allegations of previous abuse](#)

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a volunteer or member of staff who is still currently working with young people). Where such an allegation is made, RLSS UK, clubs or affiliated bodies should follow the procedures outlined in this document. This is because other people, either within or outside RLSS UK may be at risk from this person.

## Section 9. Confidentiality, Recording and Sharing Information

This section refers to all information involved in managing RLSS UKs Safeguarding practices, most notably for the purposes of case management and disclosure information.

### Recording a concern

Information passed to the statutory agencies for i.e. the Local Authority, Social Services, Children's Services, Adult Services, or the Police must be as accurate as possible, hence the necessity for making a detailed record at the time of the disclosure or concern. This information should be compiled utilising the [INCIDENT REPORT FORM](#).

The information needs to include the following:

- Details of the child or adult at risk i.e. age, date of birth, address, gender and ethnic origin.
- Details of the facts of allegations or observations.
- A description of any visible bruising or other injuries.
- The account of the child or adult at risk, if it can be given, of what happened and how any bruising or other injuries occurred.
- Witnesses to the incident(s), any times, dates or other relevant information.
- A clear distinction between what is fact, opinion or hearsay.
- A signature, time and date on the report.

Wherever possible, reporting to the Local Authority, Social Services, Children's Services, Adult Services or the Police should not be delayed to obtain more information.

### Referring a concern

Referrals must be confirmed in writing within 24 hours. A record must be made of the name and designation of the member of staff in the Local Authority, Social Services, Children's Services, Adult Services or Police Officer to whom the concerns were passed, together with the time and date of the call, in case any follow-up is needed. Referring internal concerns must be completed by the RLSS UK safeguarding team. Referring external concerns will be referred locally. A copy of this information should be sent directly to the Safeguarding Case Officer at RLSS UK HQ.

### Confidentiality

Confidentiality is defined as 'information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others'. The confider is asking for the content of the conversation to be kept secret. Anyone offering absolute confidentiality would be offering to keep the content of his or her conversation completely secret and discuss it with no one.

However, at RLSS UK in most instances we offer limited confidentiality which means the content of a conversation could be discussed with professional colleagues but the confider would not be identified except in certain circumstances. Confiders therefore, need to be informed that their right to confidentiality is not absolute and that information may be shared in some circumstances where there is a significant risk of harm to others and in cases where it is in the public interest.

In cases of safeguarding, we aim to strike a balance between ensuring the welfare of the child or adult at risk is protected and that when it is essential to share confidential information, good practice is followed in accordance with our Safeguarding Policy. Information should be shared upon a need to know basis and those involved must:

- Only discuss concerns with the responsible person or management.
- Ensure that confidentiality protocols are followed and information is shared appropriately.
- Understand that they have a professional responsibility to share information with other agencies in order to safeguard children and adults at risk.

- Be clear with children that they cannot promise to keep secrets.
- Assess the vulnerability of an adult at risk and follow relevant legislation when deciding to act without consent in order to protect the adult at risk.

Full records of conversations will be maintained when any safeguarding concerns arise or when any referrals or discussions are held with any other agencies or with parents/ carers prior to a referral. These records will include dates and times of the conversations, who we spoke to and the advice we were given.

Where there are concerns about people working with children and adults at risk (paid and unpaid) for example, allegations, convictions, disciplinary action, inappropriate behaviour towards children and adults at risk people or where the person has breached the code of conduct, a record of the behaviour, the action taken and outcome should be recorded.

As and when to breach confidentiality is the decision of the Designated Safeguarding Lead or deputies. These decisions will be recorded and signed by relevant member of staff and volunteers.

### Record keeping and management of information

Good, up to date record keeping of concerns and action taken is important to ensure that:

- The organisation identify causes for concern at an early stage. Often it is only when a number of seemingly minor issues are taken as a whole that a safeguarding concern becomes clear.
- The organisation monitor and manage its safeguarding practices. In the event of any inspection or audit, records will provide evidence of robust and effective safeguarding policy and procedures.

#### How will records be kept?

- Records containing sensitive and confidential data are locked away in a secure, non-portable filing system or cabinet and access is strictly controlled by the Safeguarding Case Officer.
- The filing system should be easily available to the Designated Safeguarding Lead and/or deputies.
- If records are stored electronically, they should be password-protected with limited designated people having access, in line with data protection laws.

#### How long will records be kept?

To ensure compliance with data protection laws, RLSS UK will normally hold personal information no longer than 6 years after the subject's last contact with the organisation. When records are kept for more than the 6-year period, files need to be clearly marked and the reasons for the extension period clearly identified.

Exceptions to the 6 year period will occur when records:

- Need to be retained because the information in them is relevant to legal action that has been started.
- Are required to be kept longer by law.
- Are archived for historical purposes (e.g. where the organisation was party to legal proceedings or involved in proceedings brought by a local authority). Where there are legal proceedings it is best to seek legal advice about the retention period of your records.
- Consist of a sample of records maintained for the purposes of research.
- Relate to individuals and providers of services who have, or whose staff or volunteers, have been judged unsatisfactory.
- Are held in order to provide, for the subject, aspects of his/her personal history (e.g. where the child/ adult at risk might seek access to the file at a later date and the information would not be available elsewhere)."

**Note: Some records are subject to statutory requirements, i.e. there is a defined retention period. Examples include: records relating to children who have been 'looked after' by the local authority or adopted, records relating to registered foster carers, records in children's homes, residential homes and registered nursing homes.**

Personnel files and training records of staff or volunteers (including disciplinary records) should be retained for 6 years after employment ceases. However, these records should be retained for a longer period if any of the following apply:

- There were concerns about the behaviour of an adult who was working with children where s/he behaved in a way that has harmed, or may have harmed, a child or adult at risk.
- The adult possibly committed a criminal offence against, or related to, a child or adult at risk.
- The adult behaved towards a child or adult at risk in a way that indicates s/he is unsuitable to work with children. In such circumstances records should be retained at least until the adult reaches normal retirement age, or for 10 years if that is longer.

### **Destruction of records**

Records should be incinerated or shredded in the presence of a member of the organisation or entrusted to a firm specialising in the destruction of confidential material. The action must be taken at the same time as the electronic record is purged. No image of photocopies of case files or disclosure information will be retained.

### [Whistleblowing](#)

Whistleblowing is a concept that allows an individual to raise concerns or an alarm about any potential incident of poor practice or misconduct by anyone involved in RLSS UK activity including staff, volunteers or members. It seeks to embed a safe culture and encourages anyone to raise concerns of poor practice and safeguarding.

If you have a concern with regard to the behaviour of an adult towards a child or adult at risk it is important that you share your concerns with Designated Safeguarding Lead at RLSS UK HQ. If you have a concern regarding the RLSS UK Designated Safeguarding Lead, you should share your concerns with the RLSS UK Chief Executive.

Whistleblowing concerns will be treated fairly and appropriately considered. RLSS UK will support any individual who communicates genuine concerns in the interests of protecting children or adults at risk even if their concerns subsequently appear unfounded. However, if it is proven that the concern was maliciously raised to cause harm to another individual, the whistle-blower might be subject to disciplinary action under the RLSS UK Complaints and Disciplinary procedures.

All information received and discussed will be treated in the strictest confidence and only shared with those individuals within RLSS UK who will be able to manage and resolve the situation. On occasion it may be necessary to seek advice, or inform the statutory agencies i.e. Local Authority, Social Services, Children's Services or Adult Services and the Police. All concerns will be taken seriously and managed accordingly within the policy and procedures for the welfare of children and adults at risk.

### [How to deal with an allegation made against you](#)

Any concerns involving the inappropriate behaviour of an adult towards a child or adult at risk will be taken seriously and investigated. If you are the person who is the centre of an allegation, the situation will be explained to you and you may be asked to cease working with children and/or adults at risk within the organisation, clubs or involvement with RLSS UK activities.

You will be informed as soon as possible of further action based on advice from the Designated Safeguarding Lead and/Case Referral Management Panel or statutory agencies (Local Authority, Social Services, Children's Services or Adult Services and/or the Police if they are involved).

### [Suspension](#)

This may result in suspension from RLSS UK activity including lifesaving, lifeguarding, sports, competition or education whilst a full investigation is being carried out. This is to protect all parties involved. RLSS UK will assess concerns on a case-by-case basis, any support needed for the person who has had the allegations made against them. The organisation may choose to appoint an independent panel to provide support to investigate and resolve the case.



## Support

Support will be provided by independent services and the person will be directed to sources of help or counselling services (if known and appropriate).

## Section 10. RLSS UK Guidance

This Policy details specific good practice guidance including those for staff ratios, changing rooms and showering, transport, travelling with children, photography, filming and video images, social networking and social media, treatment of children, managing challenging behaviour and many more.

### Guidance on staff/volunteer ratios

The staff/volunteer: participant ratios can be found in the Institute of Sport and Recreation Management (ISRM) publication on 'Safe Supervision for teaching and coaching' and is available to download at: [http://www.swimming.org/assets/uploads/library/GuidanceBookletforthe\\_Management\\_and\\_Delivery\\_of\\_Teaching\\_and\\_Coaching\\_of\\_Swimming.pdf](http://www.swimming.org/assets/uploads/library/GuidanceBookletforthe_Management_and_Delivery_of_Teaching_and_Coaching_of_Swimming.pdf).

Children under the age of 18 must be supervised at all times and cannot be included in the staffing/supervision ratios. If the activity is mixed gender, male and female staff/volunteer should be available. Consideration needs to be given to the following:

- Gender, age and ability of the children and adults at risk
- Participants special needs, medical requirements or with disabilities
- The degree of risk of activity being undertaken
- Greater need for supervision
- The competence and likely behaviour of participants
- The duration of a journey
- Children's growing independence
- Children's need for privacy
- The geography of the facility being used
- The risk assessment
- The need for the ratio to be increased for participants, depending on the above factors and considerations

If there is an accident or an incident involving a child or adult at risk or member of staff/volunteer, you should ensure that there are enough people remaining to supervise the group safely. Staff/ volunteers should not work in isolation and there should be at least a minimum of two staff/volunteers present at every session or activity.

RLSS UK recognises and firmly recommends the staff/participant ratios below:

- Lifesavers with disabilities: 8:1
- Non-swimmers and beginners: 12:1
- Improving lifesavers, mixed ability groups, competent swimmers: 20:1
- Competitive lifesavers: 30:1

For additional guidance please refer to the RLSS UK Code of Practice and RLSS UK Award Syllabi relevant to the award/training/assessment.

### Guidance on changing rooms and showers

The following guidance advises clubs and affiliated bodies on the best practice when using shared facilities by adults, children and adults at risk:

- Where the facilities are used by both adults and children at the same time there must be access to separate changing, showering and toilet areas.
- Adult staff/ volunteers must not shower at the same time as children and adults at risk using the same facilities.

- For mixed gender activities, separate facilities must be available for males and females. Note: Where there are mixed facilities on site action must be taken to ensure that separate areas are designated for males and females.
- When children or adults at risk use changing rooms, they should be supervised by two members of staff/volunteers.
- If a child or adult at risk feels uncomfortable changing or showering in public, then no pressure should be placed on them to do so. Instead, they should be encouraged to do so at home.
- If children or adults at risk with disabilities use your club, make sure they and their parents /carers are involved in deciding how they should be assisted. Always ensure that the person consent to the assistance that is offered.
- The use of mobile phones and/or photographic equipment by **ANYONE is not** allowed within areas where children and adults at risk are changing or showering.
- Everyone participating in club activities will be asked to read this Policy and its procedures, guidelines and codes of conduct which will made available to the club and on the RLSS UK website.
- A copy of these guidelines will be displayed in changing facilities. Staff and volunteers are asked to adhere to these guidelines.

**Note: Many public and private facilities have their own policy regarding the use of changing rooms and showering areas to which a club may have to adhere as part of a facilities usage agreement. The facility policy should form part of your club's operating procedures.**

#### Guidance on treatment

- No child or adult at risk should be treated in a situation where they are on their own in a treatment room with the door closed.
- All treatment procedures should be 'open' i.e. the door remains open, parents/carers are invited to observe treatment procedures.
- If treating an area of the body which is potentially embarrassing (i.e. the groin) a suitable consenting adult acting as a chaperone should be present.
- It is important to maintain medical confidentiality and patient dignity at all times.
- Prior to medical treatment being carried out on a child or adult at risk a parent /carer should complete a [PARENTAL CONSENT FORM](#) (available here to download here) in written form where appropriate. All treatment procedures must be fully explained to the child or adult at risk and verbal consent is given before they are carried out.

#### Guidance on injuries and illness

Clubs, and other bodies affiliated to RLSS UK should have guidelines and an [INCIDENT REPORT FORM](#) available to download completed for any injuries children or adults at risk sustain during activities (clubs often use those provided by the facility where they operate from). [A WITNESS REPORT FORM](#) should be completed by any person who has witnessed an accident or incident.

Where volunteers witness an injury the parents/carers must be told as soon as possible. If the child or adult at risk needs medical attention you must arrange this immediately and inform the parents/carers as soon as possible. Always ensure that contact details are up-to-date during activities for e.g. lifesaving, lifeguarding, competition, sports or any other events and information about any relevant medical conditions for children or adult at risk in your care.

**Note: When dealing with any emergency (medical or otherwise) always ensure that other staff/volunteers are being supervised by appropriately qualified colleagues.**

#### Guidance on transport

It is the responsibility of the club and its management to ensure that when they travel either on hired or self-driven transport with children and/or adults at risk:

- The driver has undergone an enhanced criminal record check.
- The driver has a vehicle which is fit for purpose, i.e. suitability for the team if it includes disabled participants, ensure it is roadworthy and passed its MOT and adequately insured.

- The driver has an appropriate and valid driving licence.
- All drivers should operate to the driving regulations and driving laws of the land in which they are operating.
- All vehicles have seat belts and should meet current safety regulations.
- All passengers should have a seat and ensure that regulations are adhered to.
- Trips should be planned allowing sufficient time for breaks and additional drivers should be available to meet driving regulations
- The transport does not carry more than the permitted number of passengers.

### **Planning and managing transport**

Staff, volunteers or event organisers should not transport children or adults at risk on journeys in any vehicle alone. If all alternatives have been exhausted and an adult has to transport a child or adult at risk alone, there are a number of safety measures that should be put in place to minimise the risk.

They should:

- Inform parents/ carers of the person who will be transporting the individual, the reasons why and how long the journey will take, method of transport, costs, competition details etc.
- Ensure there is adequate staff ratios to provide supervision during transportation. This will depend on the nature of the activity, the age of the participants and any special needs of the group.
- Ensure that a person other than the planned driver talks to the child or adult at risk about transport arrangements to check they are comfortable about the plans.
- Clearly state time for start and end of activities, sessions or competitions.
- Clearly state times of pick-up and drop off.
- Ensure that when dropping participants off after an event or training session, staff/volunteers alternate which child or adult at risk is dropped off last.
- Ideally two children or adults at risk would be dropped off at an agreed point i.e. one of their family homes so that no child or adult at risk is alone with a staff or volunteer.
- Ensure that children and adults at risk are aware of their rights and they have someone to turn to or report any concerns they may have. If a culture of safety is created within your club, then the child or adult at risk is more likely to talk to another person if they are feeling uncomfortable about a situation.
- Ensure that staff, club members, volunteers, event organisers leading or coordinating activities remain in pairs in the company of other parents/carers until all participants have been collected.
- Keep attendance records and record of any incidents or injuries that arise.

### **Alternative transport arrangements**

- Children or adults at risk should never be allowed to travel alone except in special circumstances when appropriate arrangements can be made with their parents or carers, travel companies and airlines concerned.
- Parents/carers can make travel arrangements for their child or adult at risk to and from an activity including national events but it is their responsibility to ensure their arrangements are both safe and appropriate. However, club officials or event organisers should provide them with the necessary information to enable them to do this successfully. Parents/carers are responsible for obtaining maps/directions, details, start and finish times of the activity and the responsible person for the event and guidance associated with this should be provided.
- Parents/carers are responsible for their child/adult at risk and should ensure that the participant is correctly signed in and out not just dropped off in the car park.
- Staff, volunteers, club officials, event organisers, are not liable or responsible for any private transportation arrangements provided by or organised by parents /carers with other family members, friends, third parties or even other club members in connection with getting their child or adult at risk to and from club activities including national events, competitions or overnight away trips.

- It is the responsibility of parents/carers to check that appropriate and up to date insurances and licensing documentation is held by the owner and/or driver of the vehicle.

#### Guidance on supervision

It is the club's or event organiser's responsibility to safeguard everyone participating in its activities and this includes having the appropriate levels of supervision during sessions, events, away trips and camp.

#### Guidance on away events/overnight stays

Travelling away is a regular event for many clubs. Trips may vary from short journeys across town to train journeys at a new venue or to competitions or may involve more complicated arrangements involving overnight stays. But even what may appear as the most straightforward of trips will require some level of planning. Written permission of parents/ carers must be obtained for all overnight away trips, a [PARENTAL CONSENT FORM](#) is available to download.

It is essential that those accompanying children or adults risk to away events or training camps, and the participants themselves, have a clear understanding of their responsibilities and the conduct expected of them. All trips must have an accountable club officer, volunteer or event organiser who will have the overall responsibility to lead and manage the event. Communication with all parties is a key issue when planning any journeys: -

- Parents/ carers must inform the club official/event organiser at the outset of any medical condition or special needs of their child or adult at risk. Details of any medication and its administration should be clearly identified to the club official or event organiser before departure.
- Parents/ carers should also have the name and contact details of the relevant staff/volunteer/event organiser in the event of an emergency.
- Participants should be aware of the travel plans, cost, competition details, kit requirements, venue and time for collection and any other details.
- Participants should be made aware of the Codes of Conduct and requirements to behave accordingly.
- Staff, volunteers should not share rooms with children or adults at risk.
- Children or adults at risk should share rooms with those of the same age and gender.
- Adults (staff and volunteers) should work in pairs and knock before entering rooms.
- All group interactions and socialisation should take place in communal areas (i.e. no boys in girls' rooms and vice versa).
- Children and adults at risk should be under reasonable supervision at all times and should never leave the venue or go unsupervised without prior permission.
- Staff/volunteers/event organisers need to be made aware of what their responsibilities are in advance of the trip. They should pay particular attention to participants' behaviour while on public transport.
- If the trip is a long journey, it is important that staff, volunteers or event organisers have an itinerary and each other's contact and emergency details.
- Staff, volunteers, club officials or event organisers should ensure that they have a list of all the participants, with the relevant contact names and address, copies of parental consent forms and emergency contact numbers.

#### Guidance on parental consent

The Club or event organiser should ensure that permission is gained from parents /carers for their children or adults at risk to participate in any of the activities, games, competitions or practice sessions run by the club, other bodies or organisations. A timetable/programme of activities should be provided at the beginning of each programme. Parents/carers should be notified of any changes to this timetable in writing.

#### Guidance on late collection

Late collection of children or adults at risk by parents/carers presents clubs, staff, volunteers or event organisers with a potentially difficult situation. Clubs and other bodies affiliated to RLSS UK should put in place clear written guidelines and standards for dealing with late collection.

The guidelines should:

- Make clear that it is **NOT** the club's or event organiser's (including staff/volunteers/club officials) responsibility to transport children or adults at risk home on behalf of parents/carers who have been delayed.
- Include a staff/volunteer/event organiser contact number (for example Club Welfare Officer) and an instruction to parents/ carers to phone if there is any likelihood of late collection.
- Ask parents/ carers to provide an alternative contact name or number, for staff/volunteers/event organisers to use when they are not available on their usual number.

**In cases of late collection, staff/volunteers:**

**Should:**

- Attempt to contact the parents /carers of the child or adult at risk on their contact number.
- Use the alternative contact name/number if necessary.
- Wait with the child or adult at risk at the facility, with other staff/volunteers or parents/ carers present if at all possible.
- Remind parents/ carers of the policy relating to late collection.

**Should not:**

- Take the child or adult at risk home or to any other location.
- Send the child or adult at risk home with another person without permission from a parent/ carer.
- Ask the child or adult at risk to wait in a vehicle or facility with you alone.

[Guidance on missing/lost person](#)

It is important to remember that most children are found within a few minutes of disappearance. However, as a general rule where a child or adult at risk is reported missing there should be a maximum of 20 minutes before the Police are called. This time may need to be reduced where a young child or a disabled person is involved. [A MISSING/LOST PERSON FORM](#) must be completed and returned to the Club Welfare Officer or Event Organisers.

The following guidance should be followed in relation to a child or adult at risk going missing:

- Ensure other children or adults at risk in your care are supervised appropriately while a search is being conducted for the missing person concerned.
- Organise members of staff/volunteers and/or other adults to conduct a search of the surrounding area to help locate the missing person and ask them to report back within a short amount of time at a specified location to a single point of contact.
- Inform the parents/ carers of the missing child or adult at risk and reassure them that appropriate actions are being taken.
- Use other means available at the site e.g. information points, radio and alert systems to search for the missing person.
- Create a physical description of the missing person including their hair and eye colour, approximate height and build and clothing they are wearing and instructions of what to do if the person is found i.e. take the child or adult at risk to the Lost Child/ Information Point.
- Record the circumstances in which the child or adult at risk has gone missing and where he/she was last seen.
- Report the concern to the Police if the search is unsuccessful no later than 20 minutes after the initial missing person report if the search is not complete.
- If the Police action your report, follow their advice and requests for progressing the search.
- Follow recommended guidance from the Police, and maintain contact with them.
- Inform the Club Welfare Officer/ club management or RLSS UK Safeguarding Case Officer at HQ of the incident.

- As soon as the missing child or adult at risk is located ensure that this is communicated to all individuals involved in the search including their parents/carers, searchers and police. Complete a [FOUND PERSON FORM](#) available to download here.

### Guidance on discipline

When discipline is used it should be with the clear intention of teaching or reinforcing appropriate behaviour. It must not be used impulsively, to gain power, or to embarrass or humiliate a child or adult at risk.

#### **Discipline should be used only to:**

- Develop a sense of responsibility for behaviour.
- Develop respect for others and their property.
- Reinforce the rules or values of the club/organisation.
- Reinforce positive behaviour or attitudes.
- Reinforce awareness of health and safety aspects of the activity.

### Guidance on physical contact

Physical contact may sometimes be needed to instruct, encourage, protect or comfort. Clubs and other bodies affiliated to RLSS UK should develop and publicise clear guidelines about physical contact, so that staff/volunteers and children and adults at risk understand the appropriate types of touching and their appropriate contexts.

It should be recognised that physical contact between an adult staff/volunteer and a child or adult at risk that may occur during legitimate teaching or coaching may be misconstrued or misunderstood by a child/adult participant, parent or observer. Touching young participants, including well intentioned informal and formal gestures such as putting a hand on the shoulder or arm, can, if repeated regularly, lead to the possibility of questions being raised.

### Guidance on responding to distress and success

There may be occasions where a distressed child or adult at risk needs comfort and reassurance which may include physical comforting such as a caring parent would give. Physical contact may also be required to prevent an accident or injury and this would be wholly appropriate.

A child, adult at risk or their coach, instructor or event organiser may also want to mark a success or achievement with a hug or other gesture. Adults should use their discretion in such cases to ensure that what is (and what is seen by others present) normal and natural does not become unnecessary and unjustified contact, particularly with the same child or adult at risk over a period of time. It should also be considered that what, an adult may consider as appropriate may not be shared by a child or an adult at risk.

As a general principle, adults in positions of responsibility should not make unnecessary physical contact with children or adult at risk. It is particularly unwise to attribute frequent touching to their teaching or coaching style or as a way of relating to a child or adult participants. Physical contact during activities should always be intended to meet the participants' needs, NOT the adult's. The adult should only use physical contact if their aim is to:

- Develop skills or techniques.
- To treat an injury.
- To prevent an injury.
- To meet the requirements of the activity.

The adult should explain the reason for the physical contact to the child. Unless the situation is an emergency, the adult should ask the child or adult at risk for permission:

- Contact should not involve touching genital areas, buttocks or breasts.
- Physical contact should not take place in secret or out of sight of others.
- All injuries should be fully recorded by staff/volunteers.

### Guidance on physical punishment

Any form of physical punishment of children or adults at risk is unlawful, as is any form of physical response to misbehaviour or challenging behaviour unless it is by way of physical intervention to prevent a child or adult at risk from:

- Harming themselves.
- Harming others.
- Damaging property.

### Guidance on sexual activity

In RLSS UK activities, personal relationships may occur. All clubs and other bodies affiliated to RLSS UK should therefore be aware of the law relating to sexual behaviour. They should develop and promote clear guidelines relating to sexual activity.

Sexual activity between children and/or adults at risk should be prohibited at all times including during team events, in sports facilities or social activities organised by the club or host organisation. Sexual interactions between adults and children (16+) raise serious issues given the power imbalance inherent in the relationship. Where a child, young person or an adult at risk is of the age of consent, the power of the adult over that child or adult at risk may influence their ability to genuinely consent to sexual activity.

Therefore, sexual activity between adults and young people (16+) is prohibited when the adult is in a position of trust or authority (coaches, instructors, assessors, trainers, administrators, club officials, event organisers or any person responsible for any activity). Inappropriate or criminal sexual behaviour committed by an adult will lead to suspension and disciplinary action in accordance with RLSS UK policies and procedures, guidelines and codes of conduct. Additionally, sexual activity between adults and children under the age of 16 is a criminal act and immediate action must be taken to report it.

### Guidance on challenging behaviour

Staff, volunteers, event organisers or any other person involved with RLSS UK may have to deal with challenging behaviour from children or adults at risk in their care and should follow this guidance:

- Provide clear guidelines regarding appropriate behaviour for responding to unacceptable behaviour.
- Children and adults at risk must never be subjected to any form of treatment that is harmful, humiliating or degrading or discriminatory.
- Recognise that children and adults at risk may demonstrate challenging behaviour caused by a medical condition or disability or being the victim of abuse.
- Recognise that RLSS UK activities including lifesaving, sport, competition and other events, can significantly improve the wellbeing of children and adults at risk.
- Children and adults at risk with challenging behaviour should be supported to participate in a safe, fun and enjoyable environment.

**Note: Children and adults at risk with behavioural challenges should be excluded from participating in the activities of RLSS UK only in exceptional cases.**

### Agreeing acceptable and unacceptable behaviours

Staff, volunteers, children, adults at risk and their parents /carers should be included in the identification of 'what is and is not acceptable behaviour' and what actions may be implemented to deal with unacceptable behaviour. A Code of Conduct should be included in the welcome pack for the club and all members (new and existing) will be required to agree to it and be reminded periodically about the Code of Conduct.

### Managing challenging behaviour

The response to challenging behaviour should always be proportionate to the actions and must be imposed as soon as is practicable and fully explained to the child or adult at risk and their parents /carers. The following options should be considered:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.



- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Temporary or permanent exclusion.
- De-escalation of the situation - talking it through with the person involved.
- Increased supervision by staff/volunteers.
- Seeking additional and/or specialist support through working in partnership with other agencies to ensure their needs are met appropriately by:-
  - making a referral for support to Local Authority, Children's Services or Adult Services
  - discussing with their Key Support Worker if they have one
  - discussing management strategies with the person involved
  - working collaboratively with other professional agencies

***Note: Always seek parental/ carer consent unless the child or adult at risk is felt to be 'at risk' or 'in need of protection' from their parents/carers.***

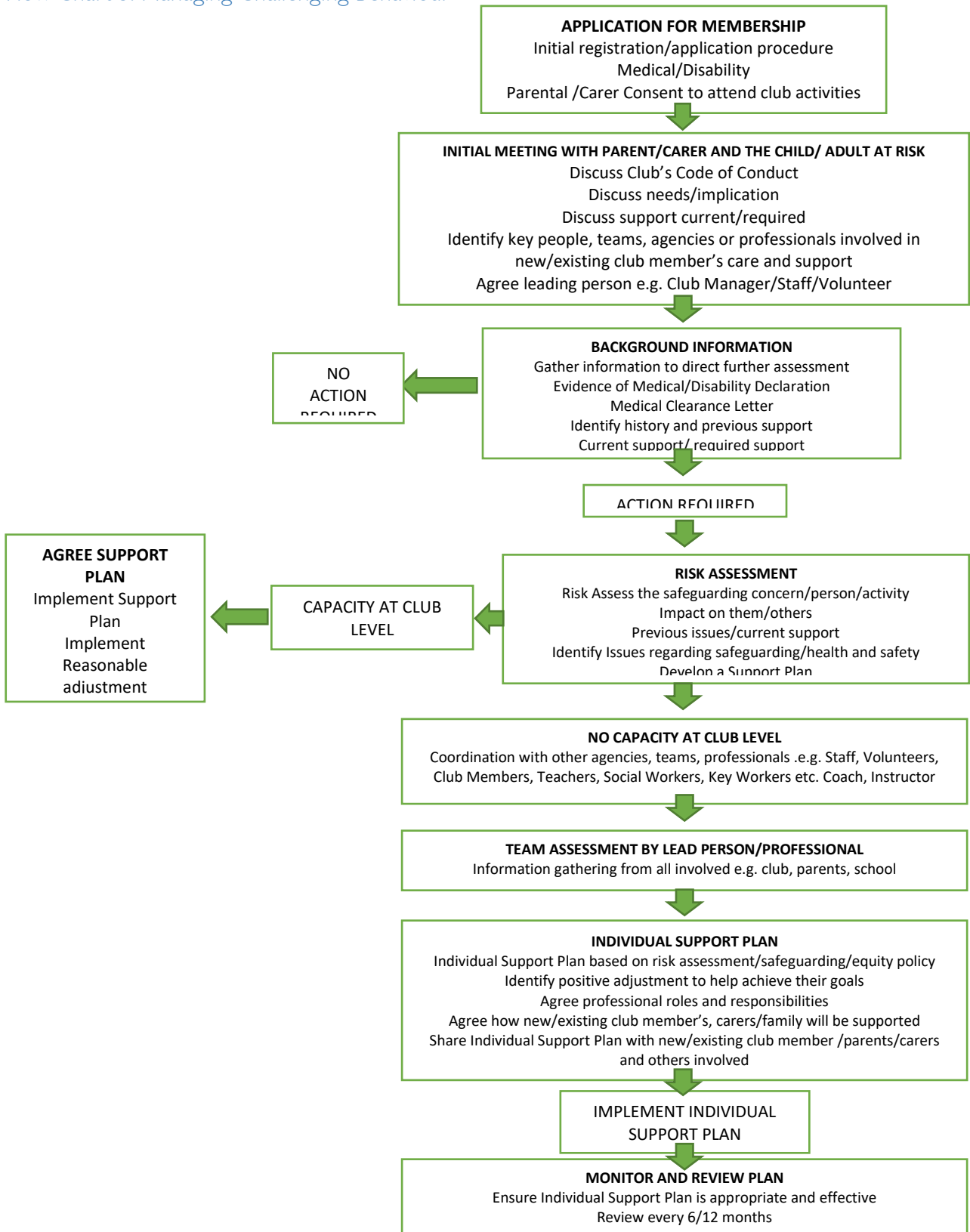
The following should never be permitted as a means of managing the behaviour of a child or an adult at risk:

- Verbal intimidation, ridicule, humiliation or physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, toilets or other essential facilities.

Staff, volunteers or event organisers should review the needs of any child or adult at risk for whom sanctions are frequently necessary. This review should involve the child or adult at risk and their parents /carers and in some cases others professionals involved in supporting or providing services to ensure an informed decision is made about the future or continued participation of the child or adult at risk.

As a last resort, if a child or an adult at risk continues to present a high level of risk or danger to him or herself, or others, he or she may have to be suspended or barred from the group, club activities or event.

Flow Chart 3: Managing Challenging Behaviour



**Note: For an activity or event use an [ACTIVITY RISK ASSESSMENT FORM](#)  
For a safeguarding incident or assessment use a [SAFEGUARDING RISK ASSESSMENT FORM](#)**

### Definition of a disability

According to the Equality Act 2010, a person has a disability 'if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'. The definition includes people with hidden disabilities (such as diabetes, heart condition, epilepsy, mental health, challenging behaviour).

- **Impairment** means physical or mental impairments; this includes learning disabilities, sensory impairments such as those affecting sight or hearing.
- **Substantial** means more than minor or trivial. For example, it takes much longer than it usually would to complete a daily task such as getting dressed.
- **Long-term** means 12 months or more. For example, a breathing condition that develops as a result of a lung infection.

### Reasonable adjustment

A reasonable adjustment is any action which is taken arising out of the legal obligation set out in the Equality Act 2010 to overcome a disadvantage that is experienced by a person as a result of having a disability or medical condition.

The aim or reasonable adjustment is to ensure that, as far as is reasonable, a new or existing member with a disability or medical condition has the same access as a non-disabled club member. This may mean removal of physical barriers and/or providing additional support for club members who have a disability or medical condition.

### Individual support plan

The development of the Individual Support Plan (ISP) is a written person-centred planning process setting out the details of the support, activities and resources agreed by the club member/their parents/carers and a team of professionals involved in their care to achieve and maintain personal outcomes to facilitate their participation in the Club's activities.

### Team assessment

This is a team of professionals who are involved in the care and support of the individual. These include:

- The club member, family members including parents/carers /friends
- GP, Consultants, Educational Psychologist, Specialist Teacher
- Club Staff/Volunteers, support workers, advocates, Social Workers etc.

### Risk assessment

A risk assessment is 'simply a careful examination of what (in your club setting), could cause harm to people and to weigh up whether you have taken enough precaution or should do more to prevent harm....' This enables the club to determine how likely this is to happen, so that it can determine those things, situations, process that may cause risk to club members.

Once the risks are identified the club must decide what measures to take in order to minimise or control the risk from occurring. Risk assessments can be carried out in five steps (for a detailed guidance refer to HSE website at: [www.hse.gov.uk/fivesteps.htm](http://www.hse.gov.uk/fivesteps.htm)).

1. Identify the risks (what, in the club setting, could cause harm to people)
2. Decide who might be harmed and how.
3. Evaluate the risks and decide on precautions
4. Record the findings and act on them by identifying sensible measures in your club
5. Review the assessment and update if necessary

### Guidance on physical intervention

The use of physical intervention to manage challenging behaviour should always be avoided unless it is absolutely necessary to prevent a child or adult at risk from injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour and used only after all other strategies have been exhausted. The following must always be considered:

- Is physical intervention the only option available to manage the situation and ensure safety?
- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
- Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- Any form of physical intervention should achieve an outcome that is in the best interests of the person whose behaviour is of immediate concern.
- The scale and nature of physical intervention must always be proportionate to the behaviour of the child or adult at risk and the nature of harm/damage they might cause.
- All forms of physical intervention should employ only a reasonable amount of force – i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to children and adults at risk or staff/volunteers.
- Staff/volunteers shall never use physical intervention as a form of punishment.
- Physical intervention should **NOT** involve inflicting pain.

Where children or adults at risk are identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with their parents /carers and where necessary, for example:

- The club will seek advice from or to work in partnership with external statutory and support agencies ( Local Authority, Social Services, Children’s Services or Adult Services, Police or NSPCC) to ensure that a child or adult at risk can be supported to participate safely.
- This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.
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Any physical intervention used should be recorded as soon as possible after the incident by the staff/volunteers involved using the [INCIDENT REPORT FORM](#). The form should be passed to the Club Welfare/Branch Safeguarding Officer and the Safeguarding Case Officer if required.

### Guidance on photography, filming and video images

RLSS UK is committed to providing a safe environment for children and adults at risk. The Organisation is therefore keen to promote positive images of those participating in its activities and is not banning the use of photography, filming and video images.

#### **Definition of photographic, filming and video images**

Photography, filming and video images includes the use of cameras, digital cameras, video recorders, mobile phones, personal digital assistant devices (PDAs) or any other equipment. RLSS UK takes its guidance on the use of images from guidelines issued by the Child Protection in Sport Unit (CPSU). The CPSU was established to work with National Governing Bodies and sport organisations to provide support and advice on policies and procedures to help minimise the risk of child abuse during sporting activities. The “Photographing and Filming Children in Sport Briefing” is available to download at: <https://thecpsu.org.uk/resource-library/2013/guidance-on-photographing-and-videoing-children-in-sport/>.

## Key Concerns

Generally, the majority of images taken are appropriate and in good faith. However, there is evidence that some people have used activities for example lifesaving, lifeguarding, sporting or competitions etc. to take inappropriate photographs or film footage of children or adults at risk. It is therefore important to ensure that all necessary steps are taken to protect children and adults at risk from the inappropriate use of their images in resource and media publications, on the internet and elsewhere.

These guidelines focus on the following key areas:

- The publishing of photographic and/or recorded images of children or adults at risk.
- The use of photography and filming at RLSS UK events and activities.
- The use of video equipment as a coaching aid.
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RLSS UK will adopt the following principles:

- The interests and welfare of children and adults at risk taking part in RLSS UK operations, activities and events are paramount.
- Parents /carers and children and adults at risk have the right to decide whether images are to be taken and how those images may be used.
- Parents /carers and children and adults at risk must provide written consent for images to be taken and used.
- Care should be taken to ensure that images are not sexual or exploitative in nature nor open to obvious misinterpretation and misuse.
- Images should never be taken in changing rooms.
- All images of children and adults at risk should be securely stored.
- The consent of a parent /carer may be withdrawn at any time and the organisation or event organisers should take all reasonable steps to ensure their withdrawal is implemented.
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event.
- In case of images used on websites, particular care must be taken to ensure that no identifying details facilitate contact with a child or adult at risk by a potential abuser.

## Third parties

In the event staff, volunteer or event organisers suspect inappropriate photography or filming, they should challenge or exercise their authority to request the person to leave the venue and to surrender any film and/or delete any images relating to the event.

Any person present at an event who has any concerns about any images being taken, by any person, should bring them to the attention of the staff, volunteers, club officials, event organiser or other designated person. Alternatively, you should report this to the Police or Local Authority e.g. Children's Services or Adult Services.

## Publication of images

- Always seek written consent from the parent or carer for children under the age of 18 before taking photographs. [A PHOTOGRAPHY AND IMAGES CONSENT FORM](#) is available to download here.
- Always seek written consent from an adult at risk.
- Always be clear what the publication is about and how the image will be used.
- All images should focus on the activity rather than a particular child and where possible use photographs that represent the broad range of children taking part in lifesaving. This might include:
  - Boys and girls.
  - Ethnic minority communities.
  - Children/young people with disabilities.
  - Girls with hair covered e.g. swim cap or a scarf.
- Excessive personal information accompanying images could place the child or adult at risk in danger of abuse and therefore:

- If the full name is published, do not publish a picture of the child or only use alongside group images where they would only be identifiable by those who know them.
- Never publish the addresses of children.
- Images used should convey the best principles such as fairness and fun.
- Only use images of children in appropriate dress, to reduce the risk of inappropriate use.
- Encourage the reporting of inappropriate use of images of children or adults at risk. If you are concerned, report your concerns to the Club Welfare Officer or the Branch Safeguarding Officer. Alternatively, you can report directly to the Safeguarding Case Officer at RLSS UK HQ.

### Appointed photographers

- Where an internal or external professional/amateur photographer/video operator is appointed by the club/ event organisers/host organisation, all parents/carers and child/adult participants should be made aware of this in the event or activity details.
- Internal and/or external professional/amateur photographers/video operators wishing to record an **EVENT** should seek permission with the club officials/event organisers/host organisation and receive clear instructions at an early stage. They should complete an [EVENT REGISTRATION FORM FOR PHOTOGRAPHERS](#) available to download here. Once permission has been granted the person concerned is given a form of approval or identification that they can show to supervising staff/volunteers, event organisers or any other person when challenged.
- It is recommended that anyone in this role should have their criminal record checked. However, this is not mandatory. Photographers can work with children and adults at risk as long as they are supervised and not left alone with children or adults at risk.
- A criminal record checks is required where the photographer may have unsupervised contact with an individual child or adult at risk participants normally in a sports context. Photographers are not permitted to take images outside the event or activity being covered.
- The club or event organiser should designate the responsibility to hold the recorded images to a member of staff/volunteer and have clear guidance on what will be done with them after they have served their purpose.
- The club or event organiser should ensure that appointed photographers have access to a copy of this guidance and that they are clear on what is appropriate in terms of this policy.

### Clubs or affiliated bodies should:

- Introduce a system to ensure that press photographers are made aware of those children and adults at risk who have not given their consent for images to be taken.
- Provide a clear brief about what is considered appropriate in terms of content and behaviour.
- Issue the photographer with a form of approval or identification which must be shown at all times.
- Do not allow unsupervised access to participants or one to one photo sessions at events.
- Do not approve/allow photo sessions outside the events or at an athlete's home.
- Parents/carers and spectators should be asked to register at an event if they wish to use photographic equipment including mobile phones other than for personal use.

If parents/ carers or other spectators are intending to photograph or video at an event, they should also be made aware of the organisation's expectations and have access to a copy of this guidance to ensure that they are clear on what is appropriate in terms of this policy.

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*The recommended wording for any announcement is:*

*'In line with the recommendation in the RLSS UK Safeguarding Policy, the club/host and/or event organisers request that any person wishing to engage in any video, zoom or close range photography should seek permission before carrying out any such photography. The club/host and/or event organisers reserve the right to decline permission to any person unable to meet or abide by the organisational and photography guidelines and conditions.'*

### Large crowds

When taking images at an event attended by large crowds, such as sports or competition events, this is regarded as a public area and so permission is not required from everyone in a crowd shot. People in the foreground are also considered to be in a public area, however, it is recommended that photographers address those within earshot, stating where the photograph may be published and giving them the opportunity to move away.

For an image of, for example, the winner of a competition at a sport event-with the crowd in the background-it will be necessary to get the competition winner's verbal permission and record the fact that this has been done.

### **Regulating photography, filming and video images**

RLSS UK require anyone responsible for an activity or organising an event to regulate photography or filming. An application for permission for photographic or filming an event should be made to the club officials or event organisers who will then issue a form of approval giving the individual permission to take photographs or video footage of children or adults at risk at a particular nominated event. [AN EVENT REGISTRATION FORM FOR PHOTOGRAPHERS](#) is available to download here.

### **Duration of consent**

It is recommended that images are destroyed two years after the date of consent form, in case family circumstances change, and unless further consent is agreed. This is particularly important if the publication will have a high profile for example, it will have wide circulation or be publicised at a conference.

### **Use of existing images**

There may be photographs or images on file. If it is intended to re-use older images or photographs which consent has been given (but probably only for paper publications), it is recommended that consent be renewed to use the images on an online platform.

### **Storage of images**

RLSS UK, clubs and affiliated bodies have a duty of care to safeguard data and images so that they cannot be used inappropriately or outside the agreed terms under which consent has been obtained. Images can be stored digitally, on videotape, in prints or negatives or electronically, provided storage is secure.

Images must be maintained securely for authorised use only and disposed of either by return to the person, child, adult at risk or by shredding.

Participants and spectators

- Participants and spectators should be informed that if they have concerns they can report these to the club or event organisers.
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or club official, and recorded in the same manner as any other safeguarding concern.

### **Guidance on the use of video as a coaching aid**

There is no intention to prevent staff and volunteers including (coaches, instructors, assessors, trainers, administrators, club officials, event organisers) using video equipment as a legitimate teaching aid.

However, adult/child participants and their parents /carers should be made aware that this is part of the training programme and care should be taken in storing such films.

The parents/ carers and the children and adults at risk must provide written consent for the use of photography, filming equipment and video image. [A PHOTOGRAPHY AND IMAGES CONSENT FORM](#) is available to download here.

When using a video ensure that:

- Participants and their parents/ carers have given written consent.

- Participants and their parents/ carers are aware that this is part of a coaching programme and clear of the purpose of filming as a coaching aid.
- The photography, films and video materials are then stored safely.

#### Guidance on media requests for an interview or comment

In some high-profile safeguarding cases, the media may show an interest and seek information from employees, volunteers, parents or even the children or adults at risk themselves. It is important not to make a comment and refer the media to the Designated Safeguarding Lead at RLSS UK HQ. Alternatively, advice can be sought from the **Communications team at RLSS UK HQ on 0300 3230 096**.

#### Guidance on text and email messaging

RLSS UK is keen to utilise text and email messaging systems to help to improve communication and engagement of children and adults at risk in its activities, events and programmes. This may be achieved by helping to remind participants about the events and activity sessions. The significant benefits of text and email messaging are that it is not only cost effective, but it is one of the most direct forms of communication as most people have mobile phones with them at all times.

For children and adults at risk the safeguarding risks associated with texts and emails are:

- Inappropriate access to use or sharing of personal details.
- Unwanted contact with adults with poor intent.
- Text, email or on-line bullying by peers.
- Being sent offensive or otherwise inappropriate materials.
- Grooming for sexual abuse.
- Direct contact and actual abuse.

For adults involved risks include:

- Misinterpretation of their communication with children or adults at risk.
- Potential investigation (internal or by statutory agencies) or potential disciplinary action.

#### **Bulk or bundled text messages/emails**

Bulk texting and emailing (i.e. the same message being sent to several children and/or adults at risk) presents fewer opportunities for misuse and abuse than individual arrangements with children or adults at risk. Clubs and other bodies affiliated to RLSS UK are encouraged to use a bulk text and email messaging system wherever possible.

There may be exceptional circumstances in which it is justified to send an individual text or email, subject to appropriate safeguarding considerations. For example, the coach of an elite athlete who is not part of a group of participants may need to pass on information about practical training arrangements or feedback on competition results.

#### **General guidance**

1. Only staff, volunteers and club members that have been through relevant safeguarding checks (e.g. enhanced level criminal record checks and references) should use and have access to the text and email messaging system. Ideally, they should also have undertaken recognised safeguarding training.
2. The decision to use text/email messaging should not be made by a staff/volunteer/club official in isolation, and should be discussed and agreed with the Club Welfare Officer.
3. The number of staff, volunteers or club members with access to the text or email system, particularly data relating to children and adults at risk should be kept to a practical minimum, and their details recorded and maintained by the organisation's Club Welfare Officer.
4. The details of staff/club officials, volunteers using the text/email messaging system should be recorded and maintained by the organisation's Club Welfare Officer and the Safeguarding Case Officer at RLSS HQ. A record should be made of the mobile phone number/s which will be used to send the texts –



ideally this should be a single number/address used consistently. Some systems involve a commercial bulk/bundle texts provider actually issuing the text messages, but in other cases this may be undertaken by a member of staff/volunteer.

5. Consent must be obtained prior to sending messages:
  - For children aged 15 or under, specific consent must be obtained from their parents.
  - Parents should be offered the option to be copied into any texts their child will be sent.
  - Although parental consent is not required for young people aged 16 and over, written consent must be obtained from these individuals themselves. Please note that for young people aged between 16 to 18 (who are children as defined by each home nation's legislation)) it is still recommended that their parents are also informed of the intention to send their children text messages, the reason for this, and that the organisation has taken steps to ensure their child's safety in this respect.
6. The content should relate solely to RLSS UK activities for e.g. lifesaving, sports or competition events. Messages should reflect the professional relationship between clubs, event organisers, coaches, club officials and participants. Text, email messages and mobile phones must never be used for any other reason or in any other way.
7. The child's or adult at risk's mobile phone numbers/address should be stored in either a locked secure cabinet, or on an electronic system which is password protected, with access only available to the staff/volunteers identified in point 1 above.
  - The mobile phone numbers should not be shared with anyone else, and should only be used for the purposes of the text messaging system.
8. All text/email messages must be sent via a bundle to a group of children and/or adults at risk i.e. the same standard message being sent to every member of the group. The text/email messaging system should never be used to send messages to just one person), or to less than 5 people.
9. All text messages sent must make it clear to the children and adults at risk receiving it which organisation has sent the message, rather than simply giving the mobile phone number that the system uses to send the message.
10. Children and adults at risk should not be given the opportunity to text/email back to the system. It should only be used as a one-way communication channel.
11. The text/email messages which are sent must never contain any offensive, abusive or inappropriate language.
12. All of the text/email messages sent should include a sentence at the bottom which provides the child and adult at risk with the opportunity to unsubscribe from receiving any further text/email messages.
13. If practicable, all text/email messages sent to a child or adult at risk should also be sent to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. Hence, it is essential that the moderator's mobile phone number/address is included in every 'communication group' that is set up, and in every text/email messaging bundle that is sent out. The moderator's role will be to ensure that the text/email system is being used appropriately, and to respond to any concerns arising.
14. Consideration will be given to initiating RLSS UK's safeguarding procedures to report abuse or poor practice and disciplinary procedures should any breaches of this guidance arise, including in consultation with or referral to statutory agencies if indications of illegal activity come to light.
15. Details of children and adults at risk who leave the club should be deleted immediately once they leave the club.

### **What is social media?**

'Social media' refers to the latest generation of interactive online services such as blogs, discussion forums, podcasts and instant messaging. Social media includes:

- social networking sites e.g. Facebook
- micro-blogging services e.g. Twitter
- video-sharing services e.g. YouTube
- photo-sharing services e.g. Flickr

The CPSU has developed a comprehensive document for sports organisations on the use of social networking services and social media. The following information is adapted from this document. This is available to download from:

[www.nspcc.org.uk/Inform/cpsu/Resources/Briefings/social\\_networking\\_services\\_wdf69029.pdf](http://www.nspcc.org.uk/Inform/cpsu/Resources/Briefings/social_networking_services_wdf69029.pdf)

### **Who is this guidance for?**

This guidance is for every member of staff and volunteer at RLSS UK and in particular targets the following people:

- Designated Safeguarding Lead at RLSS UK HQ
- Safeguarding Case Officer at RLSS UK HQ
- Branch Safeguarding Officer
- Club Welfare Officer
- Communications Team at RLSS HQ
- IT Services Team at RLSS HQ
- HR Team at RLSS HQ
- Volunteer and Community Education Team

These are the key people who will be involved in taking forward RLSS UK's involvement in social media and they will need to work together to ensure that the necessary safeguarding measures are in place and followed on a day to day basis.

### **Setting up a social networking service for your club or organisation?**

As sports organisations and charities become increasingly adept at communicating with their child/adult members and participants it is critical that safeguarding protocols keep pace with the raft of communication methods children and adults at risk use in modern times.

The CPSU's executive summary notes the following key areas that should be considered and addressed when using or planning to set up social networking services:

- Understand the safety aspects including what is acceptable and unacceptable behaviour on a social networking service.
- The club/organisation should follow relevant legislation and good practice guidance when engaging with social media companies.
- When engaging with social networking companies (e.g. Facebook, Bebo or MySpace) - it is important to ensure that they adhere to relevant legislation and good practice guidelines.
- Ensure that online safeguarding issues are fully integrated into the organisation's existing safeguarding strategy, policies and procedures.
- Decide how the club's or organisation's webpage/profile will be managed.
- Registration or 'signing up' the club/organisation.
- Privacy and safety settings.
- Ensure that staff and volunteers, including coaches and athletes are aware of the need to protect their privacy online.
- Address safety when adding content to your webpage/profile.

- Promote the club's/organisation's webpage/profile.
- Contacting the social networking provider.

**Potential risks to children and adults at risk using social networking and other interactive services?**

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

It is totally appropriate that children and adults at risk should use the Internet - it provides a wonderful resource - and schools have, in general, been very pro-active in educating their pupils about responsible use. Many schools take a very strong line in sanctioning pupils who misuse, bully or post offensive or obscene comments. Clubs and other affiliated bodies including those involved in lifesaving, lifeguarding, education and sports should take a similar stance with their members where unacceptable behaviour is reported.

The government's Bryon Review 2008, sets out the risks to children posed by the internet and illustrated by the following grid:

	Commercial	Aggressive	Sexual	Values
Content	Adverts Spam Sponsorship Personal information	Violent / Hateful content	Pornographic or unwelcome sexual content	Bias Racist Misleading info
Contact	Tracking Harvesting personal information	Being bullied, harassed or stalked	Meeting strangers Being groomed	Self-harm Unwelcome persuasions
Conduct	Illegal downloading Hacking Gambling Financial scams Terrorism	Bullying or harassing another	Creating and uploading inappropriate material	Providing misleading info/advice

Most children and adults at risk use the Internet positively but sometimes behave in ways that may place themselves at risk. Potential risks can include, but are not limited to:

- Bullying by peers and people they consider 'friends'.
- Posting personal information that can identify and locate a child or adult at risk offline.
- Sexual grooming, luring, exploitation and abuse contact with strangers.
- Exposure to inappropriate and/or content.
- Involvement in making or distributing illegal or inappropriate content.
- Theft of personal information.
- Exposure to information and interaction with others who encourage self-harm.
- Exposure to racist or hate material.
- Encouragement of violent behaviour, such as 'happy slapping'.
- Glorifying activities such as drug taking or excessive drinking.
- Physical harm to children or adults at risk in making video content, such as enacting and imitating stunts and risk-taking activities.
- Leaving and running away from home as a result of contacts made online.

**Potential indicators of online grooming and sexual exploitation of children and adult at risk**

Online grooming techniques include:

- Gathering personal details, such as age, name, address, mobile number, name of school and photographs.
- Promising meetings with sports idols or celebrities or offers of merchandise.
- Offering cheap tickets to sporting or music events.

- Offering material gifts including electronic games, music or software.
- Paying children or young people to appear naked and perform sexual acts.
- Bullying and intimidating behaviour, such as threatening to expose the child by contacting their parents to inform them of their child's communications or postings on a social networking site, and/or saying they know where the child lives, plays sport, or goes to school asking sexually themed questions, such as 'Do you have a boyfriend?' or 'Are you a virgin'?
- Asking to meet children and young people offline.
- Sending sexually themed images to a child, depicting adult content or the abuse of other children.
- Masquerading as a minor or assuming a false identity on a social networking site to deceive a child.
- Using school or hobby sites (including sports) to gather information about a child's interests likes and dislikes. Most social networking sites set a child's webpage/profile to private by default to reduce the risk of personal information being shared in a public area of the site.

### **Good practice guidelines for the safe use of social media**

The following guidelines contain practical safety measures to sports organisations for the safe use of social networking services and social media. Some steps to take at this stage include:

- Assessing club needs and readiness.
- Considering what the objectives for use are: e.g. interaction with users, publishing or a mix of both
- Considering the medium that you want to use or the blend of mediums as detailed in Sport England's "A Guide to Effective Signposting for Children and Young People".
- Understanding the safety aspects including what is acceptable and unacceptable behaviour on a social networking service.
- As with any websites - always think before you post.
- Considering any messages, photos, videos or information – do they comply with existing policies? e.g. use of photographs of children. Is the content e.g. photographs and text appropriate to the audience?
- Always seek the child /adult at risk or parental permission to use the photos of those featured before adding to the sports webpage/profile.
- Encouraging adult and child members to think too before they post.

A comprehensive safeguarding checklist on the use of social networking services is available to download from: [www.nspcc.org.uk/Inform/cpsu/Resources/Briefings/social\\_networking\\_services\\_wdf69029.pdf](http://www.nspcc.org.uk/Inform/cpsu/Resources/Briefings/social_networking_services_wdf69029.pdf).

### **Reporting concerns about online content**

- If your club or body affiliated to RLSS UK is setting up its own networking service, reporting procedures should adhere to RLSS UK's "**REACT, RECORD, REPORT**" **three step procedure and Flow Chart 1 and Flow Chart 2** set out in Section 7 of this Policy including the reporting of potentially illegal/abusive content or activity, including child sexual abusive images and online grooming.
- In addition to referral to the club's or organisation's designated safeguarding personnel .e.g. Club Welfare Officer, Branch Safeguarding Officer or Safeguarding Case Officer at RLSS HQ concerns arising online should also be reported to Child Exploitation and Online Protection (CEOP) or the Police immediately in line with internal procedures. Law enforcement agencies and the service provider may need to take urgent steps to locate the child and/remove the content from the Internet. In the UK, illegal sexual child abuse images should be reported to the Internet Watch Foundation at [www.iwf.org](http://www.iwf.org).
- Reports about suspicious behaviour towards children and adults at risk in an online environment should be made to the Child Exploitation and Online Protection Centre at [www.ceop.uk](http://www.ceop.uk). Where a child or young person may be in immediate danger, always dial 999 for police assistance.
- Concerns about inappropriate content or behaviour which potentially breaches the terms of service should be reported to the service provider. The terms of service set out the legal conditions concerning use of the service including the minimum age requirement. An acceptable use policy is

usually included and this makes clear what behaviour is and is not acceptable on the service i.e. harassment, defamation, obscene or abusive language.

### **Managing of the profile**

RLSS UK clubs and affiliated bodies must appoint a designated person with the responsibility for setting up, management and moderation (overseeing, reviewing and responding to posted content) of its webpage/profile. This includes the content you upload, what you accept to be linked to your webpage/profile, and the communication or interaction with users. This person is most likely to have online contact with young users and adult at risk interacting with the webpage/profile; therefore, there should be some level of accountability and support from the organisation.

**Vetting and training:** The designated person should be appropriately vetted and receive recognised safeguarding training.

**Involvement of the Safeguarding Team:** If you are engaging a social media or moderation company to manage and moderate your webpage/profile it is important that the designated person for safeguarding children and adults at risk within your organisation also has responsibility for the management and moderation of the webpage/profile to ensure that any online safeguarding concerns are handled in line with your existing safeguarding policies and procedures.

## Section 11. Safeguarding Complaints Procedure

### Introduction

Complaints may be received from many different people and organisations both inside and outside RLSS UK but it should at all times be remembered that children and adults at risk are equally entitled to make a complaint as are adults. Equally, parents and carers must be made aware of the complaints procedure and understand that they will also be listened to and appropriate action taken if they have cause for concern or complaint regarding safeguarding.

### Definitions

**What is an appeal:** an appeal is defined as a request for the reconsideration of a decision made at any level of the Complaints Procedure. The outcome of a successful appeal would be to reconsider the decision with a view to either changing or upholding the original decision.

**What is a complaint:** A complaint is a written or oral expression of dissatisfaction which has had an impact on an individual which requires an investigation and usually a formal response.

**What is a concern:** A concern is a written or oral expression of dissatisfaction, issue, worry or disquiet that is not serious or complex, which can be resolved promptly with minimal intervention. It could require a written response. A concern, in most cases, will be dealt with less formally.

It should always be remembered that complaints from or concerning a child or adult at risk have become quite serious in their mind long before the complaint is made. At all times action must be immediate where possible and all complaints levels outlined within this document 'must' be on the basis of 'as soon as practicable'. The timescales shown should be adhered to and only in exceptional cases may they be breached.

**Note:** *If a disclosure is of a serious nature which 'demands' referral to Designated Safeguarding Lead or Statutory Agencies for e.g. Children's Services or Adults Services, Police or the NSPCC – the referral to these agencies MUST take immediacy over the following guidelines. In such cases, adherence to the RLSS UK Safeguarding Policy must be observed.*

### Support for the complainant

The investigating agency is responsible for ensuring support to the child or adult at risk during and following the safeguarding enquiry.

### Scope of the Complaints Procedure

Everyone within RLSS UK must be familiar with the procedures for dealing with complaints. These procedures are for use where the complaint is in respect of the safeguarding of children and adults at risk. They should only be used if an allegation has been made against a member of staff, volunteer or RLSS UK member which could be construed as abusive behaviour, poor practice or an abuse of trust. All other complaints will be dealt with under applicable organisational policies and procedures.

Adoption of this guidance applies to everyone involved in RLSS UK activity and is mandatory for all staff, members, volunteers, participants including athletes, lifesavers and coaches, teachers, instructors, officials clubs, branches and RLSS UK affiliated bodies.

### Other related policies and procedures

This guidance must be read in conjunction with other related policies and procedures, guidelines, Codes of Conduct and the RLSS UK Code of Practice which provide comprehensive instruction regarding complaints procedures that must be followed when a complaint is received regarding safeguarding children and adults at risk.

## **Timescales**

All timescales refer to that 'maximum' period that action should commence. Whilst the time taken to address the appropriate action will vary from case to case, every effort should be made to resolve issues as soon as practicable.

## **Dealing with a complaint**

1. If an allegation or complaint is made, take it seriously.
2. Listen to the complaint and ask the complainant if they will put it in writing so as to ensure that the listener has not missed anything or misinterpreted what the complainant is saying.
3. Failure to give a written complaint does not mean that the complaint will not be considered or treated seriously.
4. If necessary, write out the complaint whilst the complainant is there, asking him/her to check it and sign and date it when it is completed. All relevant known contact details must be included. Please note, this not a statement, nor is it part of an investigation at this point, merely a written note of the actual complaint.
5. Give the document to the safeguarding team for your organisation, branch or club (Club Welfare Officer/Branch Safeguarding Officer/ Safeguarding Case Officer).
6. The safeguarding team for your organisation, on receipt of the written complaint or a verbal account of the complaint, will then contact the Safeguarding Case Officer.
7. The Safeguarding Case Officer, through consultation with the Case Management Referral Panel, will decide whether to pass it to another agency, e.g. police or social care services, or LADO or whether there is an internal case required.
8. The Safeguarding Case Officer will also inform the Trustee Board /Chief Executive that an allegation /complaint has been made which has been passed to other agencies.
9. The referring officer should ask the receiving agency to keep them informed and ask if they could be included in any strategy meetings which may be held.
10. The person making the original complaint must be informed that other agencies are involved and that s/he will be kept informed as far as is possible.

### **Level one: Informal local resolution**

**Timescale:** immediate

As staff, volunteers, club members including (coaches, instructors, assessors, trainers, administrators, club officials, event organisers) when a child or adult at risk has disclosed a complaint or concern to you, your first duty is to assess if it is appropriate for you to resolve it.

In general terms if a complaint is of a minor nature and you feel able to address the concern, you should do so. Ideally, if circumstances enable, you should always consult your Club Welfare Officer or Branch Safeguarding Officer before embarking on any course of action. Confidentiality must be maintained on a 'need to know basis' whenever and wherever possible subject to the constraints outlined in the RLSS UK Safeguarding Policy.

Having successfully addressed the concern to the satisfaction of the child or adult at risk or their parent, carer or friend, you must inform your Club Welfare Officer/Branch Safeguarding Officer and the RLSS UK Safeguarding Case Officer of the circumstances and outcomes.

You should always inform the parent or carer of the child or adult at risk regarding the disclosure and resolution, as the matter which you have resolved may be one of a number of indicators to the parent/carer that there are other concerns to be addressed. The task of informing the parents or carers at this stage is best placed with the Club Welfare Officer.

If the complaint is 'more than' minor, for example, poor practice by a coach or bullying, you should always seek intervention by the Club Welfare Officer. This person is able to identify and assess levels of poor practice, abuse and importantly, has access to advice or help. The child or adult at risk must be informed that you intend referring the matter to the Club Welfare Officer.

#### **Level two: resolution through Branch Safeguarding Officer**

**Timescale:** intervention 7 days

The primary role of the Branch Safeguarding Officer will be to resolve to the satisfaction of the child or adult at risk, parent carer or anyone else the safeguarding issues complained of, it at all possible. The Branch Safeguarding Officer may deal with such matters within his/her threshold for instance minor and club rule infringements, poor practice and bullying.

The Branch Safeguarding Officer should at all times be mindful of the various areas of support he/she can access and which is offered within the RLSS UK HQ. Guidance and support can be obtained from the Safeguarding Case Officer at any time. The Branch Safeguarding Officer must document the disclosure and the outcomes whilst observing confidentiality and secure storage of referral documentation. The Branch Safeguarding Officer must:

1. Record the details of the complaint-what was the problem?
2. How was it resolved? The actions taken and by whom (The Branch Safeguarding Officer or others)
3. Observe confidentiality and secure storage of referral documentation

#### **Level three: investigation and/or dispute resolution**

**Timescale:** immediate referral

If the Branch Safeguarding Officer defines the disclosure/complaint as 'more than' the Club/Branch's intervention threshold (demands formal investigation and/or clear evidence of abuse, poor practice or breach RLSS UK policies and procedure, guidelines and codes of conduct) the Branch Safeguarding Officer must refer the matter immediately to the RLSS UK Safeguarding Case Officer. The Safeguarding Case Officer will refer the complaint to the Designated Safeguarding Lead who will manage the direction and appropriate process of investigation.

If deemed appropriate, the findings of the Designated Safeguarding Lead may instigate a disciplinary and complaints investigation in line with applicable organisational policies and procedures. Timescales within each of these procedures shall then take precedence.

#### **Level four: national level**

**Timescales:** intervention 3 days

The Designated Safeguarding Lead will have the right to be involved in any safeguarding matter, which he/she, in consultation with the Case Referral Management Panel and/or the Chief Executive, reviews and decides needs RLSS UK intervention. For example:

1. Where one party remains unhappy that the problem has not been resolved at Level One or Two.
2. Where the matter is brought to the attention of the Safeguarding Case Officer by a Branch Safeguarding Officer at Level One, Two or Three.
3. At any Level, by direct referral to the Designated Safeguarding Lead by an RLSS UK Member (child or adult), parent, guardian or carer of an RLSS UK member.

Within three days of a safeguarding complaint being brought to the attention of the Safeguarding Case Officer, he/she will liaise with the Branch Safeguarding Officer to ensure that the club or branch is handling the safeguarding issue correctly. The Branch Safeguarding Officer will be responsible for ensuring that the club/branch follows the Safeguarding Case Officer's guidance.



It is entirely a matter for the Safeguarding Case Officer as to the level of involvement and the guidance given. At any point, the complaint, may be referred to the Designated Safeguarding Lead. His/her involvement in the case will be kept under constant review and a decision may be taken to:

1. Implement a referral to statutory agencies e.g. Local Authority, Social Services, Children's Services, Adult Services or the Police.
2. Appoint an independent panel to complete a fact-finding investigation and resolve the issue.
3. Make a formal complaint under the appropriate organisational disciplinary and complaints policies and procedures.
4. Take such action as recommended by an internal disciplinary committee or disciplinary appeals committee
5. Take such action as recommended by independent panel or investigator.

**Possible outcomes being:**

- No case to answer.
- No further action (facts do not substantiate the allegation).
- Less serious – referred to the organisational disciplinary and complaints policies and procedures.
- Direction that an individual be required to submit a risk assessment.
- Further training and support needed.
- A recommendation that RLSS UK file a complaint against a club, branch or an individual.
- Warrants advice/warning as to future conduct/sanctions.
- Banned from RLSS UK activity and involvement.
- Revocation of RLSS UK membership or affiliation.
- Dismissal from employment.
- Termination of the volunteer relationship and volunteer agreement.
- Disciplinary hearing – sanctions.
- Civil proceedings.
- Criminal proceedings.

The above timescale provides an indication that within three days of being notified of the safeguarding issue, the Designated Safeguarding Lead will decide the level of his/her involvement and will inform parties accordingly. The Designated Safeguarding Lead will have the child /adult at risk as the main concern and will try to resolve the issues with that main concern in mind. As a guide the Designated Safeguarding Lead will try to achieve a successful resolution or to decide other appropriate action or to have concluded and closed the file within three months of the original referral.

Where a three-month conclusion is not possible, e.g. because of the involvement of a statutory agency, the Designated Safeguarding Lead will seek to keep the child or adult at risk through their parent or carer informed of progress made.

**Level five: appeal against outcomes**

The following levels and avenues of appeal apply:

**1. Appeal stage one: Designated Safeguarding Lead**

- May appeal to the Designated Safeguarding Lead
- The Designated Safeguarding Lead will engage the Case Referral Management Panel
- The Designated Safeguarding Lead will convene a disciplinary committee
- The Designated Safeguarding Lead will convene an appeals disciplinary committee.

**2. Appeal stage two: RLSS UK Chief Executive**

Where an individual has exhausted the processes set out in Level 1-4 and they are still not satisfied with the outcome they shall have a right to request a review of the outcome by the Chief Executive Officer. They should set out the grounds of appeal in writing to the Chief Executive Officer and send it to by registered

post to the Chief Executive Officer, Red Hill House, 227 London Road, Worcester, WR5 2JG within 10 working days from receiving a decision on their case. The request should include all relevant information relating to the outcome of the previous levels.

Upon receipt of the appeal, the Chief Executive Officer will normally respond in writing to the appeal within 20 working days from the receipt of the appeal or complaint. The decision of the Chief Executive is final.

*Note: This complaints procedure is subject to continuous review and amendment as best practice evolves. RLSS UK reserves the right to depart from the above and accordingly modify procedures where it is deemed to be appropriate by the Designated Safeguarding Lead in consultation with the Safeguarding, Equality and Diversity Advisory Group, Chief Executive and/or Trustee Board.*

### **Support for the volunteer/employee**

The organisation is committed to the welfare of its employees and volunteers and recognises that they may need support when faced with allegations of abuse or safeguarding complaint. The Case Referral Management Panel will inform the employee's line manager or volunteer's named supervisor, Club Welfare Officer or Branch Safeguarding Officer. This is to alert them of the need for support and to facilitate access to any counselling that may be required which can be helpful as investigations can be lengthy so support may need to be ongoing and long-term. Support will be provided by independent services and the employee or volunteer will be directed to the website or helpline for counselling.

## Appendix 1: Other Categories of Abuse

### Children and Young People

**Child Sexual Exploitation (CSE)** –situations or relationships where children receive something (e.g. drugs, alcohol, food) in return for/as a result of engaging in sexual activities. It may range from what appears to be consensual sex to serious crime by gangs and groups.

**Domestic Violence** – an incident or series of incidents involving violence, verbal, physical, psychological, sexual, financial or emotional abuse including controlling, coercive, threatening behaviour.

**Drugs** – the use of alcohol, tobacco, illegal and prescription drugs and other medicines, volatile substances and psychoactive substances (sometimes referred to as “legal highs”).

**Fabricated or induced illness** – this can include inventing symptoms and signs as well as medical histories, the falsification of symptoms, letters and documents, hospital records and charts and bodily fluid specimens.

**Faith abuse** – including witchcraft and spirit possession, leading children astray, references to demons, devils, evil eye, djinns, dakini as well as ritual or muti killings and the use of witchcraft or magic to produce fear or compliance.

**Female Genital Mutilation (GFM)** - this involves the removal (partial or total) of external female genitalia or other deliberate injury to the female genital organs for non-medically related reasons and is usually cultural in origin.

**Forced Marriage** – this is when one or both people to be married do not or cannot consent to a marriage and are forced to do so by physical, psychological, financial, sexual or emotional pressure.

**Gangs and Youth Violence** – in some areas, crime and violence are an integral part of youth identity and lead to increased antisocial behaviour and levels of criminality/youth offending.

**Gender-based violence/violence against women and girls (VAWG)** – this is a general term covering violence (physical, sexual or otherwise) together with female genital mutilation, harassment and stalking.

**Mental Health** – good mental health is vital to the wellbeing and everyday lives of individual and their communities and so it is important that any issues are reported and managed as appropriate.

**Private Fostering** – this happens when a child under the age of 16 (under 18 if disabled) is put into the care someone who is not a relative or close relative for a period longer than 28 days without the involvement of the local authority.

**Radicalisation** – this is the process which leads to an individual deciding to support terrorism and forms of extremism which lead to terrorism. The new ‘**Prevent Duty**’ introduced as part of the Counter-Terrorism and Security Act 2015 across England, Wales, Scotland and Northern Ireland legally requires a range of organisations including schools, local authorities, prisons, police and health bodies to take steps to prevent people from being drawn into terrorism. There is a separate guidance on radicalisation in the Republic of Ireland outlined in the Offences against the State Acts 1939-1998 and Criminal Justice (Terrorist Offences) Act 2005.

**Teenage Relationship Abuse** - this can be divided into 4 main areas of Financial Abuse, Sexual Abuse, Physical Abuse and Emotional Abuse. **Financial abuse:** may include having undue control over a person’s finances, forcing them to buy items or forcing them to work or not to work. **Sexual abuse:** may include forcing someone to have sex against their will, rape, unwanted attention (e.g. kissing or touching), being made to watch pornography against their will or pressure not to use contraception. **Physical abuse:** may include using weapons, physical hitting, scratching, punching, pushing, biting or kicking. **Emotional abuse:** may include isolating individuals from friends and family, controlling what they wear, where they go, who they are friends with, checking their emails, texts, social networking sites, the constant use of insults and name calling. It may also include making the individual feel responsible for the abuse they are suffering.

**Trafficking** – as defined in Article 3 of the Palermo Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, Supplementing the UN Convention against Transnational Organised Crime to the UN Convention 2000, trafficking is “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum the exploitation of the prostitution of others or other forms of sexual exploitation, force labour or services, slavery or practices similar to slavery, servitude or the removal of organs.”

**Neglect & Acts of Omission** - withholding adequate nutrition, clothing, heating; failing to provide for medical or physical care needs; failure to give privacy and dignity; neglect of accommodation; self-neglect.

**Financial or material abuse:** theft; fraud; use or misuse of money or property without the adult's consent; preventing access to money or property; pressure in connection with wills, property, inheritance or financial transactions or the misuse or stealing of property, possessions or benefits.

**Emotional/Psychological abuse:** intimidation by word or act; bullying; verbal abuse; threats of harm or abandonment; deprivation of contact with others, or of something important to the adult, humiliation, blaming, controlling, coercion, taking away privacy, constant criticism, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

**Discriminatory abuse:** actions (or omissions) of a prejudicial nature focusing on a person's age, gender, disability, race, colour, cultural background, sexual/religious orientation.

**Institutional abuse:** demonstrated by repeated instances of neglect, poor care, management and/or professional practice or policies, procedures or processes in an organisation. The abuse can be a one-off incident or repeated, on-going ill treatment.

**Unintentional abuse:** this may be the result of negligence or ignorance

**Human Rights:** denial of a liberty, fair hearing, freedom of speech or religion or slavery

Additional categories listed under The Care Act (2014)-England only include:

**Domestic abuse:** including psychological, physical, sexual, financial, emotional abuse-so called 'honour'-based violence.

**Modern slavery:** includes slavery, human trafficking, and forced labour and domestic servitude.

**Organisational abuse:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home.

**Self-neglect:** includes a wide range of behaviour neglecting to cater for personal hygiene, health or surroundings and includes such behaviour as hoarding.

The remainder of this document presents a series of [Templates, Forms and Checklists](#) that are linked to this policy. Forms can be downloaded electronically via [www.rlss.org.uk](http://www.rlss.org.uk)

## Volunteer Recruitment Pack

Thank you for your interest in volunteering with the RLSS UK. Volunteers are a very important part of our organisation, and there are so many interesting opportunities and different ways to get involved. Please complete this form to tell us about your skills, qualities, interests and availability to volunteer.

### Description and Person Specification

Please refer to the role description and person specification for specific information about this role.
---

### RLSS UK's commitment to safeguarding

RLSS UK is committed to safeguarding and ensuring the welfare of children and adults at risk and expects all staff paid and unpaid to share this commitment. The suitability of all prospective volunteers will be assessed during the recruitment process in line with this commitment.

### The selection process

Once the closing date has passed we will endeavour to shortlist the role as soon as possible. Applicants will be notified by email if they have been selected for interview. However, if you do not hear from us within four weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

### Interview process

Our interview process usually consists of a friendly formal chat that might be done face to face, by telephone or skype. However, should you not be successful in your application, please do not be discouraged from applying for future volunteering opportunities where you meet the person specification – your skills and experience may be what we need for our next volunteering opportunity.

### References

All our volunteer opportunities are subject to the satisfactory completion of reference checks.

### Feedback to unsuccessful applicants

No correspondence regarding the selection process or appointment of individuals will be entered into with unsuccessful applicants although we will endeavour to provide constructive feedback upon request.

### Eligibility to work in the UK

In order to comply with the Asylum & Immigration Act 1996, all employers in the UK are required to make basic document checks on every person they tend to employ for paid or unpaid work. We have to ask all applicants who are offered a volunteer role to provide proof that they can be legally offered unpaid work in the UK. If we do not see satisfactory documentation, the opportunity to volunteer may be withdrawn or terminated.

### How to return this application form

Please fill out the form in as much detail as possible and return to:

- Your local Club or Branch management for all club or branch roles.
- Volunteering Department at [volunteer@rlss.org.uk](mailto:volunteer@rlss.org.uk) or by post to RLSS UK HQ, Red Hill House, 227 London Road, Worcester, WR5 2JG for all RLSS UK HQ roles.

If you have any questions, please do not hesitate to get in touch on 0300 3230 096.

## Volunteer Application Form

Please complete in CAPITAL LETTERS.

Volunteer Role Title:	Activity/Event:	Location:
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### Personal details

Full Name:		
Date Of Birth:	Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>
Home Address:		
Landline Phone:	Mobile Phone:	
E-mail Address:		
Where did you hear about volunteering for RLSS UK?		
Current Employment Status	Student <input type="checkbox"/> Unemployed <input type="checkbox"/> Retired <input type="checkbox"/> Employed <input type="checkbox"/> Volunteer <input type="checkbox"/> Other <input type="checkbox"/>	

### In support of your application

Why are you interested in becoming a volunteer with RLSS UK?	
What skills and qualities can you offer that will benefit your role as a volunteer with RLSS UK?	
What personal attributes will you bring to the role?	
What is your experience in volunteering?	
What is your current and previous involvement in RLSS UK activity, if any?	

### Please tell us about your availability

Daytime (Monday-Friday)	AM: <input type="checkbox"/> Yes <input type="checkbox"/> No	PM: <input type="checkbox"/> Yes <input type="checkbox"/> No
Evenings:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Weekends:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Occasional/One-off: <input type="checkbox"/> Yes <input type="checkbox"/> No
Dates when available (If applicable)		
Roughly how many hours per week can you offer?		
Future Volunteering Opportunities and Events	Please indicate if we can contact you again for similar events where we may require volunteers: Yes <input type="checkbox"/> No <input type="checkbox"/>	

### Disclosure of Criminal Background

Do you have any pending prosecutions or unspent convictions?  Yes  No

If yes please give details below including date(s) and nature of offence(s).

--

### Criminal Records Checks

Some of our volunteer roles will require the satisfactory completion of a criminal records check and/or a self-disclosure form. Please tick this box if you consent to a check where appropriate.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH RLSS UK. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES. Further information on recruitment and employment of ex-offenders is available in the [RLSS UK Safeguarding Policy](#).

## Equality and Diversity Monitoring Form

Please complete and return with your application form.

Please help us to monitor our volunteer recruitment procedures. RLSS UK is committed to the equal treatment and equality of opportunity for its staff and volunteers and by promoting Equality and Diversity will recognise, respect and value people's differences.

Please note this page will be separated from your application and will only be used for monitoring purposes only by RLSS UK Recruitment Team in line with the requirements of the Data Protection Act 1998.

Job title:

Location:

Are you:  Male  Female  Other

Are you:  Married  Single  Other

Are you:  Under 18  18-24  25-34  35-44  45-54  55-64  65+

How would you describe your ethnic origin?

Asian, Asian British, Asian English, Asian Scottish, Asian Welsh

Bangladeshi  Chinese  Indian

Pakistani  Any other Asian background

Black, Black British, Black English, Black Scottish, Black Welsh

African  Caribbean  Any other black background

Mixed heritage

White and Asian  White and Black African  White and Black Caribbean

Any other mixed background

White

British  English  Irish

Scottish  Welsh  Any other white background

Any other ethnic background  I do not wish to declare my ethnic origin

Disability

Do you regard yourself as having a disability?  Yes  No

If answered yes, describe the nature of your disability:

Please list any reasonable adjustments you think you may require:

Thank you for taking the time to complete this form.

Self-Declaration and Disclosure Form  
(Private and Confidential)

**For roles involving contact with children, young people (under 18 years old) and adults at risk.**

All information will be treated as confidential and managed in accordance with relevant data protection legislation and guidance. You have a right of access to information held on you under the Data Protection Act 2018. For further information on why and how we use your data please read the privacy policy at <http://rlss.org.uk/privacy-policy/>

**Part One**

<b>For <u>authorisation</u> by the Club Welfare Officer / Branch Safeguarding Officer:</b>	
Member's Name:	
Address and Postcode:	
Telephone/Mobile No:	
Date of Birth:	
<b>Identification (<i>tick box below</i>):</b>	
<input type="checkbox"/>	I confirm that I have seen identification documents relating to this person, and I confirm to the best of my ability that these are accurate.
<b>Either</b>	
UK Passport Number and Issuing Office	
UK Driving Licence Number ( <i>with picture</i> )	
<b>Plus</b>	
National Insurance Card or current Work Permit Number	
<b>Signature of authorised Officer:</b>	
<b>Print name:</b>	
<b>Date:</b>	

How to return this application form

Please fill out the form in as much detail as possible and return to:

- Your local Club or Branch management for all club or branch roles, or
- Volunteering Department at [safeguardingadvice@rlss.org.uk](mailto:safeguardingadvice@rlss.org.uk) or by post to **RLSS UK HQ**,
- Red Hill House, 227 London Road, Worcester, WR5 2JG for all RLSS UK HQ roles.

If you have any questions, please do not hesitate to get in touch on 0300 3230 096.



## Part Two

If the role you are in or have applied for involves frequent or regular contact with or responsibility for children and/or adults at risk you will also be required to provide a valid criminal records check which will provide details of criminal convictions; this may also include a Barring List check depending on the nature of the role (see organisational guidance about eligibility for criminal records checks).

<b>For completion by the individual (named in Part one)</b>	
Have you ever been known to any Local Authority e.g. Social Services, Children's Services or Adult Services department or Police as being a risk or potential risk to children or adults at risk?	YES <input type="checkbox"/> NO <input type="checkbox"/> (if Yes, provide information below):
Have you been the subject of any disciplinary investigation and/or sanction by any organisation due to concerns about your behaviour towards children or vulnerable adults?	YES <input type="checkbox"/> NO <input type="checkbox"/> (if Yes, provide information below):
Is there any reason that you are not entitled to work within Regulated Activity?	YES <input type="checkbox"/> NO <input type="checkbox"/> (if Yes, provide information below):
<b>Confirmation of Declaration (tick box below)</b>	
<input type="checkbox"/>	I have read the Standard/Enhanced Check Privacy Policy for applicants <a href="https://www.gov.uk/government/publications/dbs-privacy-policies">https://www.gov.uk/government/publications/dbs-privacy-policies</a> and I understand how DBS will process my personal data and the options available to me for submitting an application.
<input type="checkbox"/>	I agree that the information provided here may be processed in connection with recruitment purposes and I understand that an offer of deployment may be withdrawn or disciplinary action may be taken if information is not disclosed by me and subsequently come to the organisation's attention.
<input type="checkbox"/>	In accordance with the organisation's procedures if required I agree to provide a valid Criminal Record Checks for e.g. a DBS certificate and consent to the organisation clarifying any information provided on the disclosure with the agencies providing it.
<input type="checkbox"/>	I agree to inform the organisation within 24 hours if I am subsequently investigated by any agency or organisation in relation to concerns about my behaviour towards children, young people or adults at risk.
<input type="checkbox"/>	I understand that the information contained on this form, the results of the Criminal Records Checks e.g. DBS check and information supplied by third parties may be supplied by the organisation to other persons or organisations in circumstances where this is considered necessary to safeguard children and adults at risk
<b>Signature:</b>	
<b>Print name:</b>	
<b>Date:</b>	

If the criminal record checks disclose any information about past convictions, offences or police warnings, the recruitment team will seek advice from the Safeguarding Case Officer at the RLSS UK HQ and together assess the relevance of this information in order to make a decision regarding your appointment. If the criminal record checks highlight an unspent conviction, a risk assessment will be carried out by the named supervisor and the recruitment panel to assess your suitability to work with children and adults at risk.

*Thank you for taking the time to complete this form.*

RLSS UK References Form (*Official use only*)

The following person _____ has expressed an interest in as a _____ with _____ Club.
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RLSS UK is committed to the welfare and protection of children and adults at risk, and is keen to know if there is any reason at all to be concerned about this Applicant being in contact with children or adults at risk. The post involves significant access to or management responsibility for individuals who have significant access to and responsibility for Children/Young People under the age of 18 and adults at risk.

If you are happy to complete this reference, any information will be treated with due confidentiality and in accordance with relevant legislation. Information will only be shared with the person conducting the assessment of the candidate's suitability for the role, if he/she is offered the position in question. We would appreciate you being extremely candid, open and honest in your evaluation of this person.

How long have you known this person?	
In what capacity?	
What attributes does this person have that would make them suited to this work?	

Please rate this person on the following – please tick one box for each statement:

	Poor	Average	Good	Very Good	Excellent
Responsibility					
Maturity					
Self-motivation					
Motivation of others					
Energy					
Trustworthiness					
Reliability					
Organisation					

This post involves substantial access to children and adults at risk. As an organisation committed to the welfare and protection of children and adults at risk. Do you have any reason at all to be concerned about this applicant being in contact with children and adult at risk? **YES/ NO**

If you have answered YES we will contact you in confidence.

Signed:	
Date:	
Print name:	
Position:	
Address:	
Postcode:	
Email address:	
Telephone number (in case we need to contact you)	

## RLSS UK Volunteer Induction Checklist

What	Who	Where	How
<b>Volunteer Welcome prior to start</b> <ul style="list-style-type: none"> <li>Request references for volunteer</li> <li>Criminal Records Checks (disclosure) in place</li> <li>Contact volunteer informally to say hello / welcome prior to their first day confirming e.g. what time they should come, directions etc.</li> <li>Prepare Volunteer Handbook and Volunteer Agreement</li> <li>Prepare essential information e.g. policies, procedures, guidelines, codes of conduct/practice etc.</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal/Written
<b>Welcome to the team</b> <ul style="list-style-type: none"> <li>Inform all key people of the induction day timetable and their role</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal/telephone/email
<b>Organisation/club/branch</b> <ul style="list-style-type: none"> <li>Mission, Vision, Objectives of the organisation</li> <li>If based at Club/branch setting, explain how the Club fits into the wider organisation (RLSS UK)</li> <li>Structure: management of the organisation/ club</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal/written
<b>Place of volunteering</b> <ul style="list-style-type: none"> <li>Introduction to colleagues</li> <li>Overview of the team/section</li> <li>Introduction to the role</li> <li>Any essential office/setting information e.g. filing</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Walk through/ Verbal/Written
<b>The Building</b> <ul style="list-style-type: none"> <li>All key operational areas to be visited (e.g. club facilities) swimming pool, parking, changing rooms</li> <li>Health and safety procedures</li> <li>Fire exits, fire alarms, fire evacuation, first aid</li> <li>Manual handling and other arrangement as required.</li> <li>Accident and emergency procedures</li> <li>Arrange for entry passes/ID as required</li> <li>Toilets</li> <li>Refreshments</li> <li>Parking/travel details</li> <li>Dress code</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Walk through/ Verbal/Written
<b>The role</b> <ul style="list-style-type: none"> <li>Volunteers area of responsibility</li> <li>Availability e.g. days / hours, reliability, process on absence/sickness, dress code and lunch breaks etc.</li> <li>Policies and Procedures</li> <li>Codes of Conduct/Code of Practice</li> <li>Safeguarding arrangements e.g. Club Welfare Officer, Branch Safeguarding Officer, RLSS UK Safeguarding Case Officer</li> <li>Likely problems and how to deal with them e.g. accident &amp; incident reporting</li> <li>Systems for reporting back</li> <li>Ensure new start has viewed and understood information contained in the Policies, Procedures, Codes and Volunteer Handbook and Volunteer Agreement</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal/written and role descriptions / relevant policies

<ul style="list-style-type: none"> <li>• Practical help and suggestions</li> </ul>			
<p>The support system</p> <ul style="list-style-type: none"> <li>• Who will be responsible for managing the volunteers, where and when to find their named supervisor</li> <li>• Support available – mentor?</li> <li>• Supervision/ discussion/chats/ support meetings</li> <li>• Resources, facilities, equipment, training internet and email,</li> <li>• Procedure on reimbursement of expenses? How?</li> <li>• How are complaints either about or by a volunteer / coach handled?</li> <li>• Safeguarding procedure and reporting concerns</li> <li>• Attend training on safeguarding within 6 months of taking up the role</li> <li>• Insurance cover for volunteers</li> <li>• Have regular support meetings scheduled</li> <li>• Organise essential start up training</li> <li>• Identify any additional support needs and potential solutions</li> <li>• Record volunteer’s successes, progress and any problems, actions</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal and relevant documentation
<p>Fellow Volunteers</p> <ul style="list-style-type: none"> <li>• Who and what they do</li> <li>• Meetings</li> <li>• Key contacts and team working with others</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal and walk through/ introduction
<p>Other Information</p> <ul style="list-style-type: none"> <li>• Settling in (trial) period</li> <li>• Confidentiality and Data Protection</li> <li>• Other related Policies and Procedures</li> <li>• Criminal Record Checks</li> </ul>	Induction Guide/Named Volunteer Supervisor	Place of volunteering e.g. club	Verbal/ introduction to relevant documentation

Any other comments /additions:

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## RLSS UK Induction Record Form

An induction for new volunteers/staff will assist the Club or Event Organisers in ensuring that the safety and welfare of staff, volunteers, club officials or event organisers including all participants in RLSS UK facilities, activities and events is addressed.

Name of Volunteer	
Role of Volunteer	
Start of volunteering (Date)	
Place of volunteering	

Please ensure you complete the following with all new staff and volunteers as required.

Task/Document	Complete
<b>Welcome</b>	
Welcome to the organisation/club/branch	
Introduction to the team/overview of department/section	
Issue keys, ID and car parking passes if required	
Explain dress code and any other information	
<b>Housekeeping/domestic information</b>	
Tea and coffee making facilities	
Kitchen/reception/communal areas, toilets, parking	
Confirm role description and hours of volunteering, breaks	
<b>Roles/Forms/Guidelines and policies</b>	
Role description/expectations	
Criminal Record Checks- Disclosure	
References	
Volunteer Handbook and Volunteer Agreement	
Club Membership Information Form completed(where applicable)	
<b>Specific Role</b>	
Health and Safety	
RLSS UK Individual Membership (if applicable)	
RLSS UK Safeguarding Policy	
RLSS UK Code of Conduct	
RLSS UK Safeguarding Information Leaflet	
RLSS UK Code of Practice	
RLSS UK/ILS Anti-Doping Policies	
RLSS UK Volunteer Policy and Volunteer Agreement	
RLSS UK Problem Solving Policy and Procedures	
Explain expenses procedures and claim process	
<b>Operating procedures and emergencies</b>	
Normal Operating Procedures and Emergency Action Plan (supplied by the facility provider)	
Explain health and safety policy and responsibilities/commitments	
Explain building procedures, first aid, first aiders, risk assessments	
Emergency Procedures and guidelines	

Relevant Telephone Numbers	
Incident Reporting Procedure	
Demonstrate IT, phone systems and any essential information	
<b>Management</b>	
Introduction to instructors, teaching, training and coaching Staff	
Introduction to club members/participants as appropriate	
Award training requirements	
Equipment introduction (including maintenance)	
Tour of the Facility	
Equipment Storage	
Demonstrate any role specific equipment	
Meeting dates	
Competition dates	
Club social event dates	
Other significant dates (RLSS UK Conference, ILS/ILSE dates)	
Club Constitution	
Club communications (website, newsletters etc.)	
Club Handbook/Rules/Constitution	
Club Committee Structure, roles and responsibilities	
<b>The support system</b>	
Who will be responsible for managing the volunteer, where and when to find their named supervisor	
Support available-mentor?	
Supervision/discussion/chats/support meetings	
<b>Training opportunities/requirements</b>	
Training needs	
RLSS UK qualifications	
Safeguarding training	
Any other information	

**Declaration**

“I, [name] \_\_\_\_\_ have read and understood the Safeguarding Policy and its Code of Conduct, RLSS UK Code of Practice and Volunteer Policy and as such agree to fully recognise and adhere to the principles and responsibilities embodied these documents. I will also ensure that I familiarise myself with other relevant RLSS UK policies, procedures, codes and standard.

Signature of New Starter: \_\_\_\_\_

Name of the Induction guide/named supervisor: \_\_\_\_\_

Role of the Induction guide/named supervisor: \_\_\_\_\_

Signature of Induction guide: \_\_\_\_\_

Date: \_\_\_\_\_

## Volunteer Support Meetings/Feedback Form

Volunteers Name	
Volunteer Coordinator/Named Supervisor	
Time and Date of Supervision	
Place of Supervision	
Date of Commencing	

How do you feel things are going within the Club/Organisation you volunteer at?

What has been going well for you?

Is there anything that has not gone well for you? If so what?

Do you need extra support in other areas of your volunteering?

Are there any training needs or development activities or other support you need to develop your volunteering role?

Are there any other roles or tasks you might like to do as part of your volunteering?

How do you feel you are getting on with staff and volunteers?

Any other issues? (By Named Supervisor/Volunteer)

Give feedback (highlight any concerns about poor practice or inappropriate behaviour, safeguarding concerns)

Ask for feedback-induction, training, welcome, safeguarding etc.

Time and Place of next supervision		Date:
Signed (Volunteer)		Date:
Named Supervisor's signature		Date:



## First 6 Weeks of Volunteering

Induction item	Additional Information	Date
<b>Support and supervision</b>		
Have regular support meetings scheduled		
Induction completed-used a checklist		
Organise and deliver essential start up training		
Plan future training and ongoing development activities		
Identify any additional support needs and potential solutions		
Record volunteer's successes, progress and any problems, actions		
Name of Volunteer:	Role of Volunteer:	Sign and date:
Name of named volunteer supervisor:		Sign and date:
Any other additional comments:		

## Club Membership Application Form

Before anyone is involved in RLSS UK activity they are required to complete this registration form and return it to the Club. Any change of yours or the emergency contact details should be reported to the Club as soon as possible.

I wish to apply for membership of the (Name of Club).....

Applicants should complete both sections 1 & 2 then one of either section 3 or 4

### Section 1 Please complete your personal details

Name		Date of Birth	
Address		Post Code	
Home telephone number		Mobile number	
Email address			
Lifesaving awards held			

### Section 2 Medical information

Please detail below any important medical/ disability information that the Club or Event Organisers should be aware of (e.g. epilepsy, asthma, diabetes etc.). This information will only be seen by the coach, instructor, assessor, trainer, administrator, club official, event organiser or the person responsible for the activity. Please include details of any medication taken.

Medical Condition			
Disability			
GP's Name		Telephone number	
Address			
Postcode			

Please provide details of any medication they take:
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Does the child or adult at risk have any past or current challenging or difficult behavioural needs that we should be aware of? YES/NO. If YES please provide details:
--

Does the child or adult at risk have any past or current injuries that we should be aware of? YES/NO. If YES please provide details:
--

Please insert the information below to indicate the person(s) who should be contacted in event of an incident/accident.

Emergency contact 1		Emergency contact 2	
Name		Name	
Address		Address	
Relation		Relation	
Relation		Relation	
Phone 1		Phone 1	
Phone 2		Phone 2	

**Section 3 - If the applicant is Under 18 or is an adult at risk this section must be completed by a parent /carer.**

- By returning this completed form, I agree that the child/ adult at risk taking part in the activities of the club and I understand that I will be kept informed of these activities.
- I understand it is my responsibility as a parent/ carer to send the medication with the child /adult at risk with their name clearly labelled on it. The person responsible for the activity will look after the medication whilst the child /adult at risk is engaged in activities.
- I am familiar with and agree to support the child/adult member and parent / carer with RLSS UK Safeguarding Policy and its Codes of Conduct.
- I understand in the event of injury or illness all reasonable steps will be taken to contact either myself or the alternative contacts using the above details, and to deal with that injury/illness appropriately.
- It may be essential on other occasions for the adult responsible for the activity e.g. coach, instructor, trainer, administrator, club official, event organiser accompanying your son/ daughter/adult at risk you are responsible for to have the necessary authority to obtain any urgent treatment which may be required whilst at Club event, representative competition or training. Would you therefore complete the details on this form and sign below to give your consent.

I, \_\_\_\_\_ being parent/ carer or person responsible for the above named child/ adult at risk hereby give permission for the coach, instructor, trainer, administrator, club official, event organiser or any person responsible for any activity to give the immediately necessary authority on my behalf for any medical or surgical treatment recommended by competent medical authorities, where it would be contrary to my son/daughter's interest or the adult at risk in the doctor's medical opinion, for any delay to be incurred by seeking my personal consent.

"I, [name] \_\_\_\_\_ have read and understood the RLSS UK Code of Conduct ("Code") and as such agree to fully recognise and adhere to the principles and responsibilities embodied in the Code."

Name of parent/ carer: \_\_\_\_\_

Signature of parent/ carer: \_\_\_\_\_ Date: \_\_\_\_\_

**Section 4. To be completed by all applicants over 18 years old**

- By returning this completed form, I agree to participate in the Club's activities and events. I also understand that I will be kept informed of these activities.
- I am familiar with and agree to support the RLSS UK Safeguarding Policy and Codes of conduct.
- I understand in the event of injury or illness all reasonable steps will be taken to contact my emergency contacts using the above details, and to deal with that injury/illness appropriately.

"I, [name] \_\_\_\_\_ have read and understood the RLSS UK Code of Ethics and Conduct ("Code") and as such agree to fully recognise and adhere to the principles and responsibilities embodied in the Code."

Name of applicant: \_\_\_\_\_

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Note to Applicants**

The information on this form will be used to administer the applicant's participation in the Clubs activities. It will not be used for any other purposes or shared with anyone else without your consent. Medical information will only be shared with essential club personnel.

## RLSS UK Incident Report Form

If a child or young person or an adult at risk informs you directly that he/she, or another child or adult at risk, is concerned about someone's behaviour towards them please remember the following while completing this form.

- React calmly so as not to frighten or deter the child or adult at risk.
- Tell the child or adult at risk that he/she is not to blame and that he/she was right to tell.
- Take what the person says seriously.
- Keep any questions to an absolute minimum to ensure a clear and accurate understanding of what has been said.
- Reassure the child or adult at risk but DO NOT make promises of confidentiality which might not be feasible in light of subsequent developments.
- Record in writing exactly what has been said using the child or adult at risk words.

Person's Details	Child <input type="checkbox"/> Adult at risk <input type="checkbox"/>
First Name	
Surname	
Parents / Carer's name(s)	
Home address	
Postcode	
Telephone number	
Date of Birth	
Age	
Gender	Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/>

Ethnicity	
White	British <input type="checkbox"/> Irish <input type="checkbox"/> Any other (please specify)
Mixed	White & Black Caribbean <input type="checkbox"/> White & Black <input type="checkbox"/> African White <input type="checkbox"/> &Asian Any other mixed background (please specify)
Asian or Asian British	Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian Background (please specify):
Black or Black British	Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black Background (please specify)
Your details	
First Name	
Surname	
Club name	
RLSS UK Personal Society Number	
Your position within Club	
Home address	
Postcode	

Telephone number	
Mobile number	
<b>Incident details</b>	
Date of Incident	
Time of Incident	
Are you reporting you own concerns or responding to concerns raised by someone else	
If responding to concerns raised by someone else please provide their name and position within the Club	
Incident details: Please provide details of the incident (what was observed or reported to you) or concerns you have, including dates, time and venue.	
Please detail exactly what was said, if your concerns are the result of a child speaking to you, include date, time and venue:	
Have you spoken to the parent/s?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details of what was said
Have you spoken to the child? If Yes what was said	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you spoken to the person the allegations are being made against?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details of what was said:
Please provide details of further action taken to date	
<b>Statutory authorities and agencies (Police, Social Services, Children Services or Adult Services)</b>	

Have you informed statutory agencies (Police or Children's Services/Adult Services)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Name of Statutory authority/Agency	Log number : Name of person : Position of the person: If yes please provide details of what was said:
Police	Log number : Name of person : Position of the person: If yes please provide details of what was said:
Were there any witnesses to the incident?	Yes <input type="checkbox"/> No <input type="checkbox"/>  If yes, please ensure you get a full witness report from them and ask the witness to complete the Witness Report form (click here to download form).
Your Signature	
Print Name	
Date	

RLSS UK Witness Report Form

<b>Your details</b>			
First Name			
Surname			
Position in the Club			
Home address			
Postcode			
Telephone number			
<b>Incident details</b>			
Date Incident		Time of Incident	
Please provide details of the incident (what was observed) or your concerns you have, including dates, time and venue			
Please detail exactly what was said, if your concerns are the result of a child speaking to you, include date, time and venue			
Have you spoken to the parent/guardian/carer?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
		If yes please provide details of what was said	
Have you spoken to the child/young person/adult at risk?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
		If yes please provide details of what was said	
Have you spoken to the person the allegations are being made against?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
		If yes please provide details of what was said	
Signature and Name			
Date		Time	

## Parental Consent Form

To be completed for all children and adults at risk engaged in RLSS UK activities including lifesaving, lifeguarding, sporting, education or competition for each season or if you want to become a **VOLUNTEER** and for any additional activities which may be held at a different venue to that of their 'home' Club.

All information given in this form is confidential.

Details of activity (dates / times / season / location), including volunteering activity:	
Name of Club	
First name	
Surname	
Is the person a: (please tick the relevant box)	Child <input type="checkbox"/> Adult at risk <input type="checkbox"/>
Parent / Guardian's/ Carer's name(s)	<input type="checkbox"/> Parent <input type="checkbox"/> <input type="checkbox"/> Guardian <input type="checkbox"/> Carer
Home address	
Postcode	
Telephone number	
Date of Birth	
Age	
Gender	Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>

Emergency Contact Information	Contact
Emergency contact name	
Relationship to the Child, Young Person or Adult at Risk	Parent <input type="checkbox"/> Carer <input type="checkbox"/> Other (specify)
Emergency contact number	
Alternative contact name	



Alternative contact number	
Child / Adult at Risk Doctor's Name:	
Address:	
Contact number:	
Medical Information	
Does the child or adult at risk have any conditions requiring medical treatment and / or medication?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:
Does the child or adult at risk have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:
Does the child, or adult at risk have any challenging behaviour/difficulties?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:
Does the child, or adult at risk have any allergies?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:
Does your child, or adult at risk have any specific dietary requirements?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:
Does your child, or adult at risk have any disability or additional support needs?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details:

- I have received comprehensive details of the above activity and am aware of RLSS UK Safeguarding Policy.
- By returning this completed form, I consent to..... (name of participant) taking part in the activities stated and I understand that I will be kept informed of these activities.
- I understand it is my responsibility as a parent or carer to send the medication with for..... to the activity clearly labelled with the child's or adult at risk's name.
- The person responsible for the activity for e.g. coach, instructor, trainer, administrator, club official, event organiser will look after the medication whilst the child or adult at risk is engaged in activities.
- I am familiar with and agree to support all RLSS UK relevant codes of conduct.
- I understand in the event of injury or illness all reasonable steps will be taken to contact either myself or the alternative contacts using the above details, and to deal with that injury/illness appropriately.

## Consent to Emergency Medical/Surgical Care/ Treatment

It may be essential some time for the Club or Event organiser accompanying the child or adult at risk to have the necessary authority to obtain any urgent treatment which may be required whilst attending Club activities, competition or training. Would you therefore complete the details on this form and sign below to give your consent.

I \_\_\_\_\_  
Parent  Carer

For \_\_\_\_\_  
Child  Adult at Risk

hereby give permission to the person responsible for the activity for e.g. (the coach, instructor, trainer, assessor club/event official) to immediately give the necessary authority on my behalf for any medical or surgical treatment recommended by competent medical authorities, where it would be contrary to my son/daughter's interest or (an adult at risk), in the doctor's medical opinion, for any delay to be incurred by seeking my personal consent.

Parent/Guardian/Carer's Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

This form or a copy of the information MUST be taken by the person in charge of the activity.

## Photographic and Images Consent Form

This form is to be read, completed and signed by the parent /carer of the child under the age of 18 or carer of the adult at risk together with the adult or child participant. It provides permission for images of the child or adult at risk to be used.

The (Club/Organisation/Event Organiser) \_\_\_\_\_ recognises the need to ensure the welfare and safety of all young people in RLSS UK activities and events. As part of our safeguarding commitment, we will not permit photographs, video images or other images to be taken or used without the consent of the parents/guardians/carers and the child or adult at risk.

**Please note that if you have more than one child under the age of 18 or an adult at risk registered with the Club or for an Event you will need to complete a separate form for each person.**

The (Club/Host Organisation/Event Organiser) \_\_\_\_\_ will follow the guidance for the use of photographic and images set out in the Safeguarding Policy and take steps to ensure these images are used solely for the purposes they are intended, which is the promotion and celebration of the activities of (Club/Organisation/Event Organiser) \_\_\_\_\_

If you become aware that these images are being used inappropriately, you should inform the Club Welfare Officer or the Event Organisers immediately. Alternatively please contact your local Branch Safeguarding Case Officer on **0300 3230 096**.

To be completed by the child/young person (if 12 years or older) or adult at risk\* Tick as appropriate

I _____	Date of Birth _____	consent to
Child <input checked="" type="checkbox"/>	Adult at Risk <input checked="" type="checkbox"/>	
(Club/Organisation/Event Organiser) _____ photographing or videoing my involvement in RLSS UK activities and events under the stated rules and conditions.		
Signature:		
Print name:		
Date:		

To be completed by parent / carer \* Tick as appropriate

I, (Parent/ Carer) Full name: _____ consent to the Club/Organisation/Event Organiser) _____ photographing or videoing (Name of child/ adult at risk) _____ under the stated rules and conditions and I confirm I have am the responsible person for this child, young person or adult at risk and I am authorised to give this consent. I also confirm that there are no legal restrictions related to images of my child /adult at risk being taken or published.		
Signature:		
Print name:		
Date:		

## Photographic and Images Refusal of Consent Form

Name of the child/adult at risk: _____ Date of Birth _____		
I (name of the parent/carers) _____ refuse permission for the taking and/or publication of any images of the above name child /adult at risk by the organisation's appointed photographer(s) in respect of _____ activity.		
Signature(child/adult at risk):	Print name:	Date:
Signature (parent/carers)	Print name:	Date:

## Event Registration Form for Photographers

(This form should be completed by anyone wishing to take photographs or filming video images at RLSS UK/club events or activities)

Personal Details			
Name			
Address			
Post Code			
Home Phone		Mobile Phone	

Details about the Event/Programme which you are registering to take photographs at			
Programme/Event Name			
Venue			
Date(s)			

Please describe how the photographs or recorded images will be used

<b>Declaration</b>			
I wish to take photographs or record images during the course of the above programme/event. I have read and agree to abide by the guidelines laid down by RLSS UK and confirm that the photographs or recorded images will only be used in an appropriate manner.			
I acknowledge that if it is deemed that I have used the photographs or recorded images inappropriately, this may result in me being unable to use photographic equipment at RLSS UK programmes or events in the future and that the incident may be reported to the Designated Safeguarding Lead at RLSS UK and managed within the Safeguarding Policy.			
Signature of Applicant	of		Date

Missing /Lost Person Form

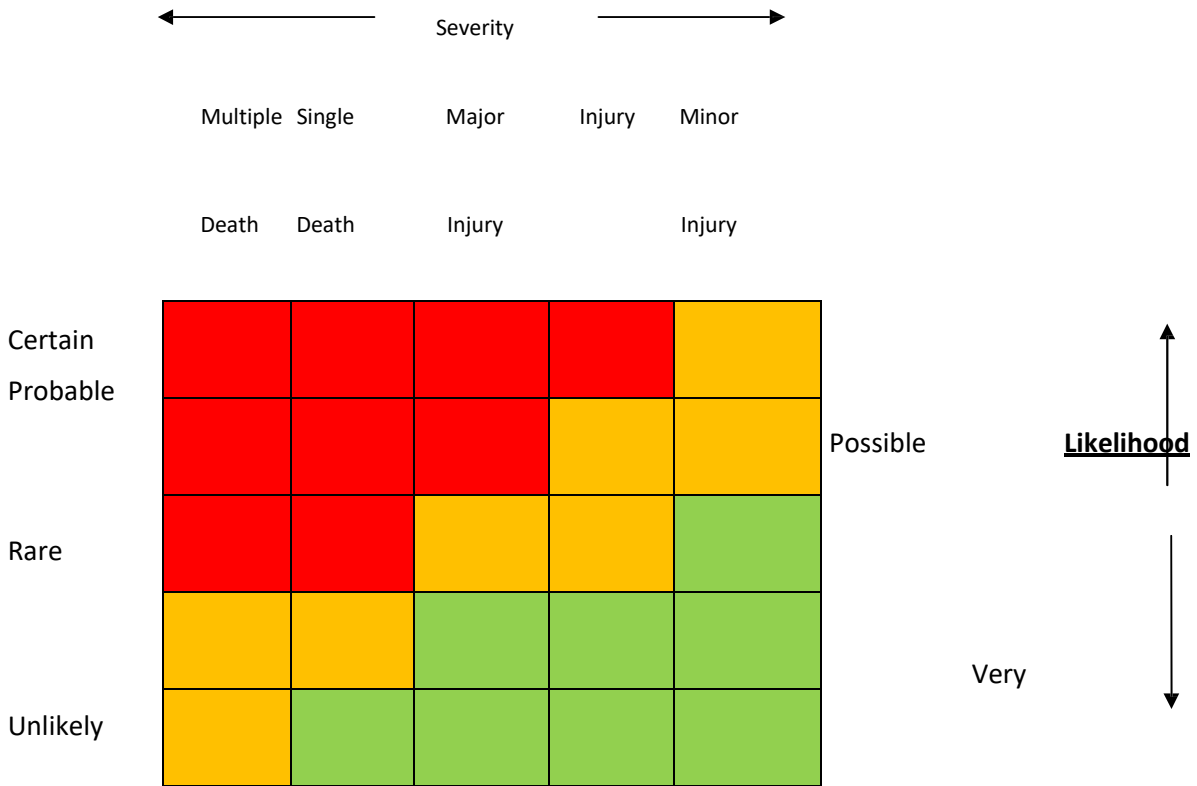
(Description on the form only, not to be announced over the P.A)

Incident Number:	
Date & Time Reported:	Location reported:
Person reporting (including name, address, contact details and relationship)	
Where was the lost child / adult at risk person last seen?	
Any likely locations that the lost child / adult at risk would go to?	
Lost child/adult at risk name:	Age of person: D.O.B.:
Male / Female	Hair Colour:
Eye Colour:	Clothing (Colour & Pattern):
Ethnic Classification:	Height / build: Distinguishing features:
Any safety concerns, special medical needs, disabilities or other important factors?	
Name of staff member receiving report:	
Any other information:	

Found Person Form

<b>Incident Number:</b>	
<b>Parent /Carer</b>	Witnessed by:  THIS IS TO CERTIFY THAT THE CHILD /ADULT AT RISK NAMED ABOVE HAS BEEN FOUND AND REUNITED WITH THE PARENT/CARER IN A SAFE MANNER
Parent / Carer Name(s):	Name of Witness:
Parent / Carer Address:	Witness Address:
Parent / Carer Tel:	Witness Phone number:
Parent / Carer Signature(s):	Witness Signature:
ID of Parent / Carer:	Witness Role Title:
Time Child Reunited with Parent/ Carer	Signature of Security /Club officials/Event Organisers

## RISK ASSESSMENT MATRIX



Key to shading:

**HIGH:** Level of risk is unacceptable

**MEDIUM:** Level of risk may be tolerable. Seek to reduce level of risk

**LOW:** Level of risk is acceptable

### DEFINITION OF LIKELIHOOD CLASSES

Certain	Has happened before and is expected to happen on this occasion
Probable	Has been known to occur before and is likely to happen on this occasion
Possible	Has been known to occur before and may happen on this occasion
Rare	Has been known to occur before but no reason to suggest it will happen on this occasion
Very unlikely	Has never happened before and there are no reasons to suggest it will happen on this occasion



Risk Assessor's details Name: Address: Phone: Email: Signature:	
Club Site/Location/Venue:  Phone Number: Email:	
Activity Area Description (Comment on size of area needed, type of ground underfoot)	
Type of activity (Comment on what the activities involves, included limiting factors such as maximum number of participants and equipment used)	
Assessment Review Date:	

All activities should be governed by activity leaders in conjunction with the Normal Operating Procedures (NOP) and Emergency Action Plan (EAP). All p staff/volunteers and participants should be briefed in these procedures and any control measures.





Task Undertaken: Activity/area assessed	Hazards identified: NB: Any serious or imminent danger will need a procedure	Person at risk i.e. coach, child, adult at risk, person with special needs	Current Risk: (tick) Low Medium High	Control Measures (to manage/lower risk) What will need to be put in place to ensure that this hazard and risk does not result in an accident and injury	Existing Controls	Additional control measures required	Target date: for action by	Completed on: (date and initial)	Residual Risk (tick) Low Medium High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
			<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High						<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High



## Safeguarding Risk Assessment Guidance and Form

### Introduction

Risk assessment and management is an important part of safeguarding to avoid harm to health, and to promote the safety and welfare of all those involved in RLSS UK activities. This could be the club members, participants, the general public or people you might have contact with while engaged in club activities, sport or events.

It is nothing more than a careful examination of what could cause harm to employees, volunteers, children and adult at risk, property or equipment. The aim is to see if the risk is significant and whether it is covered by satisfactory precautions so the risk is small or minimised.

This form is designed to be used in consultation with all agencies involved with the child/ adult at risk, particularly, Local Authority (Social Services, Children's Services or Adult Services) and any other specialist agencies involved. It can be used in a meeting involving the parent/carer and child/adult at risk whenever possible in addition to the relevant agencies.

### Risk Assessment process

Risk Assessment is much easier than most people imagine. It initially involves some simple measures:

- Look for the risks (what is the problem?)
- What are the chances of something happening? (The risk)
- What can we do about it (The control measures)
- Record the findings (Write it down)

### Responsibility

It is the responsibility of the person responsible for the activity e.g. member of staff/volunteer, club management/named supervisor/event organiser to ensure a risk assessment is carried out and appropriate control measures put in place to safeguard the person at risk.

A risk assessment is to be carried out and recorded on the individual's Risk Assessment Form. A copy of the form is to be kept by the person responsible for the activity/ club management or the named supervisor.

### Completing a Risk Assessment

Having identified when, where and how a person is at risk, it is important to put in place control measures that will ensure their safety. The control measures will limit to some extent exposure to risks from activities that are below those normally considered reasonable in the setting for the average healthy child or adult.

On completion of the risk assessment, a copy is to be kept in the individual's files, a copy retained by the club management or their named supervisor and a copy to the individual.

### When should this risk assessment be used?

This risk assessment should be used when:

An identified club member or participant has presented with challenging or dangerous behaviour of a child protection or safeguarding nature and may pose a risk to themselves or others by being

1. Subject of a police criminal investigation, child protection or safeguarding investigation and/or
2. Subject of a risk assessment e.g. Youth Offending Service, specialist service (re e.g. violence) and an education safeguarding risk assessment and management plan will afford them and others protection.

This risk assessment can also be used when a club member or participant:

3. Has been subjecting others to bullying and/or;
4. Has been victim of an incident of child protection/safeguarding concern including bullying and this process will afford them protection and/or;
5. Has displayed challenging behaviour towards others and/or members of staff or club volunteers;
6. Has made repeated, apparently unfounded allegations against staff/volunteers and/or other club members;

7. Is focusing sexually provocative behaviour towards other club members and/or members of staff/volunteers and/or
8. Has made threats of self-harm.

The identification of club members/participants may come from a variety of sources:

- As a result of behaviours exhibited in your club/event.
- Another club from which the child/adult at risk has come.
- A school.
- A Local Authority Children's Services/Adult Services department.
- Police.
- A parent / carers of the club member concerned.
- A specialist service.

#### Recording of Risk Assessments

It is important to record risk assessments accurately, detailing what decisions have been made about level of risk, by whom they have been made and on what basis. Risk assessments should be clear and use plain language.

#### Informed consent and confidentiality

A person who is subject to a risk assessment must give their informed consent to obtain or share information. However, confidentiality should be broken when it is thought that it is possible a risk of harm could occur to the person or others, member of public (this includes club members, participants, members of staff or volunteers) or to property.

#### What should you do with this Risk Assessment?

Remember that this is a confidential document. It should be distributed on a **'Need to know'** basis agreed at the meeting which will ensure the safety of members of staff/volunteers and children/adults at risk/coach/ instructor/trainer/assessor.

- Ensure that staff/volunteers identified as needing to know the risks and management plan have a copy. (This may include a variety of coach, instructor, trainer, assessor or event organiser).
- Ensure that the Parent/Carer of the person is involved, wherever appropriate, in its completion and has a copy.
- Ensure that there is a clear line of management associated with this document. By paying due regard to the details of risk presented by the person (child/adult at risk), additional strategies and staff/volunteers should be deployed through an Individual Support Plan.
- The aim of assessment is to allow as full participation as possible by the child/adult at risk in the club activities or event.

#### Monitoring and review

Risk assessment is an ongoing process that becomes risk management. The risk assessment needs to be reviewed on a regular basis. It is necessary to set a date for review depending on the level of risk. For example, the level of risk is high, a review meeting should take place fairly soon after the initial risk assessment meeting i.e. within a 4-8weeks.

SAFEGUARDING RISK ASSESSMENT FORM

CONFIDENTIAL

Club Site/Location/Event		Date completed	
Name of Person(Child/Adult at Risk)			
Date of birth		Age	Society no.

COMPLETING THE RISK ASSESSMENT

Name of the Persons:	Designation

SPECIFY ANY OTHER ISSUES (disability, additional needs, race, culture, gender, diversity etc.)

POINT OF ASSESSMENT

Prior to application for club membership	<input type="checkbox"/>	(please tick)
Upon registration into club membership	<input type="checkbox"/>	
Following one/series of incidents	<input type="checkbox"/>	

DETAILS OF ANY OTHER AGENCIES INVOLVED

Name	Designation

DETAILS OF INCIDENT (Brief summary of concerns)

**PERSON COORDINATING THE RISK ASSESSMENT WITHIN THE CLUB**

Risk Assessment Co-ordinator			
Name			
Designation			
Date		Signature	

**ALLOCATED LEAD PROFESSIONAL (club official/representative, social worker, teacher, support worker)**

Name			
Designation			
Date		Signature	

**DECISION TO INVOLVE PARENTS/CHILD/ADULT AT RISK (if not involved please specify why):**

--

**INDIVIDUAL SUPPORT PLAN (agreed action points)**

Parent/Carer's Name:	Signature		Date:
Child/Adult at Risk Name:	Signature		Date:
Local Authority/School Representative Name:	Signature		Date:
Staff/volunteer/ Name:	Signature		Date:

(To complete this sheet please refer to the Safeguarding Risk Assessment Guidance Notes)

Types of Behaviour Causing Concern (Please select those applicable and known to have occurred and give examples – you may wish to change the types of behaviour to more accurately reflect the behaviour of the child/adult at risk)	✓	Frequency H = hourly D = daily W = weekly O = occasionally M = monthly	Intentionality D = deliberate A = accidental Or Incidental I = involuntary	Risk		
				Hazard (H) 1-4	Probability (P) 1-4	LEVEL OF RISK (H×P) 1-16 (add level descriptor)
Self-Harm						
Bullying – doing it						
Bullying – subject of it						
Challenging behaviour-doing it						
Challenging behaviour-subject of it						
Swearing/ Abusive						
Sexually inappropriate behaviour e.g. sexting						
Grooming behaviours e.g. befriending vulnerable pupils, being overly complaint to ‘put staff on guard’						
Sexually provocative behaviour						
Inappropriate behaviour						
Violent/aggressive behaviour						
Substance/alcohol misuse						
Racial/Gender/Religious/Learning Disability discrimination						
Absconding/absenting						
Damage to property						
Offending behaviour (e.g. stealing)						
Carrying/using weaponry						
Reckless disregard for personal safety (e.g. running across busy roads)						
Other (Please specify)						

SAFEGUARDING RISK ASSESSMENT GUIDANCE NOTES ON SOME CHARACTERISTICS ASSOCIATED WITH CATEGORIES

Matrix: Hazard × Probability =n Level of Risk Seek advice of e.g. Staff/Volunteer/ Club Welfare Officer/Safeguarding Case Officer/Designated Safeguarding Lead		
HAZARD Level of Harm Presented	PROBABILITY	LEVEL OF RISK (Hazard × Probability)
<p>LOW = 1</p> <ul style="list-style-type: none"> <li>• Causes occasional and minor disruption</li> <li>• Little or no additional staff/volunteers deployed.</li> <li>• Causes some offence with some staff/volunteers e.g. swears as walking away/mutters under breath</li> <li>• No harm to others.</li> </ul>	<p>LOW = 1</p> <ul style="list-style-type: none"> <li>• Could happen in occasional circumstances e.g. when confronted insensitively or by adults not known to the child/adult at risk. Taking part in a highly structures activity</li> <li>• Triggered by specific well known factors that can be planned for.</li> </ul>	<p>LOW: 1 - 4</p> <ul style="list-style-type: none"> <li>• Acceptable range of behaviour <u>given</u> age, maturity, emotional difficulty and personal circumstances.</li> <li>• Occasional incidents of non-compliance/challenge associated with mood swings.</li> <li>• Potential health and safety risk to other staff/volunteers and children/adults at risk.</li> </ul>
<p>MODERATE = 2</p> <ul style="list-style-type: none"> <li>• Occasional harm to others/ self or damage to property.</li> <li>• Distress caused is more widespread. Offends with language, makes sexualised comments or actions, use of subtle coercion or lower level grooming behaviours, but still biddable.</li> <li>• Extra resources/staff can often stabilise situation</li> </ul>	<p>MODERATE = 2</p> <ul style="list-style-type: none"> <li>• May happen with some regularity with known triggers.</li> <li>• Documented patterns of antecedent and behaviours emerging.</li> <li>• Will respond to staff/volunteers at higher levels of authority or key worker and is able to discuss issues.</li> </ul>	<p>MODERATE: 5 - 8</p> <ul style="list-style-type: none"> <li>• Commonplace incidents of non-compliance/challenge including dangerous behaviour associated with impulsiveness, a lack of anticipation and acceptance of consequentiality.</li> <li>• Absenting or absconding.</li> <li>• Ignoring adult advice and guidance.</li> <li>• Child/adult at risk will usually respond to Positive Handling Strategies. Behaviour goes into remission quickly.</li> <li>• Regular incidents of non-compliance/challenge including aggressive confrontations with others.</li> <li>• Will avoid adult supervision if possible. Reduce hazards where possible.</li> </ul>



<p>SUBSTANTIAL = 3</p> <ul style="list-style-type: none"> <li>• Frequent damage with necessary costs of replacement.</li> <li>• Personal safety of child/adult at risk or others is compromised.</li> <li>• Needing supervision and special arrangements.</li> <li>• Implications for people/property beyond school grounds.</li> <li>• Offensive and disruptive to a wide section of the community.</li> <li>• Use of coercion or threat</li> <li>• More obvious pattern of grooming behaviours</li> <li>• An allegation by other young person or staff member/volunteer</li> </ul>	<p>SUBSTANTIAL = 3 Very likely to happen)</p> <ul style="list-style-type: none"> <li>• Child/adult at risk does not show acceptance of authority hierarchy.</li> <li>• Does not acknowledge that their behaviour is unacceptable</li> <li>• Most adults are unable to affect a positive intervention.</li> <li>• Ongoing self-harm</li> </ul>	<p>SUBSTANTIAL: 9 - 12</p> <ul style="list-style-type: none"> <li>• Numerous incidents of non-compliance and severe challenge including violence and aggression associated with a loss of emotional control.</li> <li>• Regular absenting from class necessitating monitoring.</li> <li>• Undermining of adult authority to present challenge to the security of the structured environment, sustained over time.</li> <li>• Will react negatively to Positive Handling Strategies but remission is forthcoming.</li> <li>• Careful staff/volunteer allocation needed to reduce likelihood and effects of behaviour.</li> <li>• Any allegation must be reported to the Club Welfare Officer/Branch Safeguarding Officer or statutory agencies e.g. Children's Services/Adult Services/Social Services/Police Local</li> </ul>
<p>HIGH = 4</p> <ul style="list-style-type: none"> <li>• Significant injury to others/self.</li> <li>• Traumatic effect on peers/adults.</li> <li>• Damage levels and replacement costs in excess of £250.00</li> <li>• Abuse of others</li> <li>• Targeting young people for exploitation</li> <li>• Abuse by self or others</li> <li>• Evidence that the young person successfully is, or has, groomed the adults and young person.</li> </ul>	<p>HIGH = 4 (Established Pattern of previous or ongoing occurrence</p> <ul style="list-style-type: none"> <li>• Expert management by groups of staff usually fail to remediate the situation.</li> <li>• Child/Adult at risk self-control is virtually non-existent.</li> <li>• Volatile and over-sensitised to school/club/community services environment such that triggers are frequent and globally located around the establishment.</li> <li>• Threats of suicide</li> </ul>	<p>HIGH: 16</p> <ul style="list-style-type: none"> <li>• Numerous incidents of non-compliance and severe challenge including dangerous, violent and aggressive behaviour.</li> <li>• Characterised by bullying and/or assault with premeditation.</li> <li>• Undermining adult authority to the detriment of the security of the structures environment and the safety and welfare of other children/adults.</li> <li>• Police need to be notified frequently or parental/carer attendance as soon as possible.</li> <li>• Immediate continuing action needed. Specialist plans being carried out by designated staff on a daily basis. Further advice needed. Outside support agencies available at short notice. Referrals to the GP and social care must be made for any threat of suicide.</li> <li>• Referrals to Statutory Agencies e.g. Local Authority, Police must be made for any allegation of abuse. The discussion with Social Worker or Police will agree action including when and whether the parent/carer can be told</li> </ul>

TRIGGER POINTS

Issues	Specify details
Educational difficulties	
Issues with staff/volunteers/club officials	
Issues with peers/others/groups	
Gender/racial/diversity issues	
Frustration with self	
Other	

**Additional Details:** The accompanying Behaviour Management Plan should explain the circumstances where adult intervention will be used (because the risks associated with it are judged to be less than if no intervention was used). If it does not, please indicate here:

LOCATIONS OF RISKS

Club areas	
In changing rooms	
In swimming sessions	
Transport/trips	
Behaviour when medication not taken	
At home	
At school	
At other activities (outside the club)	
Any other (please specify)	

**Additional details:** (include any environmental conditions such as large groups and noise levels)

**ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE RISK**

Additional staff/volunteers experienced in issues of emotional/social/emotional behaviour challenges	
Specific/named club official/volunteer/member of staff called for/child/adult at risk sent to in emerging crisis	
Behaviour Management Plan (BMP) or Individual Support Plan	
Behaviour Management Plan with Positive Handling Strategies (Restrictive Physical Intervention)	
Reasonable Adjustment (specific equipment/resources made available to the person (child/adult at risk)	
Identified location(s) for calming down or 'Timeout'.	
Additional staff/volunteer to support with specific activities	
1:1 supervision	
Parental support on hand/attendance at club activities/events	
Local Authority e.g. Social Worker providing support.	
Local Police informed.	
Modification or restriction of club visits/attendance of events	
Additional training required for staff/volunteers	
Availability of resources to make reasonable adjustments	

Please ensure that all necessary information is kept with this document, and available to relevant staff/volunteer/club official/event organiser and parent/carer.

Note: This Risk Assessment Form has been adapted from an original Safeguarding Risk Management Form for Schools and Education Settings 2014. It is available to download on its original form at:  
[http://www.proceduresonline.com/pandorset\\_scb/user\\_controlled\\_lcms\\_area/uploaded\\_files/SHB%20School%20Risk%20Assessment%20Form%20Dec%202014.doc](http://www.proceduresonline.com/pandorset_scb/user_controlled_lcms_area/uploaded_files/SHB%20School%20Risk%20Assessment%20Form%20Dec%202014.doc).

# RLSS UK Activity Guide – England, Wales and The Channel Islands

Updated February 2017

**Regulated activity** (requiring an RLSS UK DBS check)  
DBS check = Enhanced & Barred list check - for all those over 16 years old

Ambassador	Lifesaving Instructor*	Branch Safeguarding Officer	Club Welfare Officer	PR/Social Media/Web site officer	Photographer (Amateur / professional)	Chaperone	
Head Coach*	Trainer Assessor & above*	Rookie Instructor *	Young Leader Tutor*	Team Manager	Lifeguard *	Club Captain	Youth Dev Officer

**\*Must hold the relevant RLSS UK qualifications to hold the role**

**IMPORTANT:** When a volunteer moves from a role in the green box section to a role in the blue box section this means they have moved from non regulated activity into regulated activity and a new DBS check must be completed to ensure they are not barred from working with children or adults at risk

**Non regulated activity** (requiring an RLSS UK DBS check)  
DBS check = Enhanced check - for all those over 16 years old

Poolside Helper	Assistant Lifeguard*	Young Leader*	Competition Official*	Assistant Instructor*	Membership secretary	Club Administrator	Trustees
Assistant Coach*	Treasurer	Club or Branch Chairman	Branch Lifesaving Coordinator	National Safeguarding Group	Equipment Officer	Other (Community Instructor*)	

**\*Must hold the relevant RLSS UK qualifications to hold the role**

If your role does not appear in this guidance then please seek advice from Red Hill House before completing a DBS form

# RLSS UK Activity Guide – Northern Ireland, Republic of Ireland & Scotland

Updated February 2017



**IMPORTANT:** When a volunteer moves from a role in the green box to a role in the blue box this means they have moved from non regulated activity into regulated activity and a new criminal record check must be completed to ensure they are not barred from working with children or adults at risk



If your role does not appear in this guidance then please seek advice from Red Hill House before completing a vetting form