



Safeguarding & Child Protection Policy

[Last reviewed 4th September 2024]

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Coach4U: Our Policy

Purpose

Coach4U Ltd is an educational organisation with the simple purpose of improving individuals, including, but not specifically children and young people. The purpose of this policy is:

- ❑ to protect children and young people from harm who receive services from Coach4U. This includes the children of adults who use our services.
- ❑ to provide staff and clients, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy is developed from guidance by the local safeguarding children's board and on the basis of legislation and policy set out to protect children in England. The policy will be reviewed annually to keep in line with Keeping Children Safe in Education (2022). The headings have been taken from Keeping Children Safe in Education (2022).

The policy is supported in conjunction with our equality, disciplinary procedures, behaviour and anti-bullying policies to ensure our commitment to child protection and safeguarding of all children in our care is achieved.

Scope

This policy relates to everybody, specifically but not exclusively all members of staff, including all those operating and delivering on behalf of or under the Coach4U company name. This provides them with the framework they require to keep children safe and secure, and to inform parents of how we will safeguard and protect their children while in our care.

Definitions

What is Safeguarding?

Safeguarding is defined in the Children Act 2004 as protecting from maltreatment; preventing impairment of health and development; ensuring that children grow up with the provision of safe and effective care; and work in a way that gives the best life chances and transition to adulthood. Our safeguarding practice applies to every child.

The term **Staff** applied to all those working for or on behalf of the company, either full time or part time, in either a paid or voluntary capacity.

Parent refers to birth parents and other adults in a parenting role, for example; adoptive parents, guardians, step parents and foster carers.

Child refers to all young people who have not yet reached their 18th birthday. In most part this will apply to most of our clients and include current and future clients, whether in a short term or long term capacity.

What are safeguarding and child protection procedures?

Safeguarding and child protection procedures are detailed guidelines and instructions that support our safeguarding policy statement. They explain the steps that we will take to keep children and young people safe and what to do when there are concerns about a child's safety or wellbeing.

Safeguarding procedures cover issues like how our staff respond to concerns about a child and young people and how we will make sure we recruit the right people to work with children and young people. We also ensure that staff know what to do if they are concerned about anything happening in a child's life - whether or not it is happening within our organisation.



Policy Statement

Coach4U Ltd child friendly organisation with especially but not exclusively a child focus. Therefore we strive and commit to creating a place where children and young people can excel, have confidence with positive experiences and all centred around a safe environment.

Our policy statement aims are:

- To provide an environment in which children and young people feel safe, secure, valued and respected, and feel confident to approach adults if they are in difficulties.
- To raise the awareness of all staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
- To develop a structured procedure within our organisation that will be followed by all members of the company in cases of suspected abuse.
- To ensure that all adults within our organisation who have access to children have been checked as to their suitability. This includes all staff and work experience.
- To provide clients with the information of who they can contact and talk to outside of our organisation, both locally and nationally to provide support and help.

Supporting documents

We achieve the above in conjunction with reading alongside the following company policies, procedures and guidance documents:

- **Equality Policy**
- **Disciplinary Rules and Procedures**
 - Managing allegations against staff
 - Code of conduct for staff
- **Behaviour and Anti-bullying Policy**
 - Behaviour codes for children and young people
- **Health and Safety Policy**
- **Complaints Procedure**
 - Managing complaints
 - Dealing with disclosures and concerns about a child or young person
- Role description for the designated safeguarding officer
- Recording concerns and information sharing
- Child protection records retention and storage
- Photography and sharing images guidance
- Safer recruitment
- Online safety
- Induction, training, supervision and support
- Adult to child supervision ratios

Responsibilities

Safeguarding Officer

Coach4U Ltd delegates responsibility for safeguarding to Dan Martin.

In the absence of the Safeguarding Lead, Ben Hopkins is the Deputy Lead responsible.

The Safeguarding Officer should ensure that the company receives necessary reports on safeguarding issues, and may call a special meeting where a safeguarding matter requires urgent attention.

The Safeguarding Officer is responsible for implementing arrangements for safeguarding the welfare of children and adults at risk throughout the organisation. They are also responsible for dealing with all instances relating to safeguarding that arise. They will respond to all safeguarding concerns and make appropriate referrals to the local authority.

Workers

All workers have a duty to protect and promote the welfare of children and young adults. It is everybody's responsibility to recognise the signs of, and to report, abuse wherever it is seen, suspected or disclosed. Workers must also respond appropriately to any disclosure and take any immediate action necessary to protect children and young adults.

Safeguarding Rules

Health and Safety

The sites we work at, the equipment and the activities carried out as part of our service, will comply with the Health and Safety at Work act 1974 and regulations made under the act. All risks will be assessed and plans will be recorded on how to manage risks using detailed risk assessments for each venue, activity and different provision we deliver. All plans will allow activities to take place in the safest possible manner to reduce the risk to all participants.

All workers are given adequate training including manual handling, safety equipment to wear or use (where applicable) and appropriate methods and techniques to use in each area of their job. Training is provided via CPD accredited courses, qualifications and in-house training.

When working with children all workers specifically focus on dangers and possible risks to children while under our care including on arrival, during activities and while leaving our care. Health and safety is maintained through; visual and physical checks, supervision on the children during our services and regular checks on the suitability and safety of equipment.

Venue Security

All workers under Coach4U follow these guidelines to ensure that all venues and facilities are as secure as possible:

- Any entrances or exits that are able to be locked by staff will do so, to ensure no unauthorised entry or exit to the premises.
- A register will be taken to obtain attendance and headcounts undertaken regularly when changing location or any divide of groups during provision.
- Children will only be allowed home during the event with parental/guardian consent and upon collection by a parent/guardian.

First Aid

The company takes the safety of those in our care extremely seriously, to minimise risk and avoid the potential of injuries occurring. All workers who have contact with our clients will be first aid trained with a minimum of emergency first aid, while ensuring that all provision there is a paediatric qualified member of staff present when children are in attendance. All staff both lead and assistant staff will be qualified and able to administer first aid effectively.

All provision run directly by Coach4U will have a fully stocked medical bag and injury recording book present in order to administer the highest standard of first aid efficiently and effectively including reporting injuries to parents through the use of our accident book.

Use and storage of images / Video footage

We may take photographs and videos for the use of the company where required. In the instance we do need to do this, we will gain written consent from the parents and/or clients where appropriate. We will not seek consent for images or videos where the individual is unidentifiable. Photos and videos will be taken on company registered technology such as cameras & Ipads, then stored on the Coach4U Servers and these are not accessible to anyone outside of the company and only taken for the purpose of promotional, advertising and development nature.

All images and videos taken by Coach4U are owned by Coach4U and all copyrights are owned by Coach4U.

Behaviour and Safety

During the course of delivery our workers may come across behaviour and conduct which is deemed as unacceptable including unsafe behaviour, violent behaviour and breaches of our behaviour policy. Any staff who finds such challenging behaviour from any of their clients will ensure it is reported to their line manager and this is recorded in the incident and documented as per our behaviour policy.

Bullying is not tolerated in any shape or form within Coach4U and the strictest stance is taken towards it. Bullying will also not be tolerated by anyone involved, specifically towards clients and children. If bullying of any nature is found to be occurring, a full investigation will be opened by senior management with all information being gathered including evidence from those involved. Any individual found to be bullying will either be subject to vital education before being allowed to attend any provision with Coach4U or being removed by our provision under a permanent ban.

Physical intervention

We understand that Southampton City Council strongly advises in education settings that only the use of reasonable force is applied where there is risk of harm to a client or a risk of substantial damage to property.

There are circumstances where physical intervention and where this is necessary, staff will ensure this is only used as a last resort, if a client is endangering themselves or others. At all times this will be the minimal amount of force needed to prevent injuries occurring in the protection of themselves, other children and serious damage to property.

Code of conduct

All individuals working under Coach4U including staff and volunteers will have signed and agreed to abide by the Coach4U code of conduct to ensure they have been effectively inducted with the knowledge and understanding of the expectations and responsibility that they have to safeguarding and child protection which is the key priority for Coach4U when provider for clients.

Staff to Child ratio

Staff to child ratio will be determined by the age, setting and needs of the clients/children including behaviour, learning and medical needs. If Coach4U deems it necessary for behaviour, learning or medical needs, then more members of staff will be appointed to groups, provision or programmes. All additional staff to child ratios are down to the discretion of the company.

Safeguarding Issues

Types of Abuse

Abuse, maltreatment and neglect can be passive or active; it can be a single act or repeated acts. It may be physical, verbal or psychological, or it may occur when a vulnerable person is persuaded into a relationship to which they have not consented or cannot consent.

Abuse can vary from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering or failing to prevent harm. It is behaviour towards a person that can be either deliberate or an act of neglect or an omission to act, perhaps as a result of ignorance, or lack of training, knowledge or understanding.

Individuals may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. Anyone can be a perpetrator of abuse; it could be a paid carer, a health or social care worker; a relative, friend, neighbour or an occasional visitor; another service user, or someone who is providing a service.

Abuse of children

Children may be abused by an adult or adults, or another child or children. The government guidelines "Working Together to Safeguard Children" identify the following types of abuse. The NSPCC identifies possible indicators of abuse detailed below:

Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child. Indications of possible physical abuse include: bruising on the head, ear, neck, abdomen, back, buttocks, upper arm, back of leg, hands or feet; burns and scalds; bite marks; scarring; broken bones (including those in different stages of healing); effects of poisoning such as vomiting and drowsiness; respiratory problems.

Emotional Abuse

This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless, unloved or inadequate. It may involve bullying, causing children to feel frightened or in danger, humiliating them, or ignoring them. It may also involve a child witnessing domestic abuse.

Babies and younger children who are experiencing emotional abuse may:

- be overly-affectionate towards strangers or people they haven't known for very long
- lack confidence or become wary or anxious
- not appear to have a close relationship with their parent, e.g. when being taken to or collected from our services etc.
- be aggressive or nasty towards other children and animals.

Older children may:

- use language, act in a way or know about things that you wouldn't expect them to know for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents
- lack social skills or have few, if any, friends.

Sexual Abuse

This type of abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening.

- Examples of physical contact include: sexual touching of any part of the body whether the child's wearing clothes or not; rape or penetration by putting an object or body part inside a child's mouth, vagina or anus; forcing or encouraging a child to take part in sexual activity; making a child take their clothes off, touch someone else's genitals or masturbate.
- Examples of non-contact abuse include: encouraging a child to watch or hear sexual acts; not taking proper measures to prevent a child being exposed to sexual activities by others; meeting a child following sexual grooming with the intent of abusing them; online abuse including making, viewing or distributing child abuse images; allowing someone else to make, view or distribute child abuse images; showing pornography to a child; sexually exploiting a child for money, power or status (child exploitation).

Children who are being sexually abused may: avoid being alone with people, such as family members or friends; seem frightened of a person or reluctant to socialise with them; become sexually active at a young age; be promiscuous; use sexual language or know information that you wouldn't expect them to; have physical symptoms such as anal or vaginal soreness, unusual discharge, STIs or pregnancy.

Neglect

Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse. A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care. A child may be put in danger or not protected from physical or emotional harm. They may not get the love, care and attention they need. Neglect is dangerous and can cause serious long-term damage. It can be just as damaging as other

types of abuse. Children who are being neglected may: have poor appearance and hygiene (e.g. be smelly and dirty); be hungry; have untreated medical conditions; be tired; be underweight; not have appropriate clothing (e.g. no warm coat in winter); be caring for other family members.

Peer on Peer Abuse

Peer on peer is most likely to include, but not limited to the following: bullying (including cyberbullying); physical abuse; sexual violence; sexual harassment; upskirting; sexting and initiation/hazing type of violence and rituals. This will be from peers, such as other pupils or friends.

Company Procedures

Staff & Safer Recruitment

A key aspect of safeguarding is the vetting of applicants working with children to make sure they are suitable for the role. The company ensures that safer recruitment procedures are followed and applied. The process checks the identity, criminal record (enhanced DBS), mental and physical capacity, right to work in the UK, professional qualifications and seeks previous employee experience through references from current and former employers and someone who has known the individual for a minimum of 3 years (a minimum of two is required). Our interview process also includes a face to face interview and a practical interview of delivery to support the decision on suitability.

Staff Responsibilities

All staff will be trained to ensure they understand safeguarding and child protection concerns. The Designated Safeguarding Lead will attend initial training for the role and will have regular updates. A record will be kept of all staff and the training they have received.

Child welfare concerns

If there are concerns about the safety of a child or young person, Coach4U staff will record any incidents or issues that may arise. Coach4U will seek further advice from the appropriate bodies to ensure that children's welfare is maintained to its highest possibility. Coach4U will not tolerate any risk to a child's welfare and this will always be a top priority for the company. Information about safeguarding and welfare issues will not be shared outside of the company, with the exception of the appropriate bodies.

Reporting

Safeguarding issues or concerns can be raised in a number of ways including:

- Contacting the company's designated Safeguarding Officer
- Report to the local authority
- Contact the NSPCC or Childline (refer to key contact details)

Procedure in the event of a disclosure or concern

In the event there is a safeguarding concern or found to be a child protection issue, this should be raised using the following procedure. All complaints, allegations or suspicions will be taken seriously, including those received anonymously - children, young people and adults at risk are our priority to be protected from abuse of any form. This procedure must be

followed by workers, whenever a disclosure of abuse is made or when there is a suspicion of abuse.

1. In the event of a disclosure

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Only ask questions to clarify the basic facts of what they are already telling you.

2. Make sure the individual is safe

If the person is in immediate danger, the police or ambulance must be called straight away on 999. Ensure prompt action is taken to minimise the risk of harm from any further abuse, maltreatment or neglect. This is particularly important if:

- the person remains in or is about to return to the place where the alleged abuse occurred;
- the alleged abuser is likely to have access to the person or others who might be at risk.

3. Record the information

Make a full record of the disclosure, allegation or incident as soon as possible, within one working day. (Refer to: Recording concerns and disclosures).

4. Report to the Safeguarding Officer

Report the disclosure or concern to the Safeguarding Officer immediately or as soon as possible within one working day. In the first instance this may need to be done verbally. If the Safeguarding Officer is unavailable, report to Ben Hopkins. Do not report the information to more than one worker, and do not circulate it within the worker's group.

5. Support the individual

Keep in contact with the person who made the disclosure, or you have the concern about, and ensure they know they can contact you again. Ask for their permission before sharing information, but make sure they know you may have to share it without permission. Keep them informed about who the information has been shared with.

Recording concerns and disclosures

It is important to ascertain and establish the basic facts, based on evidence of what is seen, heard or smelled and to make careful notes, clearly distinguishing fact from opinion. A full record of the disclosure, allegation or incident must be recorded as soon as possible but always on the same day.

Print, sign, date and time the record. A copy should be stored by the Safeguarding Officer in a secure place in line with the company's Safeguarding Policy.

If writing by hand, use black ink so that documents can be photocopied if necessary. If you make a mistake, put a line through it - do not use correction fluid.

Be aware that the report may be required later as part of a legal action or disciplinary procedure and that you may need to appear at a hearing or court (although this is unlikely).

What to include

- Exactly what the person has told you, or exactly what you have witnessed. Do not include opinions or assumptions.
- A description of any injuries observed and the exact location of injuries. Give as much detail as possible.
- Any immediate actions that you have taken to reduce the risk.
- The name of the person making the disclosure and, where different, the name of the child, young person or adult at risk who has allegedly been abused.
- Where and when the disclosure was made, including date, time and the name of others present.
- If you witnessed abuse, write down the date, time and place that it happened.

Also include any of this information that is known to you:

- When and where the alleged abuse took place, including date(s) and time(s).
- Whether anybody else was present when the alleged abuse took place or was involved in the abuse.
- Details about the alleged perpetrator (including name, address, place of work).

Allegations against Staff

Anyone wishing to make an allegation about a member of staff or the management of Coach4u Limited, either in relation to any suspicion, allegation or incident of abuse or non-adherence to these procedures should report it to the designated Safeguarding Officer in the first instance. Concerns about the designated Safeguarding Officer should be reported to Ben Hopkins.

Allegations against a member of staff or management should be dealt with according to:

- The Coach4U Safeguarding Policy
- The Coach4U Disciplinary Procedure
- The Coach4 Equalities Policy

The protection and welfare of children and adults within our organisation is considered paramount when making decisions regarding managing allegations against members of staff and company management.

Reporting a safeguarding concern to a local authority

Information relating to safeguarding children and adults at risk should be reported to the relevant Safeguarding Team. Decisions about whether to make a referral should be made in line with the company's Safeguarding Policy, and always from the position that the welfare of the child or adult at risk is paramount.

It is generally the responsibility of the Safeguarding Officer to make a referral and to communicate with the local authority. However, if the Safeguarding Officer is not available, or another worker believes a referral should be made and the Safeguarding Officer has not made one, any worker who is concerned should make a referral.

Information in the written record should be used to make a referral. However, do not delay making the referral if a written record is not yet complete - it can be sent later.

For adults at risk contact

For Adults contact Southampton Safeguarding Adults Board (SSAB) on 023 80 832300 or 023 80833336 (out of hours: 023 8023 3344) or Southampton Adult Social Care Connect (ASCC) on 023 8083 3003 or 023 8023 3344 (Out of Hours) or adultsocialcareconnect@southampton.gov.uk

For children contact Southampton's Multi-Agency Safeguarding Hub (MASH) on 023 8083 2295 or SSAB@southampton.gov.uk or Southampton Local Authority Designated Officer (LADO) on 023 8091 5535 or lado@southampton.gov.uk

If you have an immediate concern about somebody's safety, contact the police on 999.

When the concerns relate to a person who lives or receives services in another local authority area, both local authority Safeguarding Teams must be informed.

Where a Safeguarding Alert is made by telephone, the Safeguarding Officer must make a written record of the date and time of the referral and the name and position of the person to whom the matter was reported.

Where a Safeguarding Alert is sent by email, the Safeguarding Officer must check that the report has been received by the Safeguarding Team.

The Safeguarding Officer is responsible for keeping workers and volunteers appropriately informed and up to date on what is expected of them as any investigations proceeds; and for ensuring that they are aware of their rights to representation when being interviewed; and ensuring they receive ongoing personal support.

Record Keeping

In the event of a disclosure or safeguarding concern, a detailed written record must be made by the person who receives the information, as soon as possible, and always on the same day, following the company procedure for recording concerns and disclosures (see above).

These records will remain stored securely, in a locked draw (if held in paper copy) and with a password protected file (if held electronically), indefinitely.

Coach4u Limited workers may not access these records except on a need-to-know basis.

Key Contact Details

Coach4U (DSL) Safeguarding Lead:

Name(s): **Dan Martin**

Web: www.coach4usports.co.uk

Phone: **07807713513**

Email: danmartin@coach4usports.co.uk



NSPCC Helpline:

Web: <https://learning.nspcc.org.uk/>

Phone: 0808 800 5000

Email: help@nspcc.org.uk



Childline Helpline:

Web: <https://www.childline.org.uk/>

Phone: 0800 1111



Policy Review

It's important to continually update the policy statement to keep in line with the latest versions of government legislation and ensure we continue to provide the best safeguarding protection of all children in our care.

- ☐ This policy statement came into force on: 1st January 2020
- ☐ We are committed to reviewing our policy and practices annually.
- ☐ This policy statement and procedures were last reviewed on: 4th September 2024
- ☐ The next policy review will be on: 1st September 2025

Signed: 
Senior Designated Safeguarding Lead

Date: 04/09/2024