

# Musketeers Child Protection Policy

Musketeers Junior Chess Club acknowledges its duty of care to safeguard and promote the welfare of children and young people aged up to 18 years and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

This policy recognises that the welfare and interests of children and young people are paramount in all circumstances as enshrined in the Children Act 1989. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or identity, or socioeconomic background, all children

- have a positive and enjoyable experience of chess in a safe and child centred environment
- are protected from harm and abuse whilst participating in chess or outside of the activity.

It also aims to provide parents and volunteers with the overarching principles that guide our approach to child protection.

Musketeers acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare. As part of our safeguarding policy Musketeers will:

- promote and prioritise the safety and wellbeing of children and young people
- value, listen to and respect children and young people
- ensure everyone understands their roles and responsibilities in respect of safeguarding and in recognising, identifying and responding to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- make clear who designated Lead for Safeguarding and Safeguarding Officer is and their roles
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the involvement of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation
- share concerns with agencies who need to know, involving parents and children appropriately.

Failure to comply with the policy and procedures will be addressed without delay and may result in exclusion from Musketeers.

## Legal framework

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

Children Act 1989

United Convention of the Rights of the Child 1991

Data Protection Act 1998

Sexual Offences Act 2003

Children Act 2004

Protection of Freedoms Act 2012

Relevant government guidance on safeguarding children including: Working Together to Safeguard Children (2015).

## **Monitoring**

The policy will be reviewed annually, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board
- as a result of any other significant change or event.

## **Policy Procedures**

### **1. Safeguarding Children/Child Protection**

Safeguarding in this document means the process of protecting children and young people up to the age of 18 from harm. Harm can include deliberate abuse, neglect (deliberate or not), bullying, exclusion and prejudiced attitudes. Child protection is part of safeguarding and is the process of protecting individual children who are identified as suffering or likely to suffer significant harm. This policy concentrates on the latter but acknowledges the principles of the former.

Safeguarding involves assessment of risk to a child/children. One part of this is deciding whether a Disclosure and Barring (DBS) check is required or whether other safeguarding measures put in place are sufficient.

Each organisation must have a Lead for Safeguarding. Working Together 2015 stipulates that one of the key responsibilities of organisations working with children is “a senior board level lead to take leadership responsibility for the organisation’s safeguarding arrangements”. There must be a clear line of accountability for the provision of services designed to safeguard and promote the welfare of children. In addition there must be a Safeguarding Officer who has responsibility for providing advice and support to volunteers and members, and ensuring that safeguarding children remains a priority in all that Musketeers does. This may be the same person as the Lead for Safeguarding if the Safeguarding Officer is a senior official of the organisation.

**The Lead for Safeguarding and Safeguarding Officer for Musketeers is Adrian Bird**

### **2. Recognising the signs and symptoms of abuse**

Parents and volunteers are required to recognise signs and symptoms of abuse.

There are 4 main areas of abuse:

**Physical Abuse**

**Emotional Abuse**

**Sexual Abuse**

**Neglect (intentional and unintentional)**

Possible signs of abuse include:

- Unexplained or suspicious injuries such as bruising cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury is does not seem right.
- You observe or the child discloses abuse, or describes what appears to be an abusive act.
- Someone else (child or adult) expresses concern about the welfare of another child.

- Unexplained change in behaviour such as withdrawal or sudden outbursts of temper.
- Inappropriate sexual awareness or sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Difficulty in making friends.
- Eating disorders, depression, self-harm or suicide attempts.

### 3. Becoming aware of a safeguarding issue

Musketeers recognises that there are many ways that an organisation or individual may become aware about a child or young person's safety.

For example:

- a third party or anonymous allegation is received;
- a child or young person's appearance, behaviour, play, drawing or statements cause suspicion of abuse and/or neglect;
- a child or young person reports an incident(s) of alleged abuse which occurred some time ago;
- a written report is made regarding the serious misconduct of a worker towards a child or young person;
- an incident is witnessed;
- a police charge is made.

No safeguarding issue will be ignored or dismissed by Musketeers as "minor"

### 4. Acting on a safeguarding issue

It is important that allegations are treated extremely seriously:

**Overview of actions if you have concerns about the welfare of a child:**

**a) Is the child in immediate danger or are they injured?**

1. If yes - Contact the emergency services 999.

**b) Report the concern:**

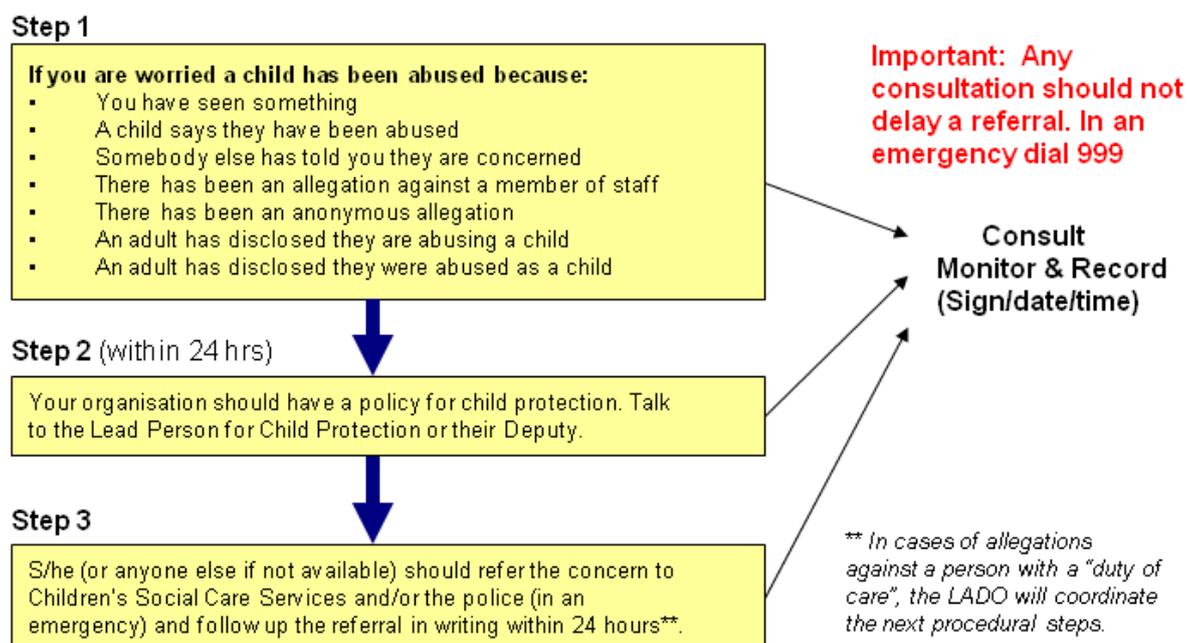
***It is important that there should be no delay in contacting either the Social Services or the police if someone thinks a crime may have been committed. Any individual can do this, 24 hours/day, it does not have to be the Safeguarding Officer.***

***If it is not thought that a crime has been committed but there is concern for a child's welfare then the issue should be reported to the safeguarding officer within 24 hours as per below.***

1. If the issue arises during a Musketeers event report the concerns to the designated safeguarding officer who will contact the local Children's Social Care Services (Social Services) for advice or to make a referral in the first instance and follow up with a written report within 24 hours. If the safeguarding officer is not available the organiser or the individual raising the concern must do this.
2. If the issue arises at any other time or event report the concerns to your organisation's safeguarding officer who will contact the local Children's Social Care Services (Social

Services) for advice or to make a referral in the first instance and follow up with a written report within 24 hours. If the safeguarding officer is not available the organiser or the individual raising the concern must do this..

3. If there is no one else available to help, contact the police 101.



**c) Ensure you keep a record of your concern and how you reported it (see appendix 5 for a form to record it on).**

This form is completed by the person raising the concern. All information recorded is confidential. Please note that parents/carers should not be spoken to if the discussions may put the child at risk of harm.

### Stages in acting on the concern

There is further advice on acting on the concern in appendix 6. This includes advice on talking to the child and this should be used in conjunction with the “Form for recording concerns/allegations of abuse, harm or neglect” (appendix 5). All information recorded is confidential.

## 5. Safe environment

Musketeers recognises that sometimes there are people who work, or seek to work with children and young people who may pose a risk to children and who may harm them. Ensuring that there is a clear process for recruiting staff and volunteers should help reduce this risk. Musketeers will:

- make it clear that it has a commitment to safeguarding and protecting children.
- Apply for a DBS check if the role requires it.

- All adults will be referred to the child protection/safeguarding policy.

## **6. Management and supervision of volunteers**

Volunteers will know who their safeguarding officer is and how to contact them if they have a concern (see section 1).

Volunteers should be advised that they must follow their organisations Child Protection Code of Conduct (See Appendix 2).

Volunteers will be advised that they are expected to make themselves aware of the organisation's child protection/safeguarding policy.

## **7. Allegations against volunteers**

If an allegation of abuse (please see the definitions in appendix 4) is made against volunteers should be reported immediately to the safeguarding officer. If the allegation is about a senior member of staff at the organisation then the incident may be passed to an alternative official.

In all cases the Local Authority Designated Officer (LADO) should be involved in the immediate discussion with the safeguarding officer or the alternative official to confirm next steps. The LADO should be made aware of the incident within one working day. Extra considerations following contact with the LADO are included in appendix 7.

The police and/or Children Social Work Service investigation takes precedence and no internal investigation may take place until the organisation has been advised they may do so by the LADO or police. When an internal investigation is undertaken, consideration should be given to the operation of disciplinary procedures. In most circumstances the options available for the organisation are:

- no further action
- immediate suspension
- dismissal
- discontinue the use of the service.

The severity of the allegation, information and evidence available can often determine the next stages taken.

## **8. Recording and managing confidential information**

A form for recording concerns/allegations of abuse, harm and neglect which is completed by the person raising the concern is included (See Appendix 5).

### **Records relating to child protection may include:**

Safe recruitment documentation such as employment and engagement applications, references, identity verification, records of DBS or similar statutory disclosure checks.

The safeguarding/child protection policy and any revisions, records of distribution to or receipt of the policy, records of any protection policy training offered or received.

Accident records, incident records, records of concerns/allegations of abuse, harm and neglect (including actions taken such as referrals, assessments, plans and support), correspondence related to child protection.

### **Storage of records**

Some best practice advice for when considering the storage of records:

- Information about concerns, allegations, and referrals should not be kept in one 'concern log' rather information or items relating to individuals need to be kept in separate files.
- Records of referrals to the Social Services and Police will be kept by those organisations
- Files containing sensitive or confidential data should be locked away and access to the keys strictly controlled.
- Access to those records needs to be limited to people in named roles who either need to know about the information in those records and/or who manage the records/files.
- If records are stored electronically then password-protect those records, which only limited staff should have access to.
- Records are kept for an appropriate period from adoption of the policy. This is **30 years** for the purposes of the current ECF insurance policy.

### **Confidentiality**

Children and young people have a right to confidentiality unless the organisation considers they could be at risk of abuse and/or harm. The legal principle is that the "welfare of the child is paramount". Privacy and confidentiality should be respected where possible but if doing this leaves a child at risk of harm then the child's safety has to come first. Legally, it is perfectly acceptable to share information if someone is worried about the safety of a child but only people who **need** to know should be told.

## **9. Distributing and reviewing the policy**

The policy will be freely available to all members. It will be displayed on the Musketeers website. A copy of the policy will be available from Musketeers on request.

The policy will be reviewed annually in January. In line with best practice a young person may be invited to be involved in the review.

## **10. Other Policies that relate to this Policy**

a) Whistleblowing (Appendix 8)

b) E Safety (appendix 9)

## **Appendix 1**

### **Disclosure and Barring Service (DBS) Checks Guide**

DBS checks provide information about a person's criminal history. It is only one part of the safeguarding process and only certain activities and posts are eligible for checks. Organisations should assess the risk carefully and determine whether other safeguarding measures are sufficient protection before requesting a DBS check.

An enhanced DBS check discloses information about spent and unspent convictions, cautions, reprimands and warnings from the Police National Computer as well as local police forces. If the role involves "Regulated Activity" (see later), it can also involve a check against lists of people barred with working with children and vulnerable adults.

## **Appendix 2**

### **Musketeers Child Protection Code of Conduct for Parents and Volunteers**

Musketeers recognises that its volunteers, involved in chess for children and young people, have a great opportunity to be a positive role model and help build an individual's confidence. Volunteers are expected to:

- Ensure the safety of all children by providing effective supervision and proper planning of organised chess activities.
- Consider the wellbeing and safety of participants before engaging in activities such as coaching or organising playing of chess.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.
- Treat all young people fairly and ensure they feel valued and respected. Have no favourites.
- Encourage all children not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability.
- Not allow any bullying, or the use of bad language or inappropriate behaviour.
- Appreciate the efforts of all young people and encourage sensible participation in chess activities. Never exert undue influence over performers to obtain personal benefit or reward.
- Be positive, approachable and offer praise to promote the objectives of the club/organisation at all times.
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the procedures of the ECF. Parents will be informed.
- Never use sanctions that humiliate or harm young people.
- Report accidents or incidents of alleged abuse or poor practice to the designated Safeguarding Officer/ person.

- Administer minor first aid (if appropriate) in the presence of others and where required refer more serious incidents to the designated "first aider" or send for/to medical assistance. Avoid administering First Aid involving the removing of children's clothing unless in the presence of others
- Have access to telephone for immediate contact to emergency services if required.
- Ensure the rights and responsibilities of children or young people are enforced.
- Establish and address the additional needs of disabled participants or other vulnerable groups.
- Not abuse children or young people physically, emotionally or sexually.
- Not engage in a sexual relationship with a child or young person for whom they are responsible
- Maintain confidentiality about sensitive information.
- Respect and listen to the opinions of young people.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember children learn by example.
- Refrain from smoking and consumption of alcohol during direct coaching.
- Avoid taking photos without permission, especially of individuals
- Not accept or give individual gifts to Children and young people without permission from parents/guardians
- Not add minors to their social media accounts or have telephone numbers unless parents have given permission.
- Not spending excessive amounts of time alone with children unless there are exceptional circumstances.
- Never taking children to their home, hotel bedroom or similar (e.g. for coaching) without the additional presence of a person who is, or is authorised by their parent/guardian, or without explicit parental/guardian consent.
- Plan activities which involve more than one other person being present or at least are within sight or hearing of others where possible. This applies to such activities as one-to-one training and travelling to or from chess events.
- Not have any inappropriate verbal or physical contact (Including suggestive gestures) with/in front of children or young people
- For activities such as coaching chess: Hold appropriate valid qualifications/accreditation and/or have appropriate experience in playing chess or engaging in chess activities with children and young people.

### **Emergency action and first aid**

Chess Organisers, coaches and leaders should be prepared with an action plan in the event of an emergency. This will include as a minimum:

- Access to First Aid equipment and a first aid book and/or other similar resource

- Plan for actions if no qualified first aider is available
- Emergency evacuation plan
- Telephone contact if the participant is a minor for consent and information purposes (although prior consent for minor first aid may also be gained in addition to this)
- Telephone contact to the Emergency Services

## **Appendix 3**

### **Musketeers Safeguarding Officer - Role Description**

**Purpose:** To ensure that Musketeers has appropriate arrangements for keeping children and young people safe. To promote the safety and welfare of children and young people.

**Responsibilities:**

- Ensure that all issues concerning safety and welfare of children and young people who attend Musketeers events are properly dealt with through policies, procedures and administrative systems.
- Ensure that everyone involved with Musketeers has access to the Child Safeguarding Policy and procedures and is aware of what they should do if they have concerns about a child.
- Receive, record and report information from anyone who has concerns about a child who attends a Musketeers event.
- Advise and support staff and volunteers on safeguarding/child protection
- Undertake annual monitoring and review of the policy
- Assist with updating the policy in consultation with the Lead for Safeguarding
- Take the lead on dealing with information that may constitute a child protection concern or an allegation about a member of staff or volunteer. This includes assessing and clarifying the information, and taking decisions where in consultation with colleagues, the Lead for Safeguarding, chair of the committee/board and statutory child protection agencies as required. Handle all information sensitively and confidentially.
- Consult with, pass on information to and receive information from statutory child protection agencies such as the local social care department and police. This includes making formal referrals to those agencies if required.
- Undertake “Duty to Refer” to the DBS if required
- Report to each board/committee meeting as required but at least once per year, on the level of risk management being achieved
- Be familiar with how the local safeguarding board works and how to contact them
- Be familiar with issues relating to child protection and keep up to date with developments.
- Attend training in issues relevant to child protection from time to time and share knowledge from that with other members of Musketeers.

## Appendix 4

### Recognising Abuse

**PHYSICAL ABUSE:** 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/carer fabricates the symptoms of, or deliberately induces illness in a child.

**EMOTIONAL ABUSE:** 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 children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or "making fun" of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, (including cyber- bullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**SEXUAL ABUSE:** Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non- penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**NEGLECT:** Is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

(Working Together to Safeguard Children 2015)

## Appendix 5

### Form for recording concerns/allegations of abuse, harm or neglect

To be completed by the person with the concern

Only fill in details that you know - do NOT investigate

Date and time of incident/disclosure	Name of your organisation/club/group		
Name of child	Date of birth	Age	Gender
Name of parent/guardian of child	Contact details (if known)		
Are you a) reporting your own concerns or b) responding to concerns raised by someone else? (delete as appropriate)	Name & role of person raising the concern:  Contact details		
Names and details of anyone alleged to have caused the incident or to be the source of any concerns	Names and details of anyone who has witnessed the incident or who shares the concerns		
Please provide details of the incident or concerns you have, including times, dates, description of any injuries			

Have you spoken to the child's parents/carers? If so, please provide details of what was said. If not, please state the reason for this.

*Please note: concerns should be discussed with the family **unless**:*

- the view is that a family member might be responsible for abusing the child*
- someone may be put in danger by the parents being informed*
- informing the family might interfere with a criminal investigation.*

*(If any of these circumstances apply, consult with the local authority children's social care services to decide)*

Has the situation been discussed with the safeguarding officer? Yes/No (delete as appropriate) If so, please summarise the discussion

After discussion with the safeguarding officer, do you still have child protection concerns?  
If in doubt you or the safeguarding officer should ring Children's Social Care Services for advice.

Have you informed the statutory child protection authorities?

Police: Yes/No Date and time:

Name and phone number of person spoken to:

Local authority children's social care services: Yes/No

Date and time:

Name and phone number of person spoken to:

LADO: Yes/No Date and time:

Name and phone number of person spoken to:

Any action agreed with child protection authorities?

Where relevant, the reasons why a decision was taken not to refer those concerns to a statutory agency

Where relevant, what has happened since referring to statutory agency/agencies? Include the date and nature of feedback from referral.

Any further actions undertaken by you or the organisation e.g. support to the child or family.

Name of the person completing the report

Signature of the person completing the report

Designation of the person completing the report

Date

Time

## Appendix 6

### Advice- Stages of Acting on a Concern

#### Stage 1

- Initially talk to a child/young person about what you are observing. It is okay to ask questions, *for example: "I've noticed that you don't appear yourself today, is everything okay?"* But never use leading questions
- Listen carefully to what the young person has to say and take it seriously. Act at all times towards the child as if you believe what they are saying.
- It is not the responsibility of groups to investigate incidences of suspected child abuse but to gather information and refer only. Since you are not investigating, do not take photographs of injuries or video the child.
- Always explain to children and young people that any information they have given will have to be shared with others, if this indicates they and or other children are at risk of harm;
- Notify the organisation's Named Person for safeguarding
- Record what was said as soon as possible after any disclosure; the person who receives the allegation or has the concern should complete a pro-forma and ensure it is signed and dated.
- Respect confidentiality and file documents securely;

#### Stage 2

- The Named person(s) should take immediate action if there is a suspicion that a child has been abused or likely to be abused. In this situation the Named Person should contact the Children and Young Peoples Service or police.
- Once you have made contact with Children and Young Peoples Service they should within 24 hours of receiving your referral:
  - discuss reasons for the concern with the referrer
  - involve and discuss with appropriate professionals/agencies
  - establish if a criminal offence has been committed and involve the police
  - take into consideration, based on available information, whether there are concerns about the child's health or developments.
  - look at a further enquiry, assessment or take immediate action if necessary
  - consider timescales and how best to undertake it.

NB Parents / carers will need to be informed about any referral to Children & Young People's Service unless to do so would place the child at an increased risk of harm.

Sometimes concerns about a child may not be about abuse. You may be concerned that a child or family need some help in making sure all the child's needs are met to address a particular problem. Examples of this might be where a child is suffering because of poverty or has a disability and needs extra help. In these instances you can get them help from the Children and Young Persons Services who can use Common Assessment Framework (CAF) as a means of support.

## **Appendix 7**

### **Considerations in allegations against volunteers**

#### **Following an allegation:**

The LADO will pursue the allegation firstly with the organisation to obtain further details of the incident and circumstances. The liaison with the organisation should determine whether the allegation is unsubstantiated.

If the allegation is a definite possibility and there is cause for concern that a child is suffering, at risk or likely to suffer significant harm, then the LADO should initiate a strategy discussion with Children's Social Services. The LADO and organisation should be involved in the loop of activity and outcomes.

If a criminal offence has occurred then the LADO should immediately involve the police and decide whether an investigation is needed. The organisation should be involved in any discussion. If relevant, the LADO or police will advise the organisation that they have a "duty to refer" an individual to the DBS

## Appendix 8

### **‘WHISTLEBLOWING’ AND HANDLING ALLEGATIONS WITHIN THE ORGANISATION**

It is the duty of everyone in the organisation to pass on any concerns or allegations of child abuse without delay:

- There should be a Safeguarding Lead or Officer to whom all concerns are referred. That person would then refer to Children’s Social Care Services.
- It is important to share **any** child protection concerns with Children’s Social Care Services and to make a joint and open decision as to how to proceed.
- In the rare situations that the concerns are about the child protection person, it is important to refer to the deputy person. This may not be appropriate, in which case any member may personally refer direct to Children’s Social Care Services.

For an academy or similar, in the case that the Safeguarding Lead or Officer is implicated, the head/director/principal should be informed. In the case of a head/director/principal being implicated then the supervising board should be informed. In extremely exceptional circumstances it is the duty of the person with the concern to refer under “Whistle Blowing” and contact the LADO (Local Authority Designated Officer, or the police if a crime may have committed.

- In an emergency, dialling 999 may be the only sensible course of action.
- The LADO, Children’s Social Care Services and/or the police will advise, assist and support you in any future actions you would need to take e.g. informing parents
- Ensure that all everyone understands that:

**Any whistleblower disclosing information in good faith will be protected if he/she has a reasonable suspicion of child abuse.**

## Appendix 9

### Photography and Videos:

Recording the event with photos or videos can be really important to celebrate children's achievements. Unfortunately, photos and videos, including the use of camera phones, can be misused by child abusers, especially via the Internet.

It is therefore important to be clear about:

- ✓ explaining to parents and carers why caution is necessary
- ✓ the purpose of photos e.g. parent's own record, media & publicity etc
- ✓ the content required when using a professional photographer
- ✓ informing parents and seeking their consent for any publication or media use
- ✓ publishing only limited children/young people's details alongside their photos in newspapers etc
- ✓ any club/group photos being taken only during the activity or on the premises
- ✓ all those taking photos signing a registration form

#### **Guidance:**

Make sure parents understand that you will be taking photos for publicity purposes on the website, social media, or via the Press.

If the images will be reproduced in the Press it is vital to seek parental permission and give a general description to the Press instead of names or other identifying information of children are used.

If the public wish to photograph or video the activity ensure they register their name and address with you beforehand, put up a sign near the area, suggested wording "Anyone wishing to use photographic/film/video equipment should register their intent with the promoter of the event".

Be wary of adults who take photos who do not appear to be with any children as parents or carers. Exercise extra caution if you post any images on a website, it is safer to use large group shots or blurred images for this.

If you have concerns about the welfare of a child contact your local Children's Social Care Services Office or out of hours / emergency duty officer

Useful Contacts:

CHILDREN'S SOCIAL CARE SERVICES POLICE: 101

NSPCC: 0808 800 500

CHILDLINE: 0800 1111

In an emergency Dial 999 for the Police –REMEMBER DO NOT DELAY