The **Drowning Prevention** Charity

ROYAL **LIFE SAVING** SOCIETY UK

RLSS UK

Safeguarding Policy Safeguarding and Protecting Children and Vulnerable Adults

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Foreword

Lifesaving can and does have a powerful and positive influence on people – especially young people and vulnerable adults, not only can it provide opportunities for enjoyment and achievement; it can also develop valuable qualities such as self-esteem, leadership and teamwork. These positive effects can only take place if lifesaving is in the right hands – in the hands of those who place the welfare of all young people first and adopt practices to support, protect and empower them.

The application of basic safeguarding and welfare principle will ensure that lifesaving is both a positive and fun activity.

The Royal Life Saving Society UK is committed to ensuring that all those who participate in Lifesaving have a safe, positive and fun experience. The Royal Life Saving Society UK is committed to developing and implementing policies and procedures which ensure that everyone understands and accepts their responsibility in relation to their duty of care for young people and vulnerable adults. It is committed to ensuring that there are correct and comprehensive reporting procedures, and promoting good practice and sound recruitment procedures for all individuals working within lifesaving. The Royal Life Saving Society UK recognises that it is not the responsibility of those individuals working in Lifesaving to determine if abuse has taken place, but that it is their responsibility to act upon and report any concerns.

This policy sets out a framework to fulfil The Royal Life Saving Society's commitment to good practice and the protection of young people and vulnerable adults in its care within Lifesaving. A variety of titles have been used in this policy document to describe the people working (full or part time, paid or voluntary) within Lifesaving, such as; 'Staff', 'Official', 'Teacher', 'Trainer', 'Club Official', 'Volunteer' etc. according to their level of contact with young people.

The policy document applies to all Branches including those in Scotland, Wales and the Republic of Ireland, which may be under a different jurisdiction, but the same basic safeguarding principles apply.

If you have any doubt as to its relevance to your role please contact The Royal Life Saving Society UK Volunteer Welfare and Safeguarding Manager.

Ellen Moore
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Royal Life Saving Society UK

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Glossary

Term Definition
Explanation

Abuse
See section 4.2.

Access NI
Criminal record checks governing body in Northern Ireland.

Adult
A person who is 18 years or over.

Child (ren)
As defined in the Children Acts 1989 and 2004 respectively, a child is anyone who has not yet reached their 18th birthday.

Best Interests
Individuals working within the Royal Life Saving Society UK have a duty of care to act in the best interests of everyone in Lifesaving.

Branch Safeguarding Officer
The designated person within an RLSS UK Branch whose responsibilities are explained in Appendix L.

Child Protection in Sport Unit (CPSU)
The NSPCC Child Protection in Sport Unit (CPSU) was established to work with sports organisations to provide support and advice on child protection policies and procedures to help them safeguard children and young people. Joint funding arrangements between the NSPCC and the Sports Councils of England and Northern Ireland enabled the creation of the Unit in 2001. This was followed by a similar arrangement with the Welsh Sports Council in 2002. A close working relationship with Children 1st in Scotland has also contributed to ensuring that the Unit has established a UK-wide role helping to ensure a consistency of approach and sharing of high quality safeguarding resources and practice for those responsible for safeguarding children in and through sport across the home countries.

Child Safeguarding Case Support Officer
An officer, paid or volunteer, whose responsibilities are explained in Appendix J.

Children and Vulnerable Adult's Social Care Services
The Local Authority statutory agency with responsibility for safeguarding and protecting children, vulnerable adults and families, formerly known as Social Services.

Club Welfare Officer (CWO)
The designated individual within an RLSS UK affiliated club whose responsibilities are explained in Appendix F.

RLSS UK Code of Practice
Organisational standards, guidance notes and policy statements.

Disclosure and Barring Service (DBS)
Administrators who check on behalf of the Home Office for Registered Bodies.

Criminal Records Bureau Scotland (CRBS – Volunteer Scotland)
Administrators who check on behalf of the Scottish Government for Registered Bodies.

Garda Central Vetting Unit
Administrators established to deal exclusively with vetting.

Duty of Care
The duty that rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of any person involved in an activity for which that individual or organisation is responsible.

Every Child Matters
In 2003, the Government published a Green Paper called Every Child Matters alongside the formal response to the report into the death of Victoria Climbié. After a thorough consultation process, the Children Act 2004 became law. This legislation is the legal underpinning for Every Child Matters, setting out the Government's approach to the well-being of children and young people from birth to age 19.

In Loco Parentis
The additional obligation on a trainer coach, or 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 and community awards.

Safeguarding Adults Boards
The Safeguarding Adults Boards have responsibility for the co-ordination of work undertaken by agencies involved both in providing services and safeguarding vulnerable adults, they provide local inter-agency guidelines detailing procedures for cases of actual or suspected abuse. Some areas have established sports sub-groups to inform their work. There are similar structures for children called Local Safeguarding Children's Boards (LSCB's).

Lead Safeguarding Officer
The Lead Safeguarding Officer has responsibility of providing advice and support on all safeguarding matters within the RLSS UK.

Local Safeguarding Children's Boards (LSCBs)
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.

LSCBs provide local inter-agency guidelines detailing procedures for cases of actual or suspected abuse. Some areas have established sports sub-groups to inform their work.

NSPCC
The National Society for the Protection of Cruelty to Children - The NSPCC is a UK charity which has been granted statutory powers under the Children Act 1989, allowing it to apply for care and supervision orders for children at risk. The NSPCC lobbies the government on issues relating to child welfare and creates campaigns for the general public, with the intention of raising awareness of child protection issues.
It also operates both the NSPCC Child Protection Helpline, offering support to anyone concerned about a child, and Childline offering support to children themselves.

Parent / Carer
A generic term that includes parents, carers and guardians. For vulnerable adults this is most likely to be parents/carers not guardians.

Position of Trust
A position held by an individual, such as a trainer, coach, teacher, or club officer who makes decisions for or about children or vulnerable adults and can influence the child's or vulnerable adults' actions. A position of trust is usually positive and seeks to enable children or vulnerable people in confidence building and developing self-esteem. However, it is important to be aware that some people who hold positions of trust may misuse the position to groom or abuse children or vulnerable adults in a variety of ways.

Registered Body
An organisation such as the RLSS UK that is able to act as recipient of DBS information on behalf of its members.

Registered Member
A person registered with the RLSS UK and paying the appropriate registration fee, either as a registered competition member or a registered associate member (as defined in the RLSS Memorandum of Association Risk Assessment). The procedure that seeks to identify possible sources of risk or danger in any activity and defines appropriate actions necessary to minimise the risks taking into account the age, number and competence of participants. See RLSS Code of Practise for further information.

Significant Access
Being in a position to have regular and direct contact with children and vulnerable adults or their contact information, whether as a volunteer or employee (see Position of Trust). The DBS describes this as a "regulated position".
1. 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 in a vulnerable position.
2. Those whose normal duties include supervising or managing an individual in his work in a regulated position.

Teacher / Trainer / Instructor

The term Teacher / Trainer / Instructor maybe used generically and interchangeably throughout this policy, it refers to anyone providing activity in the name of the RLSS UK. NB Activity is defined as, but not limited to, training, assessing, teaching, instructing, coaching and mentoring.

Vulnerable Adult

A person is a vulnerable adult if they have attained the age of 18 and;
(a) is in residential accommodation
(b) is in sheltered housing
(c) receives domiciliary care
(d) receives any form of health care
(e) is detained in lawful custody
(f) is by virtue of an order of a court under supervision by a person exercising functions for the purposes of Part 1 of the Criminal Justice and Court Services Act 2000 (c. 43)
(g) receives a welfare service of a prescribed description
(h) receives any service or participates in any activity provided specifically for persons who fall within the definition of a vulnerable adult
(i) payments are made to them (or to another on their behalf) in pursuance of arrangements under section 57 of the Health and Social Care Act 2001 (c. 15), or
(j) requires assistance in the conduct of his own affairs.

1 Policy Statement

1.1 Responsibilities

All Royal Life Saving Society UK staff, volunteers, members and affiliated Groups and accredited training centres will:

- Accept the moral and legal responsibility to implement procedures to provide a duty of care for young people, safeguard their wellbeing and protect them from abuse;
- Respect and promote the rights, wishes and feelings of young people;
- Recognise the additional vulnerability of some children and the barriers they face in getting help because of their racial origin, barriers to communication, gender, age, religious belief or disability, sexual orientation, social background and culture;
- Recruit, train and supervise their employees and volunteers so as to adopt best practice to safeguard and protect young people from abuse, and themselves against allegations;
- Require staff and volunteers to adopt and abide by The Royal Life Saving Society UK Safeguarding & Protecting Children and Vulnerable Adults Policy and Procedures which incorporate the Royal Life Saving Society UK Code of Ethics and Conduct;
- Respond to any complaints about poor practice or allegations of abuse.

1.2 Principles

The guidance given in the procedures is based on the following principles:

- This policy recognises and builds on the legal and statutory definitions of a child;
- A young person is recognised as being under the age of 18 years (Children's Act 1989 definition);
- An adult has the moral and statutory duty for the care, custody and control of any child under the age of 18 under their supervision;
- The child's welfare is paramount;
- All young people, whatever their age, culture, any disability they may have, gender, language, racial origin, religious belief and sexual identity have the right to protection from abuse;
- All incidents of poor practice or suspicions of poor practice and allegations of abuse will be taken seriously and responded to swiftly and appropriately;
- All young people have the right to participate in Lifesaving in an enjoyable and safe environment;
- Young people have the right to expect appropriate support in accordance with their personal and social development with regard to their involvement in Lifesaving;
- It is the responsibility of the child protection experts and agencies to determine whether or not abuse has taken place but it is everyone's responsibility to report any concerns;
- Confidentiality should be upheld in line with the Data Protection Act 1998 and the Human Rights Act 2000.
- Equality and Diversity should be recognised as in the RLSS UK Equality and Diversity Policy and the Equality Act 2010.

Working in partnership with young people, their parents, carers or guardians and other agencies is essential for the protection of young people. Although the Royal Life Saving Society UK affiliated Clubs recognise the statutory responsibility of Children's Social Care (Social Services) to ensure the welfare of young people and work with the Local Safeguarding Children's Board (LSCB) or equivalent to comply with its procedures, child protection has a broader remit within Lifesaving.
All those involved in the management of young people in Lifesaving have a duty to ensure that they are:

- Allowed access to lifesaving 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 and responsibility for children and young people;
- Not required to participate in so many activities, or to 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 in any Lifesaving environment.

1.3 Implementation

The Royal Life Saving Society UK Safeguarding & Protecting Children and Vulnerable Adults Policy and Procedures shall be adopted in accordance with RLSS UK / Child Protection Regulations (Appendix B) by the following:

- The Royal Life Saving Society UK and its affiliated Clubs and its Members;
- All other bodies involved in Lifesaving in the United Kingdom and Ireland which provide the opportunity to work (either on a paid or voluntary basis) with children and young people up to the age of 18.

1.4 Assent

All individuals involved in Lifesaving under the jurisdiction of The Royal Life Saving Society UK at every level including participants, Officials, Instructors/Coaches, Administrators, Club Officials, parents, volunteers and spectators agree to abide by The Royal Life Saving Society UK Code of Ethics and Conduct (Appendix C). All such individuals by participating or being involved in Lifesaving are deemed to have assented to and as such recognise and adhere to the principles and responsibilities embodied in the Code.

1.5 Child Protection Regulations

The Child Protection Regulations (Appendix B) is a new condition of affiliation and/or become incorporated in the Constitution (Template One) of each of the Royal Life Saving Society UK Regions, Branches, its affiliated Clubs and all other affiliated bodies in the United Kingdom as referred to in paragraph 1.3 above and shall provide a new disciplinary process under each body's respective Disciplinary Rules.

1.6 Monitoring Procedures

The Royal Life Saving Society UK Safeguarding and Protecting Children and Vulnerable Adults Policy and Procedures will be regularly monitored and a full policy review will take place biannually as a minimum. The following situations may also evoke a review of the policy:

- Any changes in legislation;
- Any changes in governance of Lifesaving;
- The result of a significant case;
- Feedback and learning from consultation with our membership.

1.7 Vulnerable Adults

While this policy duly addresses the needs of both Children and Vulnerable Adults, The Royal Life Saving Society UK has recognised the need for an individual policy for the protection of Vulnerable Adults, to fully address the considerations of the Disability Discrimination Act (2005), to promote equal opportunities and provide guidance for those within Lifesaving to provide a clearer framework for safeguarding and protecting those who suffer from physical, mental health and learning disabilities.

The primary difference in addressing adult and child abuse relates to the adult's right to self-determination. Adults may choose not to act at all to protect themselves and only in extreme circumstances will the law intervene. This is not the case for Children because they are classed as minors under the Children Act (1980) and this legislation can be used quickly and effectively to ensure protection from abuse once it has been recognised. Therefore it is essential that the Royal Life Saving Society UK, as both a humanitarian organisation and a national governing body, and its associated clubs, staff and volunteers, are fully aware of the indicators of abuse of vulnerable adults and can recognise and act appropriately to protect potential victims.

2. Safe Recruitment

The vast majority of Teachers, Trainers, Officials, volunteers are committed, dedicated people who are motivated to work within Lifesaving for commendable reasons. However, it is important that all reasonable steps are taken to ensure that unsuitable people or people with inappropriate motivation are prevented from working with young people. The following procedures will be adopted and applied consistently when appointing a Teacher, Trainer, Official or volunteer who will have significant contact with, or a role in relation to, children and young people in either a voluntary or paid capacity, full or part time.

Under the Protection of Children Act 1999, all individuals working on or behalf of, or otherwise representing an organisation are treated as employees whether working in a paid or voluntary capacity.

2.1 Advertising

When any form of advertising is used to recruit staff or volunteers, the following information should be reflected:

- Aims of the Club and where appropriate, the particular programme involved;
- Key responsibilities of the role;
- Level of experience or qualifications required, particularly if experience of working with young people is an advantage;
- The Club's open and positive stance on child protection and equal opportunities;

- The use of the appropriate and required checks and registration such as the Disclosure and Barring Service (DBS) enhanced level disclosures and registration with the DBS on-line update service in accordance with sector guidance as part of the recruitment and selection process.

2.2 Pre-Application Information

Pre-application information sent to interested or potential applicants should include:

- A role description, including roles and responsibilities;
- A person specification which clearly states qualifications and experience required;
- A fully completed application form (Template Two);
- A parental consent form for volunteering if applicant is under 18 years of age.

2.3 Application Forms

All applicants, whether paid or voluntary, full or part time positions should complete an application form and where the application is from an under 18 it should be accompanied by a volunteer parental consent form. An application form which has been designed to elicit the necessary information for all applicants is on Template Two with a Volunteer Parental Consent form is on Template 9.

Contact details of two written references (not relatives) should be provided, one of which should be a previous employer or Club, who have agreed to provide written comment on the individual's experience and suitability to work with young people. References should only be taken up and verified when the position has been offered to the applicant (Template Five).

2.4 Short Listing

Independent short listing by the designated committee will be made for each post in accordance with the application form and the relevant person specification. In the interests of efficiency, self-declaration forms should be completed by all short listed candidates. This will allow for questioning of short listed candidates about their 'disclosure' prior to any offer of employment being made.

2.5 Interviews

A formal interview is always required for positions involving working with young people. The interview should be carried out according to acceptable protocol and recommendations.

CPSU Briefing Paper – Safe Recruitment and selection procedures.

Good advice on general recruitment, interview techniques, and good practice is available at www.thecpsu.org.uk/resource-library/2013/safe-recruitment-and-selection-procedures/

2.6 Disclosures

All those with significant access to or any role with responsibility for children and young people will be required to complete a self-declaration form, an enhanced level DBS Disclosure, RLSS UK consent letter for the DBS update service and will be subject to the Royal Life Saving Society UK Recruitment Process.
In accordance with DBS guidance, the Royal Life Saving Society UK also recommends that anyone over the age of 18, with a managerial responsibility for individuals who have a role with and responsibility for young people and those in a position to influence the implementation of safeguards for children and young people (e.g. Board members, officials etc.) should complete an enhanced level DBS Disclosure. The DBS Disclosure and the self-declaration form must be completed once every two years but may be repeated or undertaken sooner in the event of concerns arising and / or a disciplinary procedure.

Self-declarations should be completed at the point of application for a position or role and sent through with the accompanying DBS disclosure application form to the Royal Lifesaving Society in accordance with the society's procedures. If the Royal Life Saving Society UK has any concerns regarding information received on a self-declaration form, the Royal Life Saving Society UK lead Safeguarding Manager will contact the designated person at your Club e.g. the Club Welfare Officer or Chairman.

If you are unsure as to which staff (paid or voluntary) require a complete DBS Disclosure contact the Royal Life Saving Society UK Volunteer Welfare and Safeguarding Manager.

2.7 Appointment

The successful applicant should be issued with an offer letter. It should specify full details and requirement of the position and any probation period if appropriate. The applicant should be informed that the appointment is subject to satisfactory DBS Disclosure and two references, if working with children. In exceptional circumstances an individual may be allowed to commence their duties (at the Club's discretion) but care should be taken to ensure that a senior member of staff or a senior volunteer is always present.

All staff, paid and voluntary, will undergo a formal induction in which:

- They will receive explanation that their qualifications as a Trainer/Assessor/Coach/Official are substantiated through the Royal Lifesaving Society;
- They complete a profile to identify training needs;
- They are reminded that they have agreed to abide by the Royal Life Saving Society UK Code of Ethics and Conduct (Appendix C), and they may face disciplinary action if there is an allegation that the Code has been broken, in accordance with the RLSS UK disciplinary procedure;
- The expectations, roles and responsibilities of the role are clarified (e.g. through a formal or informal work programme or goal setting exercise);
- The Royal Life Saving Society UK Safeguarding and Protecting Children and Vulnerable Adults Policy and Procedures are explained and training needs established;
- Safeguarding training and learning opportunities appropriate to their role and responsibilities will be signposted and expectations clarified;
- If practicable, the new recruit should be mentored by an experienced person.

2.8 Training

Checks are only part of the process to protect young people from possible abuse. Appropriate training will enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice / concerns of possible abuse.

The Royal Life Saving Society UK will provide and signpost to training opportunities for people involved / working with young people, details of which will be communicated throughout Lifesaving and updated periodically.

2.9 Monitoring and Appraisal

At regular intervals (or following a particular programme) all employees or volunteers should be given the opportunity to receive formal (e.g. through an appraisal) feedback, to identify training needs and set new goals. Club Management should be sensitive to any concerns about poor practice or abuse and act on them at an early stage following the guidelines in this document. Clubs are required to appoint a designated person for safeguarding and protecting children (Club Welfare Officer). Clubs are strongly advised that good practise is to appoint 2 Club Welfare Officers, one male and one female.

The Royal Life Saving Society UK will provide guidance to support Clubs to identify and recruit appropriate welfare officers and ensure that those undertaking these roles have access to appropriate child protection training opportunities. The Club's Management should also offer appropriate support, through liaison with the Royal Life Saving Society UK Volunteer Welfare and Safeguarding Manager, to those who report concerns / complaints.

2.10 Complaints and Disciplinary Procedures

Clubs should ensure that parents and young people are aware of the complaints and disciplinary procedures detailed in this document.

2.11 Application From Within the Club

If an individual from within the Club wishes to move to a post with substantial access to young people, that individual must go through the application process described in 2.3.

3 Promoting Good Practice with Young People

Child abuse, particularly sexual abuse, can generate strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about any action to take. Abuse can occur within many situations including the home, school and the Lifesaving environment, it is not unheard of for children to abuse other children. Some individuals actively seek employment or voluntary work with young people in order to harm them, this could be male or female. A Coach, Teacher, Trainer, Official or volunteer may have regular contact with young people and be an important link in identifying cases where a young person needs protection. All suspicious cases of poor practice should be reported following the guidelines in this document.

When a young person enters a Club having been subjected to child abuse outside the lifesaving environment, lifesaving can play a crucial role in identifying that abuse is occurring, providing a supportive environment where a young person feels able to disclose abuse and/concerns and improving the young person's self-esteem.

In such instances the Club must ensure, with support when necessary from the Royal Life Saving Society UK Volunteer Welfare and Safeguarding Manager, that concerns are referred to the appropriate statutory agencies and that they work in partnership with these agencies to ensure the young person receives the required support.

Abuse and poor practice will only be identified and challenged by a confident and well informed workforce and membership who have a clearly defined referral and support mechanism in place. The Royal Life Saving Society UK is committed to ensuring that staff and volunteers are signposted to and access safeguarding and protecting children learning opportunities and training appropriate to their role and responsibilities.

3.1 Good Practice Guidelines

All staff and volunteers should demonstrate exemplary behaviour in order to protect young people and promote their welfare and to ensure that concerns do not arise in relation to their actions and practices.

The following are examples of how to create a positive culture and environment within Lifesaving:

3.1.1 Good Practice Means

- Adoption and implementation of the Royal Life Saving Society UK Safeguarding and Protecting Children and Vulnerable Adults Policy and Procedures;
- Promotion of the policy to all Club members and parents to illustrate the Club's commitment to a safe environment;
- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment – i.e. no secrets);
- Allowing equal opportunity to participate and be listened to for all young people equally, and treating them with respect and dignity;
- Always putting the welfare of young people first, before winning or achieving goals;
- Maintaining a safe and appropriate distance from participants (e.g. it is not appropriate to have an intimate relationship with a young person or to share a room with them) and in some cases it may be a serious breach of the Royal Life Saving Society UK Code of Ethics and Conduct (Appendix C) and be unlawful;
- Building balanced relationships based on mutual trust which empowers young people to share in the decision-making process;
- Making lifesaving fun, enjoyable and promoting fair play;
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the Royal Life Saving Society UK Trainer Assessor Education Programme. Care is needed, as it is difficult to maintain hand contact positions when a young person is moving. Young people and parents should be provided with information regarding coaching practices and physical contact which is required for personal safety or because there is no other suitable coaching method. Consent must be obtained using the RLSS UK Parental Consent Form;
- Keeping up to date with technical skills, qualifications and insurance in Lifesaving;

- If groups have to be supervised in the changing rooms, always ensure parents/Teachers/Coaches/Instructors/Officials work in pairs;
- Ensuring that if mixed teams are taken away, they should always be accompanied by a male and female member of staff. (N.B. However, same gender abuse can occur);
- Ensuring that at competitions or residential events, adults should not enter young people's rooms or invite young people into their rooms. If an adult is working in a supervisory capacity, they should only enter the young people's rooms when accompanied by another adult;
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people and promoting a healthy diet;
- Giving enthusiastic and constructive feedback rather than negative criticism;
- Recognising the developmental needs and capacity of young people – avoiding excessive training or competition and not pushing them against their will;
- Securing parental consent in writing to act in loco parentis (Parental Consent Form), volunteer if the need arises to give permission for the administration of emergency first aid and/or other medical treatment;
- Securing parental consent for young people to volunteer within Lifesaving (Parental Consent Form);
- Keeping a written record of any injury that occurs, along with the details of any treatment given. Where staff or volunteers witness an injury this must be reported to the parents at the first opportunity;
- Requesting written parental consent if Club Officials are required to transport young people in their cars (see RLSS UK Transport Guide).

3.1.2 Coaching Ratios

When working with groups of children under 8 years of age Government Guidance states clearly that there should be one supervising adult for every six children (Care Standards Act 2000). Participants under the age of 18 must be supervised at all times and cannot be included in staffing/supervision ratios. For young people over the age of 8, experience has shown that a ratio of one adult to twelve participants is a minimum requirement in keeping with models of best practice.

The national guidance states that the level of supervision should take account of:

- The age and ability of the young people;
- The activity being undertaken;
- Children's growing independence;
- Children's need for privacy;
- The geography of the facility being used;
- The risk assessment.

If there is an accident or an incident involving a young person or member of staff/volunteer, you should ensure that there are enough people remaining to supervise the group safely.

Teachers/Trainers working with young people should not work in isolation. Good practice suggests that at least one other adult in addition to the Teacher should be present at every session.

For additional guidance please refer to the following documents:

- RLSS UK Code of Practice;
- RLSS UK Award Syllabi of the award you are training/assessing;
- Publication "Safe Supervision for teaching and coaching swimming" a joint publication from the ISRM, ASA, ISTC and the RLSS UK.

3.1.3 Changing Rooms

Where practical, participants should be supervised at all times in the changing rooms by two members of staff or volunteers. Adult staff/volunteers should not change or shower at the same time using the same facility as participants. If you are involved in a mixed gender group, separate changing facilities should be made available. If a young person is uncomfortable changing or showering in public no pressure should be placed on them to do so. Encourage them to shower and change at home. If your Club has participants with disabilities involve them and their carer/s in deciding how they should be assisted and ensure they are able to consent to the assistance that is offered. A plan needs to be established before a young person attends the club.

Any staff or volunteers, medical or otherwise, for example a male teacher/trainer working with female participants, must not be present in the changing rooms whilst participants are getting showered or changed.

No photographic equipment should be allowed in the changing room environment. This includes cameras, video cameras, mobile phone cameras etc.
Note: Many public and private facilities have their own guidance on changing room use and supervision and the use of photographic equipment within the facility. It is therefore vital that you are aware of their requirements and guidance. The facility guidance should form part of your clubs operating procedures.

3.1.4 Treatment of Young People

- It is recommended that no young person should be treated in any way in a situation where the young person is on his/her own in a treatment room with the door closed;
- It is strongly recommended that all treatment procedures should be 'open' i.e. the door remains open, parents are invited to observe treatment procedures. Where strict medical confidentiality is to be observed then parents of the young person should be invited to attend;
- It is recommended that if treating an area of the body which is potentially embarrassing to a young person (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 young person, parental consent in the written form must be sought where appropriate (Template Five – Parental Consent Form);
- It is recommended that all treatment procedures are fully explained to the young person and verbal consent is given before they are carried out.

3.2 Practice to be avoided

The following should be avoided except in cases of absolute emergencies. If cases arise where these situations are unavoidable they should only occur with the full knowledge and consent of someone in charge at the Club or the young person's parents.

For example, a young person sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a young person up at the end of a session (RLSS UK Transport Guidelines):

- Never spend excessive amounts of time alone with young people away from others;
- Never take young people to your home where they will be alone with you.

3.2.1 Practice never to be sanctioned

The following should never be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horse play;
- Share a room with a young person (this includes Club/team members over 18);
- Allow or engage in any form of inappropriate touching;
- Allow young people to use inappropriate language unchallenged;
- Make sexually suggestive comments to a young person, even in fun;
- Reduce a young person to tears as a form of control;
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon;
- Do things of a personal nature for young people, or disabled adults, that they can do for themselves;
- Invite or allow young people to go to your home or stay with you at home unsupervised.

N.B. It may be sometimes necessary for staff or volunteers to do things of a personal nature for young people, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the participants involved. There is a need to be responsive to a person's reactions. 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 young person to carry out particular activities. Avoid taking the responsibility for tasks for which you are not appropriately trained. Work closely with parents and carers to ensure that a young person's needs are met in the way most appropriate and by the most appropriate individual(s).

If any of the following incidents should occur, you should report them immediately to another colleague and make a written note of the event. Parents should be informed

of the incident:

- If you accidentally hurt a participant;
- If he/she is distressed in any manner;
- If a participant appears to be sexually aroused by your actions;
- If a participant appears to misunderstand or misinterpret something you have done.

3.3 Relationships of Trust

"The inequality at the heart of a relationship of trust should be ended before any sexual relationship begins." Caring for Young People and the Vulnerable, Guidance for Preventing Abuse of Trust (Home Office, 1999).

This statement recognises that genuine relationships do occur between the different levels of volunteers and participants in a group but that no intimate relationship should begin whilst the member of staff or volunteer is in a 'position of trust' over them. The power and influence that the older member has over someone attending a group or activity cannot be under-estimated. If there is an additional competitive aspect to the activity and the older person is responsible for the young person's success or failure to some extent, then the dependency of the younger member upon the older will be increased. It is therefore vital for volunteers to recognise the responsibility that they must exercise in ensuring that they do not abuse their positions of trust. Young people aged 16-18 can legally consent to some types of sexual activity; however, in some provisions of legislation they are classified as children.

If you engage in an intimate or inappropriate relationship with a young person it is a breach of The Royal Life Saving Society UK Code of Ethics and Conduct and as such will result in disciplinary action.

In certain circumstances the 'abuse of trust' is a criminal offence. (Sexual Offences Act 2003) The Government are currently considering extending these guidelines to include Sports Coaches.

3.4 Guidelines on Photography and Use of Video

The Royal Life Saving Society UK is keen to promote positive images of young people participating in Lifesaving and is not banning the use of photographic or videoing equipment. However, there is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young people.

All Clubs must adhere to the appropriate guidelines detailed in Appendix D.

3.4.1 Use of Images of Young People

The use of images of young people, for example on the web, in the media or in publications:

- Ask for parental permission to use the young person's image. This ensures that they are aware of the way the image is to be used to represent the Lifesaving;
- Ask for the young person's permission to use his/her image. This ensures that he/she is aware of the way the image is to be used to represent lifesaving;
- If the young person is named, avoid using his/her photograph or only use alongside group images where they would only be identifiable by those who know them;
- If a photograph is used, avoid naming the young person or giving personal information that would enable them to be identified;
- Only use images of young people in appropriate dress, to reduce the risk of inappropriate use, and to provide positive images of the young people;

- Encourage the reporting of inappropriate use of images of young people. If you are concerned, report your concerns to a Club Official or the Club Welfare Officer.

3.4.2 Use of Video as a Coaching Aid

There is no intention to prevent Teachers/Trainers using video equipment as a legitimate teaching aid. However, participants and their parents should be aware that this is part of the teaching programme and care should be taken in storing such films. The parents and young people must provide written consent for the use of photography and video analysis (Template Six).

4 Recognition of Poor Practise, Abuse and Bullying

Introduction

Child abuse can and does occur outside the family setting. Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. The staff and volunteers in Lifesaving, whether in paid or voluntary capacity, are not expected to be experts at such recognition. However, they do have a responsibility to act if they have any concerns about the behaviour of someone (an adult or another young person) towards a young person and to follow the procedures in this document. It is also essential that they are alert to the additional vulnerability of some individuals or groups and the barriers they may face to accessing help where they experience abuse or poor practice.

4.1 Poor Practice

Allegations may relate to poor practice where an adult's or another young person's behaviour is inappropriate and/or may be causing concern. In the application of this policy, poor practice includes any behaviour which contravenes The Royal Life Saving Society UK Code of Ethics and Conduct (Appendix C), infringes an individual's rights and/or is a failure to fulfil the highest standards of care.

Poor practice is unacceptable in Lifesaving and will be treated seriously and appropriate actions will be taken.

4.2 Abuse

Abuse can happen wherever there are young people of any age. The effects of abuse can be so damaging and if untreated, they may follow a person into adulthood. For example, a person who has been abused as a young person may find it difficult or impossible to maintain stable, trusting relationships, become involved with drugs or prostitution, attempt suicide or even abuse a young person in the future.

4.2.1 Disabled People

There have been a number of studies, which suggest children (or adults) with disabilities, are at significantly greater risk of abuse. Further information on this can be found in Jones, L etal (2012). Prevalence and risk of violence against children with disabilities, a systematic review and meta-analysis of observational studies.

Various factors contribute to this, such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves, or adequately communicate that abuse has occurred.

4.2.2 Race and Racism

Young people from ethnic minority groups (and their parents) are likely to have experienced harassment, racial discrimination and institutional racism. Although racism causes significant harm it is not, in itself, a category of abuse.

The experience of racism is likely to affect the responses of the child and family to assessment and enquiry processes. Failure to consider the effects of racism will undermine efforts to protect children from other forms of significant harm. The effects of racism differ for different communities and individuals, and should not be assumed to be uniform. The specific needs of children of mixed parentage and refugee children should be given attention. In particular, the need for neutral, high quality, gender-appropriate translation or interpretation services should be taken into account when working with children and families whose preferred language is not English.

All organisations working with young people, including those operating where ethnic minorities are numerically small, should address institutional racism, defined in the Macpherson Inquiry Report of the death of Stephen Lawrence as 'the collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and/or religion.'

4.2.3 Abuse and Neglect

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Neglect

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. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Neglect in lifesaving could include a Teacher or Trainer not ensuring young people are safe through adequate supervision, exposing them to undue cold, heat or to unnecessary risk of injury.

Physical 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 or carer fabricates the symptoms of, or deliberately induces illness in a child.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or

watching sexual activities or encouraging children to behave in sexually inappropriate ways.

In Lifesaving, teaching techniques, which involve physical contact with young people, could potentially create situations where sexual abuse may go unnoticed. The power of the Teacher/Trainer over young performers, if misused, may also lead to abusive situations developing.

Emotional Abuse

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 insofar as they meet the needs of another person. 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 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.

Emotional abuse in Lifesaving may occur if young people are subjected to constant criticism, name-calling, sarcasm, bullying or unrealistic pressure to perform to high expectations consistently.

The above definitions are adapted from Governments (2006) Working Together to Safeguard Children – A Guide to Inter-Agency Working to Safeguard and Promote the Welfare of Children.

4.2.4 Indicators of Abuse

Indicators that a young person may be being abused include the following:

- 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;
- An injury for which the explanation seems inconsistent;
- The young person describes what appears to be an abusive act involving him/her;
- Someone else (a young person or adult) expresses concern about the welfare of another young person;
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outburst in temper);
- Inappropriate sexual awareness;
- Encouraging sexually explicit behaviour;
- Distrust of adults, particularly those with whom a close relationship would normally be expected;
- Has difficulty making friends;
- Is prevented from socialising with other young people;
- Displays variations in eating patterns including overeating and loss of appetite;
- Loses weight for no apparent reason;
- Becomes increasingly dirty or unkempt.

It should be recognised that this is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. A good working relationship with the parent will help to identify any concerns that a young person maybe experience e.g. family bereavement. It is not the responsibility of those working in Lifesaving to decide that child abuse is occurring but it is their responsibility to act on any concerns (Refer to Chapter 5).

4.3 Bullying

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying. Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those being bullied to defend themselves.

Nancy Duin defined bullying as 'repeated (systematic) aggressive verbal, psychological or physical conduct by an individual or group against another person or persons' (Bullying, a Survival Guide, produced by BBC Education). Bullying can also be online or through social media.

4.3.1 Bullies

Bullies come from all walks of life; they bully for a variety of reasons and may even have been abused. Typically, bullies can have low self-esteem, be excitable, aggressive and jealous. Crucially, they have learned how to gain power over others and there is increasing evidence that abuse of power can lead to crime. The BBC Education publication (1994) also indicates that bullies are four times more likely to become criminals.

4.3.2 Bullies in Lifesaving

The competitive nature of Lifesaving makes it the ideal environment for the bully. The bully in Lifesaving can be:

- A parent who pushes too hard;
- A Trainer who adopts a 'win-at-all-costs' philosophy;
- A participant who intimidates inappropriately;
- A Club Official who places unfair pressure on a person;
- A participant who takes images in the changing room of other children and threatens to place them on the web or send them to others;
- A spectator who shouts abuse;
- A volunteer who intimidates or threatens others.

4.3.3 Forms of Bullying

Bullying can include:

- Physical e.g. hitting, kicking and theft;
- Verbal e.g. name calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures;
- Emotional e.g. tormenting, ridiculing, humiliating and ignoring;
- Sexual e.g. unwanted physical contact or abusive comments.
- Cyber bullying e.g. online and social media.

4.3.4 Indicators of Bullying

The damage inflicted by bullying can be frequently underestimated. It can cause considerable distress to young people, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm).

There are a number of signs that may indicate that a young person or disabled person 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 Lifesaving Club;
- A drop off in performance in school or standard in lifesaving;
- Physical signs such as stomach-aches, head-aches, difficulty in sleeping, bedwetting, scratching and bruising, damaged clothes and binging for example on food, cigarettes and alcohol;
- A shortage of money or frequent loss of possessions.

4.3.5 Reporting Bullying

Regardless of who the perpetrator might be, the signs of bullying should be reported to a person of responsibility (Section 5).

It is important that bullying is recognised and Clubs and Branches take appropriate action and rigorously enforce anti-bullying strategies. It is vital not to underestimate the damage that can be caused by bullying.

5 Responding to Disclosure, Suspicions and Allegations

The Royal Life Saving Society's primary responsibility is to ensure that concerns and any relevant information are passed on to the Police, Children's Social Care (Social Services) or Local Authority Designated Officer (LADO) without delay. These organisations have the statutory responsibility to make enquiries to establish if a child is at risk of harm.

5.1 How to Respond to a Disclosure from a Young Person

5.1.1 Actions to Take

If a young person informs you directly that he/she, or another young person, is concerned about someone's behaviour towards them (this is termed disclosure), the person receiving information should:

- React calmly so as not to frighten or deter the young person;
- Tell the young person that he/she is not to blame and that he/she was right to tell;
- Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a young person 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;
- Reassure the young person 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 young person's words as soon as possible. Use the Royal Life Saving Society UK Incident Report Form (Template Four) forward a copy to Children's Social Care (Children's Social Care (Social Services)), LADO and Police (as directed) and to the Royal Life Saving Society UK lead Child Protection Officer;
- Seek advice immediately from the Royal Life Saving Society UK lead Child Protection Officer. If he/she is unavailable the local Children's Social Care (Children's Social Care (Social Services)), LADO or Police should be contacted immediately, they will advise on the action to be taken, including advice on contacting the parents. Expert advice can also be provided by the

NSPCC Helpline on 0808 800 5000. If you are in Ireland please call the ISPCC on 01 676 7960 or Childline on 1800 666 666.

5.1.2 Actions to Avoid

The person receiving the disclosure should not:

- Panic;
- Allow their shock or distaste to show;
- Do not ask questions other than to clarify that you have enough information to act;
- Speculate or make assumptions;
- Make negative comments about the alleged abuser;
- Approach the alleged abuser;
- Make promises or agree to keep secrets.

N.B. It may not be that all young people 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.

However, where there are concerns about the safety of a young person, record exactly what has been observed in detail and follow the procedures to report these concerns as detailed in 5.2 and 5.3.

5.2 Responding to Concerns about Possible Abuse from Inside Lifesaving

If a young person informs you directly that he/she is being abused within the Lifesaving environment OR through your own observations or through a third party you become aware of possible abuse or poor practice within Lifesaving you must REACT IMMEDIATELY. It is vital that you remember that it is not the responsibility of those working in Lifesaving to investigate but to act on concerns and report concerns onto the appropriate bodies immediately.

5.2.1 Poor Practice

Reporting Procedures

- Contact the Club Welfare Officer (CWO) immediately. If, following consideration, the allegation is about poor practice (see definition at 4.1) then the Club Welfare Officer will report it to the Royal Life Saving Society UK lead Child Protection Officer. If the Club Welfare Officer is unavailable or is the subject of the allegation, then the matter should be reported directly to the Royal Life Saving Society UK lead Child Protection Officer;
- Make a full and factual record of events utilising the Incident Report Form (Template Four) and the Witness Report Form (Template Seven) and forward a copy of the recorded information to the Royal Life Saving Society UK lead Child Protection Officer who will take the appropriate action.

Action

The Royal Life Saving Society UK lead Child Protection Officer and/or one or more members of the Royal Life Saving Society UK Child Protection Case Management Group, will make the decision on how the allegation is to be dealt with e.g. internally by the Royal Life Saving Society UK Child Protection Case Management Group, externally as a matter for Children's Social Care (Social Services), LADO and/or the Police or referral back to the Club Welfare Officer.

Alleged minor poor practice will be referred back to the Club with advice on the process to be followed:

- Complaints procedure;
- Disciplinary procedure;
- No further action.
- The possible outcomes:
- No case to answer;
- Complaint resolved with agreement between parties;
- Training/mentoring agreed;
- More significant concerns emerged (refer back to the Royal Life Saving Society UK Child Protection Case Management Group).

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

- Child protection investigation;
- Criminal investigation/proceedings;
- Investigation upon disciplinary proceedings – including possible temporary suspension of person accused.

Where a concern is referred out to the statutory agencies the individual will usually be suspended and the Royal Life Saving Society UK investigation will be held pending the outcome of the Children's Social Care (Social Services), LADO or Police investigation. The possible outcomes being:

- No case to answer;
- Less serious – referred to complaints procedures;
- Disciplinary hearing – sanctions;
- Civil proceedings.

A decision will also be made with regard to suspending the individual concerned, pending the outcome of the internal or external enquiry. Suspension is a neutral act which does not indicate any presumption of guilt but is intended to protect both the alleged victim(s) and the individual who is subject to the allegations.

A Child Protection Disciplinary Hearing which will include a Chair and two other members, with a designated Secretary in attendance. There is no time limit to the submissions of allegations or incidents of a child protection nature.

Possible Outcomes of a Royal Life Saving Society UK Child Protection Disciplinary Hearing:

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

Appeals

The appeals procedure is available to anyone under investigation as part of natural justice. The Royal Life Saving Society UK Child Protection Disciplinary Appeal Panel will exclude anyone sitting on the initial panel, excluding the Secretary. The panel should comprise of a chair and two other members, with the Secretary in attendance. Every organisation and participant wishing to appeal against the decisions made by the Royal Life Saving Society UK Child Protection Disciplinary Panel must do so in writing, to be received by the Royal Life Saving Society UK lead Child Protection Officer within seven days of the decision being made.

Monitoring and Evaluation
To be conducted at the close of each case by the Royal Life Saving Society UK Child Protection Case Management Group to see if any changes need to be made to policies/procedures or lessons that can be learnt.

5.2.2 Possible Abuse Situation
If a young person says or indicates that he/she is being abused, or information is obtained or observations are made which gives concern that a young person is being abused, you must REACT IMMEDIATELY.

Ensure the safety of the young person – if the young person needs immediate medical treatment, take the young person to hospital or call an ambulance, inform doctors of your concerns and ensure they are aware it is a child protection issue.

If available contact the Club Welfare Officer immediately who will follow the reporting procedures detailed below. If the Club Welfare Officer cannot be contacted or is the subject of the allegation, then the person that has the concerns about the young person's welfare should follow the reporting procedures.

Reporting Procedures
Seek advice immediately from the Royal Life Saving Society UK lead Child Protection Officer. If he/she is unavailable the local Children's Social Care (Social Services), LADO or Police should be contacted immediately, they will advise on the action to be taken, including advice on contacting the parents. Expert advice can also be provided by the NSPCC Helpline on 0808 800 5000. If you are in Ireland please call the ISPCC on 01 676 7960.
Make a full and factual record of events utilising the Incident Report Form (Template Four) and forward a copy of the recorded information, as directed to the Children's Social Care (Social Services), LADO and/or Police and to the Royal Life Saving Society UK lead Child Protection Officer who will take the appropriate action. Contact the Club Welfare Officer as soon as possible.

Possible Outcomes
Where there is a complaint of abuse against a member of staff or volunteer, investigations may include:
- Police enquiry;
- Criminal proceedings;
- Referral back to the Royal Life Saving Society UK Child Protection Case Management Group.

The result of the Police, LADO and/or Children's Social Care (Social Services) investigation may help inform the Royal Life Saving Society UK Child Protection Case Management Group investigation, but not necessarily. The Royal Life Saving Society UK Case Management Group will still consider the findings as a lower threshold of evidence is applicable. The organisation must be satisfied that 'on the balance of probability' an individual is suitable or unsuitable to continue their current role and responsibilities in relation to children and young people.

5.3 Responding to Concerns about Possible Abuse from Outside the Lifesaving
If a young person informs you directly that he/she is being abused outside the Lifesaving environment (i.e. at home, school or some other setting outside Lifesaving) OR through your own observations or through a third party you become

aware of possible abuse outside the Lifesaving environment you must REACT IMMEDIATELY.
(See section 4.2.4 for Indicators of Abuse).

Ensure the safety of the young person – if the young person needs immediate medical treatment, take the young person to hospital or call an ambulance, inform doctors of your concerns and ensure they are aware it is a child protection issue;
If available contact the Club Welfare Officer immediately who will follow the reporting procedures detailed below. If the Club Welfare Officer cannot be contacted, then the person that has the concerns about the young person's welfare should follow the reporting procedures.

Reporting Procedures
Seek advice immediately from the Royal Life Saving Society UK lead Child Protection Officer. If he/she is unavailable the local Children's Social Care (Social Services), LADO or Police should be contacted immediately, they will advise on the action to be taken, including advice on contacting the parents. Expert advice can also be provided by the NSPCC Helpline on 0808 800 5000. If you are in Ireland please call the ISPCC on 01 676 7960.

Make a full and factual record of events utilising the Incident Report Form (Template Four) and forward a copy of the recorded information, as directed to the Children's Social Care (Social Services), LADO and/or Police and to the Royal Life Saving Society UK lead Child Protection Officer who will take the appropriate action and provide support. Contact the Club Welfare Officer as soon as possible;

If the individual being accused is from within the Lifesaving environment, the Royal Life Saving Society UK lead Child Protection Officer will consider suspension of the individual concerned following contact with Children's Social Care (Social Services), the LADO or the Police. The case will be referred to the Royal Life Saving Society UK Child Protection Case Management Group following completion of the Children's Social Care (Social Services), the LADO and /or Police investigation.

It is never easy to respond to a young person who tells you that they are being abused and you may feel upset and worried yourself. Make sure that you are offered adequate support by discussing the matter with the Royal Life Saving Society lead Child Protection Officer.

5.4 Reinstatement and Aftermath

5.4.1 Reinstatement
Irrespective of the findings of Children's Social Care (Social Services), LADO and/or Police investigations, the Royal Life Saving Society UK Child Protection Case Management Group will assess all individual cases to decide whether a member of staff or volunteer 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 the Police. In such cases the Royal Life Saving Society UK Child Protection Case Management Group 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 young people will always remain paramount.

5.4.2 Support to Deal with the Aftermath

Consideration should be given to what support may be appropriate to young people, parents, the alleged perpetrator and volunteers/members of staff. The Royal Life Saving Society UK has a Case Support Officer who will assess on a case-by-case basis, any support needed for the person who has had the allegations made against them. Use of Helplines, support groups and open meeting will maintain an open culture and help the healing process. The British Association of Counselling Directory may be a useful resource.

5.5 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 young person or by a volunteer or member of staff who is still currently working with young people). Where such an allegation is made, the Club should follow the procedures as detailed in 5.2 and 5.3. This is because other young people, either within or outside Lifesaving, may be at risk from this person.

5.6 Dealing with Bullying

The same procedure should be followed as detailed in 5.3 if bullying is suspected. All settings in which young people are provided with services or are living away from home should have rigorously enforced anti-bullying strategies in place.

5.6.1 Action to Prevent Bullying and Help those Being Bullied

- Take all signs of bullying very seriously;
- Encourage all young people to speak and share their concerns (1). Help the victim speak out and tell the person in charge or someone in authority. Create an open environment;
- Adhere to RLSS UK Club Codes of Conduct;
- Encourage good behaviour on all social media and on-line applications;
- 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;
- It is believed that up to 12 children per year commit suicide as a result of bullying, if anyone talks about or threatens suicide, seek professional help immediately.
- Record in writing exactly what has been said using the young person's words as soon as possible. Use the Royal Life Saving Society UK Incident Report Form (Template Four);
- Report any concerns to the Club Welfare Officer or the school (wherever the bullying is occurring).

5.6.2 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;
- Insist on the return of the 'borrowed' items and that the bully(ies) compensate the victim(s);
- Impose sanctions as necessary;
- Encourage and support the victims to change their behaviour;
- Hold meetings with the families to report on progress;
- Inform all organisation members of any action taken;

- Keep a written record of any action taken;
- Seek support if needed by discussing the matter with The Royal Life Saving Society Lead Child Protection Officer.

5.7 Records and Information

Information passed to the Children's Social Care (Social Services), LADO or Police must be as helpful as possible, hence the necessity for making a detailed record at the time of the disclosure/concern. Ideally this information should be compiled utilising the Royal Life Saving Society UK Incident Report Form (Template Four).
The information needs to include the following:

- Details of the young person i.e. age/date of birth, address, race, gender and ethnic origin;
- Details of the facts of allegations or observations;
- A description of any visible bruising or other injuries;
- The young person's account, 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.

Reporting the matter to the Police, LADO or Children's Social Care (Social Services) department should not be delayed by attempts to obtain more information. It is not the responsibility of staff or volunteers to investigate but it is everybody's responsibility to ensure concerns are acted upon with minimal delay through following the appropriate reporting procedures. Wherever possible, referrals telephoned to the Children's Social Care (Social Services) department must be confirmed in writing within 24 hours. A record must be made of the name and designation of the Children's Social Care (Social Services) member of staff, LADO 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. A copy of this information should be sent direct to the Royal Life Saving Society Lead Child Protection Officer.

5.8 Confidentiality

The legal principle that the 'welfare of the child is paramount' means that the considerations that might apply to other situations in the organisation, should not be allowed to over-ride the right of young people to be protected from harm. However, every effort must be made to ensure that confidentiality is maintained when an allegation has been made and is being investigated. Information should be shared upon a need to know basis and in accordance with the Information Sharing Protocol (Appendix G) in order to ensure a child(ren) is adequately protected from harm.

Information will be stored in a secure filing cabinet at the Royal Life Saving Society Head Office, with limited designated people having access, in line with data protection laws.

5.9 Whistle Blowing Policy

If you have a concern with regard to the behaviour of an adult towards a young person, it is important that you share your concerns with The Royal Life Saving Society Lead Child Protection Officer. If you have a concern regarding The Royal Life Saving Society Lead Child Protection Officer you should share your concerns with The Royal Life Saving Society UK Chief Executive.

The Royal Life Saving Society UK will support any individual who communicates genuine concerns in interests of protecting children even if their concerns subsequently appear unfounded.
All information received and discussed will be treated in the strictest confidence and only shared with those individuals with The Royal Life Saving Society 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 e.g. Children's Social Care (Social Services) and the Police.
All concerns will be taken seriously and managed accordingly within the policy and procedures for the welfare of young people in Lifesaving. You can call the NSPCC Helpline on 0808 800 5000. If you are in Ireland please call the ISPCC on 01 6767960 or Childline on 1800 666666

5.10 If an Allegation is made Against You
Any concerns involving the inappropriate behaviour of an adult towards a young person 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 young people in Lifesaving, you will be informed as soon as possible based on advice from the Statutory Agencies. This may result in suspension from activity within Lifesaving whilst a full investigation is being carried out. This is to protect all parties involved.

The Royal Life Saving Society UK has a Case Support Officer who will assess on a case-by-case basis, any support needed for the person who has had the allegations made against them. In addition you may find the following contacts useful.
The British Association of Counselling Directory is available from The British Association for Counselling, 1 Regent Place, Rugby, CV21 2PJ, Tel: 01788 550899, Email: bac@bac.co.uk, Internet: http://www.bac.co.uk

APPENDICES

Appendix A - Useful contacts

Local Contacts
This space has been provided for you to enter your local contacts

Club Welfare Officer/s	Name : Address : Telephone : Email :
	Name : Address : Telephone : Email :
Branch Safeguarding Officer	Name : Address : Telephone : Email :
Children's Social Care	Name : Address : Telephone : Email :
Police	Name : Address : Telephone : Email :
Local Authority Designated Officer (LADO)	Name : Address : Telephone : Email :

RLSS UK
Out of Hours
Child Safeguarding Contacts

RLSS UK Volunteer Welfare and Safeguarding Manager
Ellen Moore
Mobile: 07833 470 285

RLSS UK – Safeguarding, Equality and Diversity Advisory Group are:

Mrs Ellen Moore
RLSS UK
River House
High Street, Broom
Warwickshire, B50 4HN
Email: ellenmoore@rlss.org.uk

Mrs Jo Barrett
RLSS UK
River House
High Street, Broom
Warwickshire, B50 4HN
Email: jobarrett@rlss.org.uk

Mr Declan Harte
Email: dhartefca@yahoo.com
Branch: Ireland

Mr Terry Draycott
Email: terry@rlss-notts.org
Branch: Nottinghamshire

Mrs Deborah Hunt
Email: jedahunt@hotmail.co.uk
Branch: Kent

Mr Doug Simmonds
Email: cpo@rlss-sussex.co.uk
Branch: Sussex

Mr Michael Murray
Email: mmurray@trinity.s-lanark.sch.uk
Branch: Scotland West

Mr Patton Taylor
Email: jp.taylor@union.ac.uk
Branch: Northern Ireland

Mrs Joanne Young
Email: divechippie@btopenworld.com
Branch: Wessex

Mr Mike Evans
Email: mike@djbtraining.co.uk
Branch: Bedfordshire

Mr Jonathan Belcher
Email: jon.belcher1@gmail.com
Branch: Warwickshire

Additional Support

NSPCC Helpline
You can contact the Helpline in a number of ways to get expert advice from one of the NSPCC advisers; all are trained child protection officers.
Phone: 0808 800 5000
Textphone: We have a free Textphone service for people who are deaf or whose hearing is impaired on 0800 056 0566.
Text: 88858
Email: help@nspcc.org.uk
Post: NSPCC Head Office: NSPCC, 42 Curtain Road, London, EC2A 3NH.
Website: www.nspcc.org.uk
Switchboard: 0207 825 2500
Fax: 0207 825 2525

NSPCC Divisional Offices

South London & South East
68 West Street
Gillingham
Kent ME7 1EF
Tel: 0203 188 3932

East Midlands
3rd Floor CIBA Building
146 Hagley Road
Birmingham B16 9NP
Tel: 0844 892 0217

North East, Yorkshire & Humber
Suite 1-3, 5th Floor
St John's Offices
Albion Street
Leeds LS2 8LQ
Tel: 01132 182 700

South West
1st Floor Brunswick House
1 Brunswick Road
Plymouth
Devon PL4 0NP
Tel: 01752 422 602

Cymru/Wales
Diane Engelhardt House
Treglown Court
Dowlais Road
Cardiff CF245 5LQ
Tel: 0844 892 0290

Scotland
Templeton House
62 Templeton Street
Glasgow G40 1DA - Tel: 0141 420 3816

North London & East of England
1 Adelaide Street
Luton LU1 5BB
Tel: 0207 650 3270

North West
Quays Reach
14 Carolina Way
Salford
Manchester M50 2ZY
Tel: 0161 393 4474

West Midlands
3rd Floor CIBA Building
146 Hagley Road
Birmingham B16 9NP
Tel: 0844 892 0217

Jersey
The Gower Centre
42-44 Stopford Road
St Helier
Jersey
Tel: 01534 760 800

Northern Ireland
The Lanyon Building
First Floor, Unit 7
Jennymount Business Park
North Derby Street
Belfast BT15 3HN
Tel: 02890 351 135

ChildLine
ChildLine is a service provided by NSPCC Weston House, 42 Curtain Road, London EC2A 3NH - ChildLine is always open - call 0800 1111 anytime.

NSPCC Child Protection in Sport Unit

England
Child Protection in Sport Unit
NSPCC National Training Centre
3 Gilmour Close
Beaumont Leys
Leicester LE4 1EZ
Telephone: 0116 234 7278
Fax: 0116 234 0464
Email: cpsu@nspcc.org.uk
Website: www.thecpsu.org.uk

Wales
Child Protection in Sport Unit Wales
NSPCC Cymru/Wales
Capital Tower
Greyfriars Road
Cardiff, CF10 3AG
Telephone 029 20 267000
Fax: 029 20 223628
Email: cpsuwales@nspcc.org.uk

Northern Ireland
Child Protection in Sport Unit NI
NSPCC
Block 1, Jennymount Business Park
North Derby Street
Belfast BT15 3HN
Telephone 028 90351135
Facsimile 028 90351100
Email: pstephenson@nspcc.org.uk

Scotland
Child Protection in Sport Unit Scotland
Children 1st
Sussex House
61 Sussex Street
Glasgow, G41 1DY
http://www.childprotectioninsport.org.uk
Telephone 0141 418 5670
Facsimile: 0141 418 5671

Ireland
ISPCC
Tel: 01 6767960
Fax: 01 6789012
http://www.ispcc.ie
29 Lower Baggot Street, Dublin 2
Childline on 1800 666666

Appendix B
RLSS UK
Safeguarding and Protecting Children Regulations

A requirement for ALL affiliated members

Paragraphs 1 to 3 of the following regulation are to be included, under a child protection heading, in each of the bye-laws and constitution of RLSS UK, its affiliated Clubs and all other affiliated bodies involved in Lifesaving in the United Kingdom which provide the opportunity to work (either on a paid or voluntary basis) with children and young people up to the age of 18 (individually as "The Affiliated Body"1 and collectively referred to as "The Affiliated Bodies") to ensure the same is binding throughout the sport.
Whereas paragraphs 4 to 12 are to be included in each Disciplinary Rules and Procedures of each of the Affiliated Bodies.

1. The [name of The Affiliated Body], agrees to adopt the RLSS UK Safeguarding and Protecting Children policies and procedures.

2. All individuals involved in Lifesaving through [name of The Affiliated Body] at every level, including participants, Officials, Trainers/Assessors, Volunteers, Administrators, Club Officials or spectators agree to abide by the RLSS UK Code of Ethics and Conduct ("Code") and all such individuals participating or being involved in Lifesaving through [name of The Affiliated Body] in one of the aforementioned roles or in a role which comes within the intended ambit of this paragraph and the RLSS UK Safeguarding and Protecting Children policies and procedures generally are deemed to have assented to and as such recognise and adhere to the principles and responsibilities embodied in the Code.

3. Each and every constituent member of [name of The Affiliated Body] including without limitation all Clubs and disciplines, shall be responsible for the implementation of the RLSS UK Safeguarding and Protecting Children policies and procedures in relation to their members.

4. Any act, statement, conduct or other matter which harms a young person or people, or poses or may pose a risk of harm to a young person or people, shall constitute behaviour which is improper and brings the sport into disrepute.

5. In these Regulations the expression "Offence" shall mean one or more of the Offences contained in Schedule 4 to the Criminal Justice and Court Services Act 2000 and amendment within the Sexual Offences Act 2003 (Home Office Circular 2005/16) and any other criminal offence which reasonably causes the Association to believe that the person accused of the offence poses or may pose a risk of harm to a young person or people.

6. Upon receipt by [name of The Affiliated Body] of:

6.1 notification that an individual has been charged with an Offence; or

6.2 notification that an individual is the subject of an investigation by the Police, Children's Social Care (Social Services) or any other authority relating to an Offence; or

6.3 any other information which causes the Body reasonably to believe that a person poses or may pose a risk of harm to a young person or people then the Affiliated Body shall have the power to order that an individual be suspended

from all or any specific Lifesaving activity for such a period and on such terms and conditions as it deems fit.

7. In reaching its determination as to whether an order under Regulation 6 should be made, the Affiliated Body shall give consideration to the following factors:

7.1 whether a young person is or young people are or may be at risk of harm;

7.2 whether the matters are of a serious nature;

7.3 whether an order is necessary or desirable to allow the conduct of any investigation by The Affiliated Body or any other authority or body to proceed unimpeded.

8. The period of an order referred to in 6 above shall not be capable of lasting beyond the date upon which any change under the Rules of The Affiliated Body or any Offence is decided or brought to an end.

9. Where an order is imposed on an individual under Regulation 6 above, The Affiliated Body shall bring and conclude any proceedings under the Rules of The Affiliated Body against the person relating to the matters as soon as reasonably practicable.

10. Where a person is convicted, or is made the subject of a caution in respect of an Offence, that shall constitute a breach of the rules of The Affiliated Body and it shall have the power to order the suspension of the person from all or any specific Lifesaving activity for such a period (including indefinitely) and on such terms and conditions as it thinks fit.

11. For the purposes of these Regulations, The Affiliated Body shall act through the RLSS UK Safeguarding Children Case Management Group and the Disciplinary Panels.

12. Notification in writing or an order referred to above shall be given to the person concerned and/or any Club with which he/she is associated as soon as reasonably practicable.

13. Where a person is deemed to be unsuitable to work with young people, RLSS UK will refer the person to the DBS, Access NI, GCVU (Ireland) or PVG (Scotland) so that consideration can be given to barring them from the children's or vulnerable adults' workforce.

Requirement for Constituent Members in the United Kingdom

All affiliated members of RLSS UK including, and without limitation, each and every other Club and discipline ("Constituent Member") must include the following wording under a 'Child Safeguarding' heading within their rules:

"The [name of Constituent Member] agrees to adopt the RLSS UK Safeguarding and Protecting Children policies and procedures. All individual members are deemed to have read, understood and assented to the RLSS UK Code of Ethics and Conduct ("Code") and as such recognise and adhere to the principles and responsibilities embodied in the Code."

All Constituent Members shall ensure that the following wording is incorporated into all membership forms and all forms, contracts and/or terms of engagement regarding the appointment of Instructors/Coaches, Officials and other individuals on a full-time, part-time or voluntary basis;

"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."

1The term "Affiliated Body" refers to all RLSS UK affiliated Clubs and all other affiliated bodies involved in Lifesaving in the United Kingdom.

Appendix C
RLSS UK Code of Ethics and Conduct

This Code applies to all those involved in the sport of Lifesaving at every level, including participants, Officials, Assessors, Trainers, Administrators, Club Officials, volunteers, parents and spectators. All such individuals have a responsibility to act according to the highest standard of integrity, and to ensure that the reputation of Lifesaving is beyond reproach.
Allegations of a child protection nature and concerns about poor practice relating to the breaking of this Code must follow the reporting procedures as contained in regulation 7.0 (Appendix B). All other allegations not within the ambit of the RLSS UK Safeguarding and Protecting Children policies and procedures should be addressed by the internal rules of the affiliated Club concerned.

Those involved in Lifesaving must respect the rights, dignity and worth of every person, participant and non-participant alike, treating everyone equally within the context of the sport. In particular, to be aware of the special needs of young people, their wellbeing, including difficulties or possible abuse experienced from within the sport or from other sources. Lifesaving has a duty to ensure that every child and young person involved in Lifesaving is able to participate in an enjoyable and safe environment and be protected from abuse.

Those involved in Lifesaving accept that all children and young people have the following basic rights:

- to be valued as a person
- to be kept safe
- to be treated with dignity and respect
- to be cared for as a young person, acknowledging their potential additional vulnerability and need for safeguarding and protection
- to have the barriers that some children and young people face to getting help because of their racial origin, barriers to communication, gender, age, religious belief or disability, sexual orientation, social background and culture recognised and addressed

Those involved in Lifesaving will provide an environment in which each young person feels safe and cared for, is valued, and is treated with dignity and respect.

Those involved in Lifesaving will discharge their duty of care to protect each young person from abuse.

Lifesaving is committed to maintaining the highest possible standards of behaviour and conduct at all Lifesaving training, competitions and events.

Equity

Lifesaving is opposed to discrimination of any form and will promote measures to prevent discrimination, in whatever form, from which it is being expressed.
All those involved in Lifesaving must respect the rights and choices of all human beings, treating everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.

The following Codes of Conduct must be adhered to at all times so that Lifesaving can be enjoyed by all.

Trainers and Assessors

This Code is a RLSS UK Trainer and Assessor Education Programme policy within which an accredited RLSS UK Trainer and Assessor MUST WORK. It should be used in conjunction with ALL other RLSS UK and Trainer and Training policies, procedures or recognised standards.
Through this Code, Assessors and Trainers who are accredited by RLSS UK accept their responsibility to sports performers and their parents and families, to Training and to RLSS UK affiliated Clubs, employers and all other colleagues.

Humanity

The Trainer/Assessor must respect the rights and choices of all human beings, treating everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.

Relationships

All RLSS UK Trainer/Assessors must be concerned with:

- The safety, well-being and protection of all individuals in their charge, ensuring that all training and competing demands are not detrimental to the social, emotional, intellectual and physical needs of the individual;
- Encouraging independence through guiding participants to accept responsibility for their own behaviour and performance within training and competition;
- Ensuring their behaviour is not misconstrued or open to allegations of favouritism, misconduct or impropriety, particularly where physical contact between Trainer/Assessor and participant is necessary within Training practice or assessment;
- Ensuring participants and relevant people are aware of their qualifications and experience, respecting the rights of the performers to choose to consent or decline to participate within Training or competing situations;
- Refraining from public criticism of other Trainers/Assessors, Staff, Volunteers or Officials – the definition of public in this instance means criticism expressed before, during and after training or competition and in any branch of the media (including social media), in meetings, workshops, conferences or at any time when you are working on behalf of, or representing the Royal Life Saving Society UK.

Integrity

All RLSS UK Trainer/Assessor, Staff, Coaches and volunteers must:

- Abide by the rules of RLSS UK;
- Follow fair play and ethical guidelines;
- Ensure that all training, assessment and competition is suitable and relevant dependant on the age, maturity, experience and ability of participants;
- Promote the prevention and education of the misuse of performance enhancing drugs and illegal substances and abide by the WADA Anti-Doping code;
- All Trainers/Assessors and Coaches must accurately present and evidence, upon request, details of their training qualifications and services;
- Trainers/Assessors claiming an affiliation, sponsorship or accreditation with any organisation should do so in a truthful and accurate manner;
- All Trainers/Assessors must declare, to the appropriate body, any criminal convictions.

Confidentiality

The Trainer/Assessor and participant must reach an agreement about what is to be regarded as confidential information. Confidentiality does not preclude disclosure of information to persons who can be judged to have a right to know. For example:

- Evaluation for selection purposes;
- Recommendations for employment;
- In matters of discipline within the sport;
- In matters of disciplinary action by a sports organisation against one of its members;
- Legal and medical requirements;
- Recommendations to parents/family where the health and safety of participants might be at risk;
- In pursuit of action to protect children and young persons from abuse.

The RLSS UK has adopted the standard NGB Information sharing protocol for Safeguarding and Protecting Children. For further information on the protocol please refer to Appendix G “Protocol for information sharing”.

Personal Standards

- RLSS UK Trainers/Assessors within the training/competing environment must not attempt to exert undue influences and pressures in order to obtain personal benefit and reward.
- Trainers, Assessors and Instructors must display high personal standards that project a favourable image of Lifesaving including:
  - Good personal appearance that projects an image of health, cleanliness and functional efficiency;
  - Trainers, Assessors, Staff, Volunteers and Officials should never smoke when in the Training or Competition environment or whilst they have a duty of care to young people;
  - Trainers, Assessors, Staff, Volunteers and Officials should refrain from drinking alcohol in the Training or Competition environment or whilst they have a duty of care to young people.

Competence

- All Trainers/Assessors must be appropriately qualified as per the requirements of the RLSS UK Trainer Assessor and Instructor Education Programme and should be able to refer to the RLSS UK TA Declaration of Competence.
- Trainers/Assessors should regularly seek ways of increasing their personal and professional development and ensure that they access training and learning opportunities in relation to safeguarding and protecting children appropriate to their role in accordance with the guidance within Working Together to Safeguard Children 1999 and 2006.
- Trainers/Assessors must be receptive to employing systems of evaluation that include self-evaluation and also external evaluation in an effort to assess the effectiveness of their work.
- Trainers/Assessors must be able to recognise and accept when to refer or recommend participants to other Assessors or structures. It is the Trainer's/Assessor's responsibility as far as possible to:
- Verify the competence of the participant;
- Verify the competence and integrity of any other persons or structure to which they refer the participant.

Safety

Within the limits of their control Trainers/Assessors, Staff, Volunteers and Officials have a responsibility to:

- Establish a safe working, training, assessing and competition environment;
- Ensure as far as possible the safety of the participants with whom they work;
- Protect children and young people from harm and abuse;
- Fully prepare their participants for the activities and make them aware of their personal responsibility in terms of safety;
- Ensure all activities undertaken are suitable for the experience and ability of the participants and in keeping with the approved practices as determined by RLSS UK Trainer and Assessor Education Programme;
- Communicate and co-ordinate with registered medical and ancillary practitioners in the diagnosis, treatment and management of their participants' medical and psychological problems.

Complaints Procedures

Please refer to Appendix H for the RLSS UK Complaints policy

Participants

- Treat everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.
- Know and abide by the Laws, rules and spirit of the Lifesaving
- Accept the decisions of the Officials without question or complaint (let your Team Captain or Trainer/Coach/Manager ask the necessary questions) and avoid words or actions which may mislead an Official.
- Respect the Officials at all times.
- Exercise self-control at all times and do not use illegal or dangerous tactics.
- Give maximum effort and strive for the best performance during a training session or competition.
- Must have the correct qualifications from RLSS UK for the level of competition they are entering.

- Learn to accept success and failure, victory and defeat with humility and dignity respectively and without excessive emotional displays.
- Abide by the instructions of the Trainers/Assessors, Staff, Volunteers and Officials provided they do not contradict the spirit of this Code.
- Treat your team mates and competitors, Trainers/Assessors, Staff, Volunteers and Officials with respect and consideration at all times – treat them, as you yourself would like to be treated.
- Do not attempt to improve individual performance by the use of banned substances or banned techniques.
- Do not use foul, sexist or racist language at any time.
- Be a good sport; applaud good performance, whether by your team or the competitor.
- Remember that the aim of Lifesaving is to have fun, improve yours skills and feel good.
- At the end of a competition thank your competitors and the Officials.

Spectators

- Remember the participants are taking part for their enjoyment not yours.
- Be on your best behaviour. Do not use foul, sexist or racist language or harass participants.
- Verbal abuse of participants, Trainers/Assessors, Staff, Volunteers and Officials is not acceptable in any shape or form.
- Show respect for competitors and Officials, without them there would be no competitions.
- Acknowledge good performance and fair play by competitors as well as your own participants.
- Do not ridicule participants who make mistakes.
- Do not overemphasise the importance of winning.

Parents

- Teach your child to treat everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.
- Do not force an unwilling child to take part in Lifesaving.
- Encourage your child always to play by the rules and respect the Officials.
- Young people are involved in sport for their enjoyment – not yours.
- Never ridicule or shout at your child for making a mistake or losing a competition.
- Teach your child that effort is as important as victory, so that the result of each competition is accepted without undue disappointment.
- Support all efforts to remove verbal, physical and racist abuse from Lifesaving.
- Turn defeat into victory by helping young people towards skill improvement and good sportsmanship.
- Remember young people learn best by example.
- Do not question publicly the judgement of Officials and never their honesty.
- Respect the decision of the Trainers/Assessors, Staff, Volunteers and Officials, they know Lifesaving and the young person's ability and capability.
- Recognise the value and importance of volunteer Trainers/Assessors, Staff, Volunteers and Officials – they give their time, energy and resources to provide recreational activities for your child.

- Insist on fair and disciplined play – do not tolerate foul play, cheating, foul, sexist and racist language.

Officials

- Must treat everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.
- Be consistent, objective, impartial and courteous when applying the rules of Lifesaving.
- RLSS UK does not advise Officials to travel alone with young people (under the age of 18) to competitions. We advise you generally always have another adult with you at all times. See Appendix E for further guidelines on transporting children.
- Compliment all competitors on good performance when the opportunity arises.
- Use common sense to ensure the spirit of the sport is not lost.
- Show patience and understanding towards participants who may be learning the sport.
- Must be in possession of and follow scrupulously and conscientiously all rules and regulations published by International Life Saving
- Make every effort to prepare fully for a competition, both physically and mentally.
- Do not be afraid to make decisions. An Official should be firm and fair at all times and must resist any possible influence from protests on the part of participants, team officials or spectators.
- Show respect towards participants and Team Officials.
- Be honest and completely impartial at all times.
- Decline to be appointed to a competition if not completely mentally and physically fit (because of illness, injury, or for family or other reasons).
- Inform the person or body directly responsible if unable to officiate for any reason.
- Refrain from requesting hospitality of any kind, or accept any hospitality offered and considered to be excessive, this could be misconstrued as a form of bribe.
- Always have regard to the best interests of Lifesaving, including where publicly expressing an opinion on the competition or any particular aspect of it, including others involved in the competition.
- Do not tolerate foul, sexist or racist language from participants and/or Officials.
- Must comply with the decisions of the Chief Judge and/or Jury taken within their authority.
- In reports Officials should set out the true facts and not attempt to justify any decisions.
- An Official should refrain from publicly expressing any criticism of fellow Officials.
- An Official should assist with the development of less experienced Officials.
- An Official must uphold the authority and dignity of International Lifesaving.

Club Officials

- Must treat everyone equally and sensitively regardless of their age, gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.
- Accept the special role that you have to play in the establishment of standards by setting a good example of behaviour and conduct at all times.
- Do not manipulate the rules in order to benefit yourself personally or your Club.
- Encourage participants and Trainers/Assessors, Staff, Volunteers and Officials to abide by the rules and spirit of the sport.
- Do not use foul, sexist or racist language.
- Use your official position to take action against spectators who harass, abuse or use foul, sexist or racist language towards participants, Trainers/Assessors, Staff, Volunteers and Officials.
- Ensure that proper supervision is provided with suitably qualified Trainers/Assessors and Officials who are capable of promoting good sporting behaviour and good technical skills.
- Ensure all equipment and facilities meet safety standards.
- Respect the rights of other Clubs, Branches and Regions.
- Show respect to Trainers/Assessors, Staff, Volunteers and Officials, participants and others involved in the sport.
- Do not endeavour to influence the result of a competition by any actions that are not strictly within the rules of Lifesaving
- Remember Lifesaving and sport is enjoyed for its own sake – play down the importance of winning.
- Always have regard to the best interests of the sport, including where publicly expressing an opinion on the competition or any particular aspect of it, including others involved in the competition.
- Resist illegal or unsporting influences, including banned substances and techniques.
- Promote ethical principles.
- Accept the decisions of the Officials without protest.
- Avoid words or actions, which may mislead an Official.

Appendix D
RLSS UK Guidelines for the use of photography and video images

Definition
Photographic Images and Video Images includes the use of cameras, digital cameras, video recorders, mobile phones and PDAs.

Introduction
The Royal Life Saving Society UK is committed to ensuring that all young people who participate in Lifesaving have a safe and positive experience. The Royal Life Saving Society UK is committed to developing and implementing policies and procedures which ensure that everyone understands and accepts their responsibility in relation to their duty of care for young people. Essential to this commitment, is to ensure that all necessary steps are taken to protect young people and vulnerable adults from the inappropriate use of their images in resource and media publications, on the internet, and elsewhere.

Photographs and video can be used as a means of identifying children and young people when they are accompanied with personal information, for example, - this is 'X' who is a member of Townsville Lifesaving Club who likes Take That and supports Manchester United. This information can make a child vulnerable to an individual who may wish to start to "groom" that child for abuse.

Secondly, the content of the photo or video can be used or adapted for inappropriate use. While this is rare in Lifesaving, there is evidence of adapted material finding its way onto child pornography sites. Lifesaving Clubs, Branches and Regions therefore need to develop a policy in relation to the use of images of children/young people on their web sites and in other publications. When assessing the potential risks in the use of images of players, the most important factor is the potential of inappropriate use of images of children.

If your Club, Branch and Region are aware of the potential risks, and take appropriate steps, the potential for misuse of images can be reduced.

Key Concerns

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on Lifesaving web sites and other publications. By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect children/young people wherever and whenever photographs and recorded images are taken and stored.

These guidelines focus on the following key areas:

- The publishing of photographic and/or recorded images of children/young people.
- The use of photographic filming equipment at Lifesaving events.
- The use of video equipment as a coaching aid.

And adopt the following key principles:

- The interests and welfare of children taking part in Lifesaving are paramount.
- Parents/carers and children have a right to decide whether children's images are to be taken, and how those images may be used.
- Parents/carers and children must provide written consent for children's images to be taken and used.
- Images should convey the best principles and aspects of Lifesaving, such as fairness and fun.
- Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse.
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event.
- All images of children should be securely stored.
- In the case of images used on web-sites, particular care must be taken to ensure that no identifying details facilitate contact with a child by a potential abuser.

Publishing Images

Easy Rules to Remember:

- Ask for written permission from the athlete and parent/carers to take and use their image. This ensures that they are aware of the way the image is intended to be used to represent the sport. The Consent Form is one way of achieving this (see Template 6, Photography and video consent form)

- If the athlete is named, avoid using their photograph;
- If a photograph is used, avoid naming the athlete and NEVER publish personal details (email addresses, telephone numbers, addresses etc.) of a child/young person;
- Only use images of players in suitable dress to reduce the risk of inappropriate use;
- Try to focus on the activity rather than a particular child and where possible use photographs that represent the broad range of children/young people 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

Ensure that images reflect positive aspects of children's involvement in Lifesaving.

Use of Photographic Filming Equipment at Lifesaving Events

The Royal Life Saving Society UK does not want to prevent parents, carers or other spectators being able to take legitimate photographs or video footage of competitors. However, there is evidence that certain individuals will visit sporting events to take inappropriate photographs or video footage of children/young people.

All Clubs, Branches and Regions should be vigilant about this possibility. Any concerns during an event should be reported to the Club, Branch, Event or RLSS UK lead Child Welfare Officer.
The Royal Life Saving Society UK strongly recommends registration for those wishing to take photographs or video footage of children/young people:
An application should be made to the organising body who will issue an identification pass giving an individual the authority to take photographs or video footage of children/young people at a particular nominated event. Upon request, the Royal Life Saving Society UK will issue the appropriate pass to the individual who has applied.
You should:

- Inform athletes and carers that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.
- Introduce a system to ensure that press photographers are made aware of those children/young people without 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 identification which must be worn at all times.
- Do not allow unsupervised access to athletes or one to one photo sessions at events.
- Do not approve/allow photo sessions outside the events or at an athlete's home.

If parents/carers or other spectators are intending to photograph or video at an event they should also be made aware of your expectations:
• Parents/carers and spectators should be asked to register at an event if they wish to use photographic equipment including mobile phones with photographic technology.

The recommended wording for any announcement is:

'In line with the recommendation in the RLSS UK Safeguarding and Protecting Children Policy and Procedures, the promoters of this event request that any person wishing to engage in any video, zoom or close range photography should register their details with staff before carrying out any such photography. The event organisers reserve the right to decline entry to any person unable to meet or abide by the organiser's conditions.'

If you are asking the press or a professional photographer to a competition or event, it is important to ensure they are clear about expectations of them in relation to child protection and the welfare of young people.

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

Videoing as a coaching aid

Video can be a valuable coaching aid for club, branch, regional and national coaches.

When using video ensure that:

- Children and their parents/carers have given written consent.
- Athletes and their parents are aware that this is part of the coaching programme and clear of the purpose of filming as a coaching aid.
- The films are then stored safely.

Related Documents

Template 6 - Photography and video consent form

Appendix E
RLSS UK Transport Guidelines

The Royal Life Saving Society UK appreciate that clubs, branches and regions could not operate without the goodwill of volunteers and parents ensuring that children are returned home or transported to training or events.

The vast majority of coaches and volunteers help out through their genuine desire to see children participate and develop in Lifesaving. Unfortunately we must face the reality that there are a minority of others who will join a club to gain access to children and create an air of acceptability about their role, justifying their close contact with children. Developing credibility is an essential part of any abuser's 'grooming process', not only grooming the child but also grooming other coaches or parents i.e. becoming the best volunteer and making themselves indispensable. The last stage to enable someone to offend against a child is viewed as grooming the environment i.e. creating a justifiable reason for getting the child alone.

The Royal Life Saving Society UK strongly recommends that coaches and volunteers do not to take children on journeys in their car alone.

If all alternatives have been exhausted and an adult has to transport a child alone there are a number of safety measures that should be put in place to minimise the risk:

- Clubs should ensure that the driver like all coaches/volunteers who have access to children in your organisation should be subject to the RLSS UK recruitment policy and therefore have agreed to a DBS check being carried out on them.
- Clubs should ensure that the driver has a vehicle which is fit for purpose, i.e. passed its MOT and is adequately insured.
- Clubs should check that the driver has an appropriate and valid driving licence.
- Parents/guardians should be informed of the person who will be transporting their child, the reasons why and how long the journey will take.
- A person other than the planned driver should talk to the child about transport arrangements to check they are comfortable about the plans.
- The driver should ensure wherever possible that they have more than one child in the car.
- When dropping children off after an event or training session, coaches/volunteers should alternate which child is dropped off last. Ideally two children would be left off at an agreed point i.e. one of their family homes so that no child is alone with a coach or volunteer.
- Ensure that children 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 is more likely to talk to another person if they are feeling uncomfortable about a situation.
- Children should be secured adequately in line with the current regulations either in a seat or wear an appropriate seatbelt that complies with current legislation, and be instructed to behave responsibly in vehicles at all times. For further information on in car safety for securing children please visit http://www.dft.gov.uk/think/focusareas/children/childincar
- The driver should have emergency breakdown cover, plus access to a mobile phone and emergency contact details for the parent/guardian of the children they are transporting.

Away travel

Travelling away is a regular event for many clubs. Trips may vary from short journeys across town to train 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. Communication with all parties is a key issue when planning any journeys: -

Children should be aware of the travel plans, venue and time for collection and time of return.
Children should have a clear understanding of what standard of behaviour is expected of them.
Parents should be made aware of the above, costs of the travel and must have completed a consent form detailing any medical issues that the relevant people should be aware of.

Parents should also have the name and contact details of the relevant person in the event of an emergency.
Other coaches/volunteers need to be made aware of what their responsibilities are in advance of the trip.
If the trip is a long journey, it is important that all coaches / volunteers have an itinerary and each other's contact details.
For further information on travelling away please see the RLSS UK Away travel guidance.

Late collections

These can present clubs and coaches with particular difficulties. Parents/guardians should be provided with guidelines addressing the issue and outlining their responsibility and the consequences of late collections. Clubs should have contact numbers for parents/guardians and if possible be provided with an alternative contact number. Parents/guardians should have a list of contact numbers for the club to inform them of emergencies and possible late collections.

In the event of a late collection, coaches/volunteers should: -

- Attempt to contact the parent/guardian.
- Make contact with the Club Welfare Officer to inform them of the situation.
- Wait with the young person. Wherever possible do so in the company of other people.
- Remind parents of the policy in relation to late collections.

In the event of a late collection, coaches/volunteers should not: -

- Take the child to their own home or to any other location.
- Ask the child to wait alone with them in their vehicle.
- Send the child home with another person without parental permission.

Parents should be informed that it is not the responsibility of the Club to transport children if the parent/guardian is delayed.

Appendix F
RLSS UK Club Welfare Officer Role Description

The protection and support of young people in Lifesaving is of paramount importance to RLSS UK. The Club Welfare Officer will, therefore, act as a first point of contact for any person in Lifesaving at a Club level who has a concern about child welfare and protection. They will assist the Club in developing and promoting a young people focused and friendly environment. The post will be subject to a DBS check.

Areas of Knowledge

- Basic knowledge of core legislation, government guidance and national framework for child protection
- Basic knowledge of roles and responsibilities of statutory agencies (Social Services, Police and Area Child Protection Services.
- Local arrangement for managing child protection and reporting procedures.
- Poor practice and abuse – behaviour that is harmful to children.

- Knowledge and understanding of the Royal Life Saving Society UK's role and responsibilities to safeguard the welfare of children and young people including boundaries of the Club Welfare Officer role.
- Knowledge and understanding of the Royal Life Saving Society Safeguarding and Protecting Children policy and procedures.
- Core values and principles underpinning practice.
- Awareness of equalities issues and child protection.

RECOMMENDED
Basic knowledge of how abusers 'target' and 'groom' organisations to abuse children.
Best practice in prevention.

Specification, Skills and Abilities:
- Must be over 18 years of age;
- Must be in full membership of the society;
- Basic administration – the ability to organise and maintain records and record information received;
- Act as a local source of advice on child protection matters;
- Child focussed approach and the ability to support the interests of young people within Lifesaving;
- Communication skills;
- Ability to promote organisation's policy, procedures and resources;
- Ability to provide information about local resources.

Core Tasks
- Assist the organisation to fulfil its responsibilities to safeguard children and young people at club level.
- Assist the Royal Lifesaving Society to implement its child protection policy at club level.
- The first point of contact for staff, volunteers, parents and children/young people where concerns about children's welfare, poor practice or child abuse are identified.
- Be the first point of contact with the RLSS UK National Lead Child Protection Officer.
- Implement the organisation reporting and recording procedures.
- Maintain contact details for local Social Services, Police.
- Know how to obtain Area Child Protection Committee guidelines.
- Promote the RLSS UK's best practice guidance/code of conducts within the club.
- Sit on the club's management committee
- Promote and ensure adherence to the organisation's child protection training plan.
- Promote and ensure confidentiality is maintained.
- Promote anti-discriminatory practice.

Appendix G
Royal Life Saving Society Protocol for Information Sharing

Purpose

To provide a framework within which sports bodies, statutory bodies and relevant others can share information appropriately in the interests of protecting children from harm.

To provide a tool to:

- to clarify the principles upon which decisions: to share, or not to share, information; at what relevant level to share; how to share; and with whom (internally and with external agencies).
- share appropriately relevant information to protect children from actual or potential harm.
- raise awareness of best practice in information sharing which will assist in developing consistent processes and practices both within and outside of the sport sector.
- enable other agencies to share relevant information confidently with the sports sector.
- ensure that information sharing practice reflects the framework of legislation and guidance.
- ensure that those who are the subject of the information to be shared understand and have confidence in the processes followed by the bodies which have adopted this protocol.
- clarify appropriate routes of communication for all agencies (sports organisations, statutory agencies and appropriate others) for information sharing.

Principles

- A child is defined as being under the age of 18 by the Children Act 1989 and when making decisions about sharing information about a child/children their welfare if the paramount consideration. Decisions to share information may be for the purpose of protecting an individual child or children in general).
- Sports organisations will share information where they reasonably believe that it is necessary to share in order to protect or safeguard a child/children.
- Sports organisations will explain openly and honestly, or at least notify, at the outset what information will or could be shared, and why, and seek agreement – except where doing so puts the child or others at risk of significant harm.
- Consent to share information will usually be sought, however, if consent is refused or there are good reasons not to seek consent, consideration will be given as to whether there is a sufficient public interest for the information to be shared (principles of openness, consultation and inclusion).
- Sports organisations will respect the wishes of children or families who do not consent to share confidential information – unless in their judgement there is sufficient reason to override that lack of consent.
- Sports organisations will share no more information than is necessary for the specific purposes of sharing that relevant information (principle of proportionality).

- Sports organisations will ensure that people to whom this protocol applies are aware of the protocol and implications for them in order to ensure that its application is a transparent process.
- When sharing information sports organisations will ensure that they clarify which information they are sharing is factual (to the best of their knowledge) and which is an expression of professional opinion (principle of certainty of facts).
- Sports organisations will ensure that the way that information is shared is appropriate to the level of urgency but information will always be supported by a written report.
- Information that is shared will be accurate, up to date, necessary for the purpose for which it is being shared, shared only with those with a need to see it and shared securely.
- Records will always be kept of the decision to share, or not to share, information and the reasons for this decision.
- Where information is shared during the course of an investigation, the outcome will be shared with those to whom the original information was sent.

The Type of Information that will be shared

- Information relating to safeguarding/welfare/child protection concerns which meet the threshold for referral to external safeguarding agencies (Police or Social Services) will be shared in all cases.
- Information which raises safeguarding concerns arising from DBS disclosures. The threshold that will be applied is that the organisation's judgement is that the individual is unsuitable to work with children.
- Information indicating safeguarding/child protection concerns but which is not acted on by statutory agencies (for example, where prosecution is not possible, or has been unsuccessful; where a referral is 'bounced back' by Social Services or the Police as not meeting their threshold, but the organisation judges that concerns remain; or where risks are identified from information arising as a result of recruitment or other internal processes.
- Information relating to poor practice cases (for example, breach of codes of conduct/ethics) involving a perceived risk to children, but not meeting the threshold for referral to external safeguarding agencies, and:
- where the organisation has either suspended or excluded the individual, or
- has put in place special arrangements or monitoring to ensure children's welfare as a result of its disciplinary process.
- Clearly these different categories or levels have implicitly different implications for information sharing. High level concerns meeting the threshold for police or Social Services action should be managed by those agencies. The sports organisation with information that a concerning individual may be operating with children in another organisation(s) should in the first instance pass this information to the statutory agencies, and the sports organisation should seek the advice of the statutory agencies when consideration is being given to sharing information with the other organisation(s).

Process for information sharing & receiving of information

- The decision to share information will be based upon the principles embedded in the protocol.

- The sports organisation will decide which organisations information needs to be shared with based on the level of concern and on a need to know basis.
- The sports organisation will identify who is the appropriate person within the organisation to whom they should make the referral (this will be determined by that individual's role and responsibilities in relation to management of child protection/safeguarding concerns).
- Where the concerns are about a child within their family or wider community (a non-sport context) sports organisations will refer information to the statutory agencies (Police or Social Services) in the area in which the child lives.
- Where concerns are about possible or actual abuse of a child by someone within the sports organisation, the sports organisation will refer this to the statutory agencies where the alleged abuse may have taken place.
- Where the sports organisation is aware or believes that the person against whom the allegation is made may work with children in other organisations, they will seek the advice of the statutory agencies regarding whether information should be shared with those other organisations and, if so, by whom.
- Where concerns arise in the context of services/activities for children provided on behalf of a school/educational establishment or within a school sport/physical education setting the National School Sport Strategy Protocol for Safeguarding Children should be followed.
- Where a sports organisation has deemed someone is unsuitable to work with children as an outcome of its disciplinary process it will refer that individual's name to the Protection of Children Act list. Information about the outcome of a disciplinary process will only be shared on a need to know basis both within the organisation and with external agencies.
- Where there has been statutory agency investigation, and/or where the person who is subject of the investigation is subject to the monitoring of the local Multi Agency Public Protection Panel (MAPPP), sports organisations will contribute to the statutory agencies' planning processes where requested.
- The outcome of disciplinary processes would not normally be shared with external agencies by the sports organisation without the consent of the individual who is subject to this process (for example, for the purposes of providing a reference). Exceptions to this would be guided by the principles embedded within this protocol.
- Outcomes of disciplinary processes will be shared within the sports organisation on a strictly need to know basis.
- When sports organisations are recruiting staff or volunteers to work with children they may be provided with information that would indicate that an individual may pose an actual or potential risk to children or may be unsuitable to work with children. As part of their recruitment processes sports organisations will have procedures in place that ensure that consent has been obtained from current/prospective employees/deployees both to obtain the information and to clarify it where necessary.
- Sports organisations will have in place policies, procedures and processes that ensure that appropriate recruitment and selection processes are consistently applied that reflect the need to safeguard children.
- As many recruitment processes are being applied retrospectively (since sports organisations have been able to access DBS disclosure information) sports organisations will have processes in place to determine whether someone remains suitable to work in their current position with children.

They will also need to decide whether relevant information needs to be shared with statutory agencies or other organisations.

- It is unlawful for any organisation to share the content of DBS disclosures with other organisations, consequently any decisions to share information where there are concerns about the risk an individual may present to children must be directed to the statutory agency from which the information was sourced (in the majority of cases this will be the Police). A disciplinary decision can, however, be shared where an individual may present a risk to children and where the principles embedded in this protocol have been followed.
- Occasionally sports organisations may be directed by a Court, or given permission by a Court, to share information about an individual where the Court has determined that the individual poses a significant risk to children and the sports organisation may need to take action to contribute to management of the risk this individual poses.

All information held regarding complaints about poor practice by sports organisations will usually only be shared with the consent of the individual against whom the complaint has been made.

Appendix H
RLSS UK Guidance on Complaints

Foreword
This guidance must be read in conjunction with the RLSS UK Safeguarding and Protecting Children and Young People's policy and procedures and the RLSS UK Code of Practise which provide comprehensive instruction regarding complaints procedures both for Children and Adult members.

Adoption of this guidance applies to all and is mandatory for all staff, members, athletes, lifesavers, trainers, coaches, officials and volunteers within the Royal Life Saving Society UK.

This document seeks to provide a brief but accurate guidance to the procedures that must be followed when a complaint is received.

Complaints may be received from many different people and organisations both inside and outside lifesaving but it should at all times be remembered that Children and Young People are equally entitled to complain as adults and everyone within the Royal Life Saving Society UK must be conversant with the procedures for dealing with them in a child friendly way whilst ensuring both the procedures are followed and the child's rights are protected.

Equally, parents, guardians and other carers must be made aware of and understand that they will also be listened to and appropriate action taken if they have cause for concern or complaint.

Regarding Children
Children often do not realise that adults sometimes find it difficult to recognise that they are worried or unhappy about something and unless they tell someone, their worries or concerns may go unaddressed.

Children can also allow a concern that may seem to an adult to be minor, to become far more troublesome and escalate to a perceived level which is then monumental to the child. We should always be mindful of this phenomenon and seek to interact positively with them.

Members of the Royal Life Saving Society UK must strive to ensure that there is at all times a culture within Regions, Branches, Committees, groups or clubs which is conducive to encouraging all Children and Young People to feel able to speak to other members of the group or club regarding their worries or concerns.

The following is a guide to the recommended process of dealing with a disclosure by or on behalf of a Child which may be a parent, guardian, carer or friend in relation to the severity of the disclosure. Such action must be immediate where possible and all stages 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.

It should always be remembered that complaints from or concerning a child or young person have become quite serious in the mind of the child or young person long before the complaint is made.

A child or young person cannot feel valued or cared for if he / she have cause for concern. There is no doubt that complaints are almost invariably 'better dealt with at the earliest opportunity' and the outlined procedures should be a last resort.

Note: If the disclosure is of a serious nature which 'demands' referral to the RLSS UK Lead Child Protection Officer, Children's Care 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 and Protecting Children Policy & Procedures must be observed.

Timescales
All timescales shown refer to that 'maximum' period that action should commence. Whist 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.

Level One: Local Resolution
Timescale: immediate referral and resolution within 7 days

As an adult member of the Club or the Royal Life Saving Society UK, when a Child or Young Person has disclosed a complaint or concern to you, your first duty is to assess if it is appropriate for you to deal with.
In general terms if it 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 before embarking on this course of action.
Remember that 'confidentiality' must be adopted whenever and wherever possible subject to the constraints outlined in the Royal Life Saving Society UK Safeguarding and Protecting Children Policy & Procedures.

Having successfully addressed the concern to the satisfaction of the Child or Young Person, parent, guardian, carer or friend, you must inform your Club Welfare Officer of the circumstances and outcomes.

You should always inform the child's parent or guardian regarding the disclosure and resolution, as the matter which you have resolved may be one of a number of indicators to the parent or guardian that there are other concerns to be addressed. The task of informing the parents 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 Young Person must be informed that you intend referring the matter to the Club Welfare Officer.

Level Two: Resolution through Club Welfare Officer
Timescale: immediate referral

The primary role of the Club Welfare Officer will be one of resolution to the satisfaction of the Child or Young Person, parent, guardian, carer or friend if possible.

The Club Welfare Officer may deal with such matters within his / her threshold for instance minor and club rule infringements, poor practice and bullying. The Club Welfare Officer should at all times be mindful of the various areas of support he/she can access and which is offered within the Royal Life Saving Society UK Safeguarding and Protecting Children policy.

The Club Welfare Officer must document the disclosure and the outcomes whilst observing confidentiality and secure storage of referral documentation.

Level Three: Investigation and / or Dispute Resolution
Timescale: immediate referral

If the Club Welfare Officer defines the disclosure / complaint as 'more than' the Club Welfare Officer's intervention threshold (demands formal investigation and / or clear evidence of abuse or breach of Codes of Conduct) the Club Welfare Officer must refer the matter immediately to the RLSS UK National Lead Child Protection Officer who will manage the direction and appropriate process of investigation.

If deemed appropriate, the findings of the National Lead Child Protection Officer may instigate Disciplinary or Dispute Resolution Procedures as outlined in the Royal Life Saving Society UK Code of Practise or the Royal Life Saving Society Safeguarding and Protecting Children Policy. Timescales within each of these procedures shall then take precedence.

Level Four: National Level
Timescales: As outlined in the Royal Life Saving Society UK Code of Practise

At national level and after consideration of all forms of resolution, the National Lead Child Protection Officer who, in cases that reach the National threshold may initiate Discipline or Dispute Resolution procedures as outlined in the Royal Life Saving Society UK Code of Practise.

Level Five: Appeal against outcomes
Timescales: As outlined in the Royal Life Saving Society UK Code of Practise

If a Child or Young Person wishes to appeal against any findings through the above processes they may do so.

The following levels and avenues of appeal apply:

1. Appeal level One: RLSS UK National Lead Child Protection
   - May appeal to the RLSS UK National Lead Child Protection Officer
   - The National officer will engage the Royal Life Saving Society UK Child Protection Case Management Group.

2. Appeal level Two: RLSS UK Chief Executive and RLSS UK Management Board.
   - May appeal to National Level through the Royal Life Saving Society UK Management Board and the Chief Executive.

Appendix J
Child Safeguarding Case Support Officer

- The Child Safeguarding Support Officer (CSSO) will provide support to individual/s where an allegation has been made against them.
- The CSSO will not be involved in the investigation into the allegation and will be available to provide procedural information and clear timelines for the individual/s accused.
- The CSSO will not pass judgement on any allegations and will remain objective.
- Discussions between the CSSO and the individual/s accused will remain procedural at all times.
- The CSSO will be up-to-date with the Royal Life Saving Society policy for dealing with allegations. This will be outlined to the individual at all stages of the investigation.
- The CSSO will maintain confidentiality wherever possible and in line with Royal Life Saving Society's policies and procedures.
- The CSSO will be contactable by telephone for the individual accused and will keep them updated as the investigation progresses.
- The CSSO will be appropriately trained to carry out the role and will be able to refer the individuals accused onto appropriate external agencies for further support if necessary.

Appendix K
RLSS UK Club Guidelines

Here are some practical ways for your organisation to help safeguard the children and young people who take part in your activities:

- Staff ratios
- Changing rooms
- Injuries and illness
- Collection by parents/carers
- Discipline
- Physical contact
- Sexual activity
- Participants with disabilities

Staff ratios

Volunteer/participant ratios should be based on the age of the children involved, the degree of risk the activity involves, and whether there are disability needs. The lower the age of the participants, the greater the need for supervision. If the activity is mixed gender, male and female volunteers should be available. For Lifesaving activity RLSSS UK recognises and firmly recommends the staff/pupil ratios outlined in the ISRM publication "Safe Supervision".

At time of print 06/2009 the ratios are as follows

- 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 detailed an up to date guidance please refer to RLSS UK Code of Practice, RLSS UK Award Syllabi and "Safe Supervision" ISBN 1 900738 16 3

Changing rooms

- When children and young people use changing rooms, they should be supervised by two adult members of the club. Adult volunteers should not change or shower at the same time using the same facilities. For mixed gender activities, separate facilities should be available for boys and girls.
- If a child feels uncomfortable changing or showering in public, no pressure should be placed on them to do so. Instead, they should be encouraged to change in private and shower at home.
- If children with disabilities use your club, make sure they and their carer's are involved in deciding how they should be assisted. Ensure they are able to consent to the assistance that is offered.

Injuries and illness

Your club should have guidelines and report forms for any injuries children sustain during activities (clubs often use those provided by the facility where they operate from). Where volunteers witness an injury the parents must be told as soon as possible. If the child needs medical attention you must arrange this immediately and inform the parents/carers as soon as possible. You should always ensure you have up-to-date contact details at lifesaving activities or events and information about any relevant medical conditions for children in your care.

NB when dealing with any emergency (medical or otherwise) always ensure that other lifesavers are being supervised by appropriately qualified volunteers.

Collection by parents/carers

Your organisation should develop and publicise policies about the collection of children and young people from lifesaving activities. These policies should be based on the age of the children and the location, time and type of activity.

Parental Consent

Make sure you receive permission from parents/carers for children and young people to participate in any of the games, competitions, training or practice sessions you run. You should provide a timetable/programme of activities at the beginning of each term. You should also notify parents/carers of any changes to this timetable in writing.

Late collection of children

Late collection of children by parents presents clubs and volunteers with a potentially difficult situation. Your club should develop written guidelines for parents explaining your policy for dealing with late collection of children.

The guidelines should:

- Make clear that it is not your club's responsibility to transport children home on behalf of parents who have been delayed.
- Include a club volunteer contact number (welfare officer) and an instruction to parents/carers to phone if there is any likelihood of late collection.
- Ask parents to provide an alternative contact name or number, for staff to use when they are not available on their usual number.

In cases of late collection, volunteers:

SHOULD:

- Attempt to contact the child's parent or carer on their contact number.
- Use the alternative contact name/number if necessary.
- Wait with the child/young person at the club facility, with other staff/volunteers or parents present if at all possible;
- Remind parents/carers of the policy relating to late collection.

SHOULD NOT:

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

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/young person.

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 lifesaving;
- Reinforce positive behaviour or attitudes;
- Reinforce awareness of health and safety aspects of the activity.

Physical contact

Lifesaving activity may, on occasion, require a degree of physical contact between trainers and children or young people. Teachers, Instructors and Trainer Assessors may need to use it to instruct, encourage, protect or comfort. Your club should develop and publicise clear guidelines about physical contact, so that adults and children/young people understand appropriate types of touching and their appropriate contexts.

It should be recognised that physical contact between an adult and a child that may occur during legitimate teaching or coaching may be misconstrued or misunderstood by a pupil, 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. As a general principle adults in positions of responsibility should not make gratuitous or unnecessary physical contact with children and young people. It is particularly unwise to attribute frequent touching to their teaching or coaching style or as a way of relating to young participants.

Responding to distress and success

There may be occasions where a distressed young person 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 young person or coach 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 young person over a period of time. It should also be considered that what, as an adult may, be felt appropriate may not be shared by a young person.

Physical contact during lifesaving sessions should always be intended to meet the child's needs, NOT the adult's. The adult should only use physical contact if their aim is to:

- Develop lifesaving skills or techniques;
- To treat an injury;
- To prevent an injury;
- To meet the requirements of the sport.
- 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 for permission.

- The 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.

Physical punishment
Any form of physical punishment of children is unlawful, as is any form of physical response to misbehaviour unless it is by way of physical intervention to prevent a young person from;

- Harming themselves.
- Harming other.
- Damaging property.

Sexual activity

Within lifesaving, as within other activities, sexual relationships do occur. All lifesaving organisations should therefore be aware of the law relating to sexual behaviour and should develop and promote guidelines relating to sexual activity. These guidelines should address sexual activity both between children and young people and between adults and young people.

Sexual activity between children/young people involved in lifesaving should be prohibited during team events, in sports facilities or social activities organised by the club/organisation. Inappropriate or criminal sexual behaviour committed by a young person may lead to disciplinary action in accordance with the RLSS UK guidance.

Sexual interactions between adults and young people (16+) involved in lifesaving raise serious issues given the power imbalance inherent in the relationship. Where a young person is of the age of consent the power of the adult over that young person may influence their ability to genuinely consent to sexual activity. A Trainer or other adult in a position of authority may have significant power or influence over a young person's career.

Sexual activity between adults and young people (16+) involved in the lifesaving should be prohibited when the adult is in a position of trust or authority (coach, trainer, official). Inappropriate or criminal sexual behaviour committed by an adult should lead to suspension and disciplinary action in accordance with RLSS UK guidance.

Sexual activity between adults and children under the age of 16 is a criminal act and immediate action must be taken to report it.

Participants with disabilities

- Children or young people with disabilities should have the same rights and opportunities as others involved in sport to have fun and be safe. Their particular vulnerability to abuse or neglect requires lifesaving clubs/organisations to take additional steps to safeguard them.
- Information relating to club policies and procedures should be fully accessible to children and young people with communication difficulties.
- Specialist training or advice should be sought by clubs/organisations that involve children/young people with disabilities in lifesaving. For example, when staff need to guide blind or partially sighted children, training will help ensure that they use the most appropriate methods. If training is not available, ask the child for advice or seek the advice of parents or carers.

- When transporting child with disabilities, the vehicles used should meet the needs of the children and be roadworthy. Appropriate and trained escorts should be in attendance in the vehicle.
- When children with disabilities are lifted or manually supported, the individual child should be treated with dignity and respect. Relevant health and safety guidelines must be followed to ensure the safety of the child and those assisting. It is recommended that those assisting receive appropriate training.

Adapted from the Child Protection in Sport Unit, www.thecpsu.org.uk

Appendix L -
RLSS UK Branch Child Protection Officer Role Description

The protection and support of young people in Lifesaving is of paramount importance to RLSS UK. The Branch Safeguarding Officer will, therefore, act as a first point of contact for any person in Lifesaving at a Club level within their branch who has a concern about safeguarding and protecting children and vulnerable adults.

Core Specifications, Skills and Abilities

- Must be over 18 years of age;
- Must be in full membership of the society;
- Must be able to respect confidentiality;
- Should be known by the Branch Membership and be approachable, sensitive and diplomatic;
- Must be willing to/or have had an enhanced criminal record check through the appropriate agency;
- Willing and able to attend Child Protection training and updates unless already trained to a similar or higher level;
- Willing and able to travel to visit local clubs and groups;
- Be a good communicator and effective listener;
- Basic administration – the ability to organise and maintain records and record information received;
- Act as a local source of advice on child protection matters;
- Child focussed approach and the ability to support the interests of young people within Lifesaving;
- Communication skills;
- Ability to promote organisation's policy, procedures and resources.

Core Areas of Knowledge

- Basic knowledge of core legislation, government guidance and national framework for child protection;
- Basic knowledge of roles and responsibilities of statutory agencies (Social Services, Police and Local Safeguarding Children's Board's);
- Basic knowledge and awareness of local arrangements for managing child protection and reporting procedures;
- Able to recognise poor practice and abuse – behaviour that is harmful to children;
- Knowledge and understanding of the Royal Life Saving Society UK's role and responsibilities to safeguard the welfare of children and young people including boundaries of both the Branch Safeguarding Officer and Club Welfare Officer roles;
- Knowledge and understanding of the Royal Life Saving Society Safeguarding and Protecting Children policy and procedures;
- Core values and principles underpinning practice;
- Awareness of equalities issues and child protection.

RECOMMENDED

Basic knowledge of how abusers 'target' and 'groom' organisations to abuse children. Ideally this should include awareness of technology and its use in these areas. Best practice in prevention.

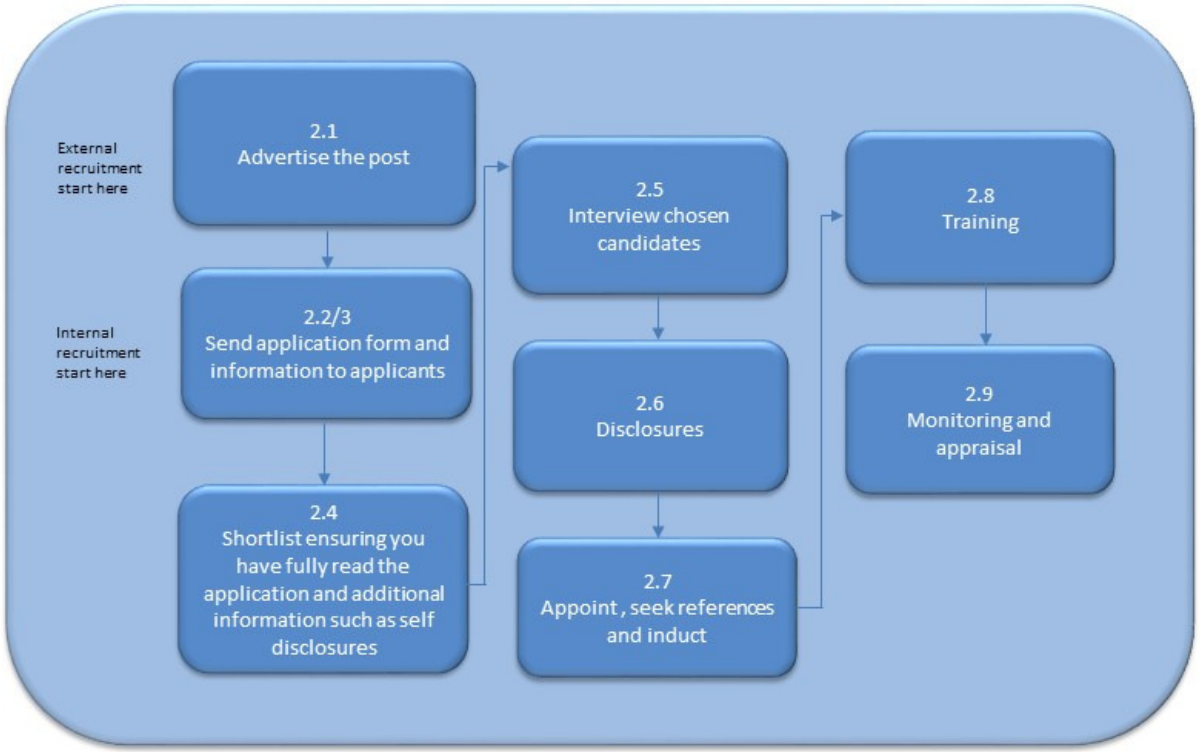
Core Tasks

- Assist the organisation to fulfil its responsibilities to safeguard children and young people at branch level;
- Assist the Royal Lifesaving Society to implement its child protection plan at branch level;
- Be a point of contact with the RLSS UK National Lead Child Protection Officer;
- Support the implementation of the RLSS UK reporting and recording procedures;
- Maintain contact details for local NSPCC, Social Services and Police;
- Promote the RLSS UK's best practice guidance/code of conducts within the branch and clubs;
- Report on Child Safeguarding to the Branch management committee;
- Be an Advisor to all at Branch level on issues surrounding Child Protection, recruitment of volunteers, training, reporting procedure etc.;
- Influence the Branch and its members to ensure a positive pro-active stance towards ensuring Child Safeguarding;
- Promote and ensure adherence to the organisation's child protection training plan;
- Monitor the effectiveness of the policy at branch level;
- Promote and ensure confidentiality is maintained;
- Promote anti-discriminatory practice.

Appendix M – RLSS UK Safe Recruitment Process

To be read and used in conjunction with the RLSS UK Safeguarding and Protecting Children Policy and Procedures.

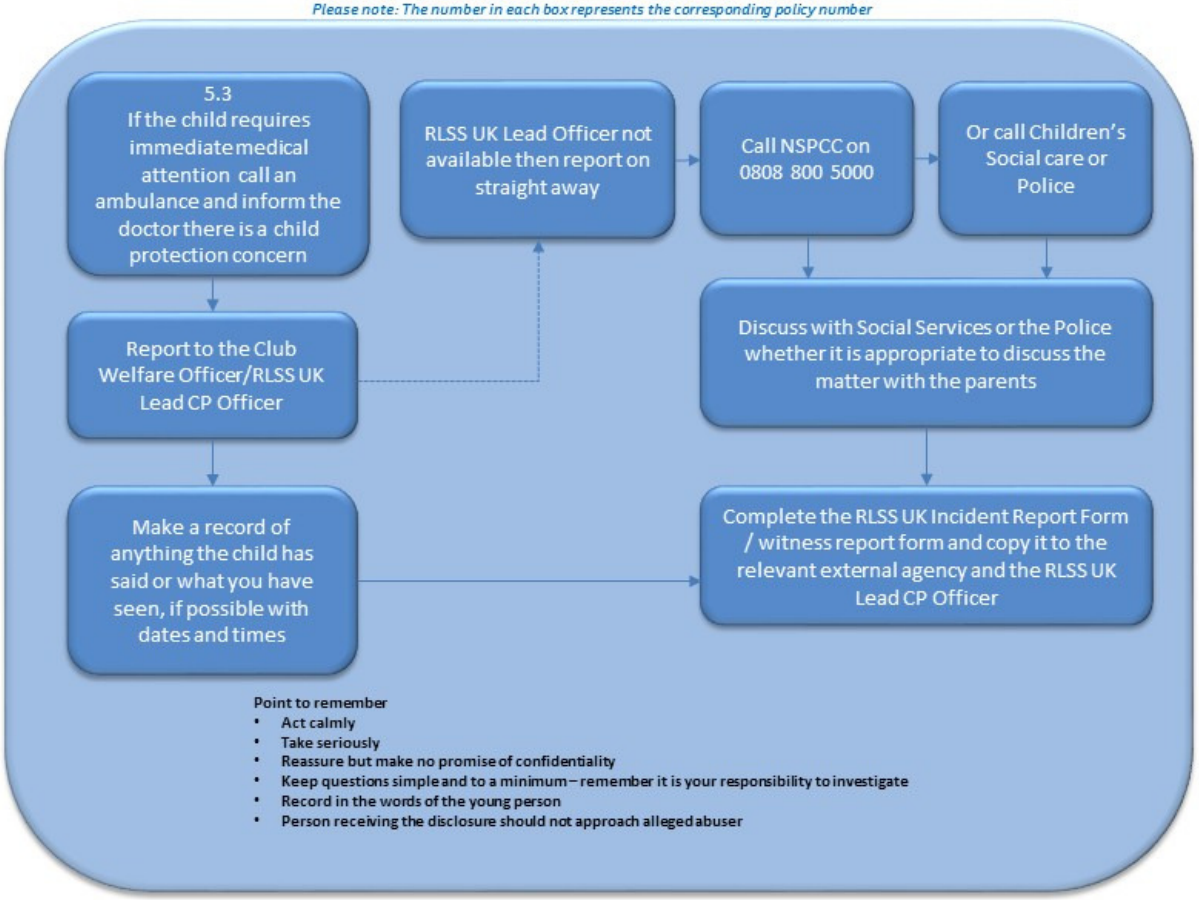
Please note: The number in each box represents the corresponding policy number



Appendix N - How to respond to concerns of suspected abuse outside lifesaving

If you are responding to concerns, allegations or suspected abuse OUTSIDE the lifesaving environment.
To be read and used in conjunction with the RLSS UK Safeguarding and Protecting Children Policy and Procedures.

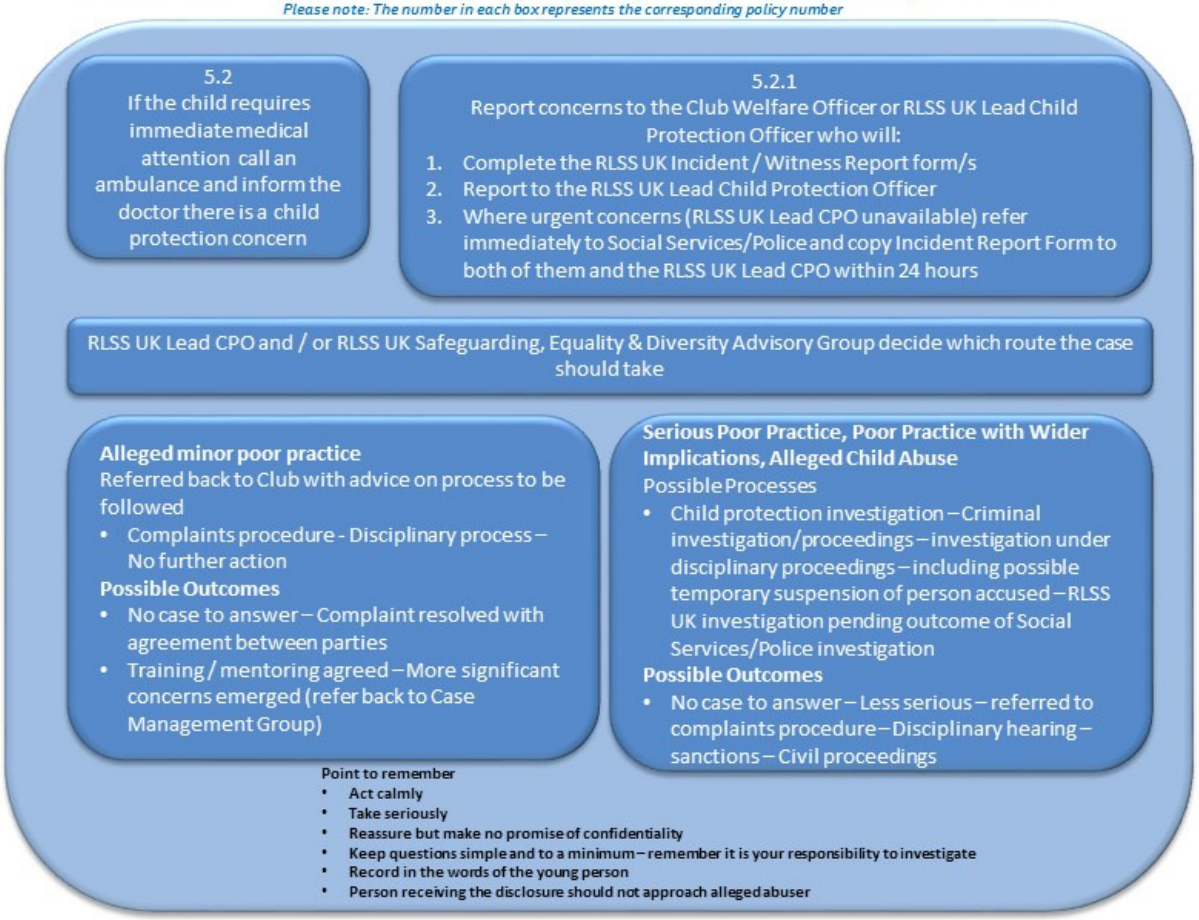
Please note: The number in each box represents the corresponding policy number



Appendix P - How to respond to a disclosure of abuse within lifesaving

If you are responding to concerns, allegations or suspected abuse WITHIN the lifesaving environment.
To be read and used in conjunction with the RLSS UK Safeguarding and Protecting Children Policy and Procedures.

Please note: The number in each box represents the corresponding policy number



Appendix Q – Text & Email Messaging Safeguarding Guidelines

Adapted from Child Protection in Sport Text and Email Messaging Safeguarding Guidelines

Text messaging: benefits and risks

Many NGBs and other sports organisations are keen to utilise text messaging systems to help to improve communication and engagement in programmes. This may be by helping to remind young people about the sport and activity sessions that they have signed up to, and by promoting additional activities. The significant benefit of text messaging is that it is not only cheap, but it is one of the most direct forms of communication as most young people have mobile phones with them at all times. It is therefore hoped that text messages will help to:

- attract more young people to the sessions, activities and clubs;
- improve retention rates;
- effectively signpost young people to other high quality, accredited activities and sports clubs at the end of particular programmes.

For children and young people the safeguarding risks associated with texting include:

- inappropriate access to, use or sharing of personal details (e.g. names, mobile phone numbers);
- unwanted contact with children/young people by adults with poor intent; text bullying by peers;
- being sent offensive or otherwise inappropriate material;
- grooming for sexual abuse;
- direct contact and actual abuse.

For adults involved risks include:

- misinterpretation of their communication with young people;
- potential investigation (internal or by statutory agencies);
- potential disciplinary action.

Due to these risks, the CPSU has produced this guidance, which NGBs, CSPs, other relevant Community Sport Network partners, clubs, and Sport Unlimited activity deliverers should follow when using text messages to communicate with young people. These guidelines will help to ensure that effective safeguarding measures are put in place to protect children and young people and to minimise risk.

Bulk or Bundled Text Messages

These guidelines primarily relate to the use of bulk (or bundled) texts i.e. the same text message being sent to several young people involved with a particular activity or programme. Bulk (or bundled) texting presents fewer opportunities for misuse and abuse than personal, one-to-one texting arrangements between coaches/volunteers and children which should be strongly discouraged. Although clubs and other sports organisations may develop and operate their own texting systems, there are also commercial organisations that offer bulk/bundle texting services, so practical arrangements will vary.

Guidelines for using Bulk (or Bundled) Text Messaging

1. Only staff that have been through relevant safeguarding checks (e.g. enhanced level DBS checks and references) should use and have access to the text messaging system. Ideally these staff should also have undertaken a recognised safeguarding training (e.g. Sports Coach UK 'Safeguarding & Protecting Children' workshop or an equivalent).

2. The numbers of staff with access to the system, particularly data relating to young people, should be kept to a practical minimum, and their details recorded and maintained by the organisation's lead child protection officer. 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 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.

3. Consent must be obtained prior to sending the young people text messages. For young people aged 15 or under, specific consent must be obtained from their parents. Parents of younger children 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 the over 16's (who are children as defined by the Children Act 1989) 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.

4. The young people's mobile phone numbers 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 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.

5. All text messages must be sent via a bundle to a group of young people i.e. the same standard text message being sent to every member of the group. The text messaging system should never be used to send text messages on an individual basis (i.e. to just one person), or to less than 5 people.

6. All text messages sent must make it clear to the young people receiving it which organisation has sent the message, rather than simply giving the mobile phone number that the system uses to send the message.

7. Young people should not be given the opportunity to text back to the system. It should only be used as a one-way communication channel.

8. The text messages which are sent must never contain any offensive, abusive or inappropriate language.

9. All of the text messages sent should include a sentence at the bottom which provides the young people with the opportunity to unsubscribe from receiving any further text messages.

10. All text messages sent to young people 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 is included in every 'communication group' that is set up, and in every text messaging bundle that is sent out. The moderator's role will be to ensure that the text system is being used appropriately, and to respond to any concerns arising.

11. Consideration will be given to initiating the organisation's child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

Guidelines for Texting Individual Young People

The use of text messaging to communicate with individual young participants increases the vulnerability of both the young person and (typically) the coach - see 'benefits and risks' above.

However, there may be exceptional circumstances in which it is justified, 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.

In these circumstances the following guidelines will apply:

1. The coach should have been through relevant safeguarding checks (e.g. enhanced level DBS checks and references), and have undertaken a recognised safeguarding training (e.g. sports coach UK 'Safeguarding & Protecting Children' workshop or an equivalent).

2. The decision to use text messaging should not be made by a coach in isolation, and should be discussed and agreed with the organisation's designated safeguarding officer. This will ensure that the organisation's safeguarding expectations and requirements can be clarified, and an undertaking given by the coach to comply with them.

3. In circumstances where this guidance is being developed and applied retrospectively, clubs/organisations should take steps to identify where texting is already being used by staff to communicate with young athletes, and to ensure that these guidelines are both effectively communicated to and agreed with all parties.

4. The details of coaches using text messaging should be recorded and maintained by the organisation's lead child protection officer. 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 used consistently.

5. Consent must be obtained prior to sending the young people text messages. For young people 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.

6. 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 the over 16's (who are children as defined by the Children Act 1989) 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.

7. Information to young athletes and parents should include details of how any concerns arising from the use of text messaging can be reported in line with the organisation's safeguarding policies and procedures.

8. The young people's mobile phone numbers 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 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 specific sports programme.

9. The content should relate solely to sports activity. Messages should reflect the professional relationship between coach and athlete, and the coach's position of trust. Text messages and mobile phones must never be used for any other reason or in any other way.

10. The text messages which are sent must never contain any offensive, abusive or inappropriate language, and care must be taken to avoid over-familiarity or language that could be misinterpreted or misconstrued.

11. All text messages sent to young people should also be sent either to a parent or to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. The moderator's role will be to ensure that text messaging is being used appropriately in line with the organisation's procedures, and to respond to any concerns arising.

12. Consideration will be given to initiating the organisation's child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

13. Young people should not be encouraged to text back; ideally it should only be used as a one-way communication channel. Young people should be made aware that if or when they choose or need to text the coach (for example to confirm attendance or advise on a travel delay), they should ensure that the content of messages relates only to matters relevant to the sports activity, and that they are (like the coach) required to copy in either a parent or the identified moderator (e.g. Club Welfare Officer) to all communications.

14. All young people and parents should be given the opportunity to withdraw from receiving any further text messages.

Email

Many sports organisations are keen to utilise emails to help to improve the success of their programmes, by helping to remind young people about the training and activity sessions that they have signed up to, and to promote additional activities.
The significant benefit of emails is that it is not only cheap, but it is one of the most direct forms of communication with young people.
It is hoped that using the system will help to:
attract more young people to the sessions;
improve the session retention rates;

and it will also be useful in effectively signposting the young people to other high quality, accredited activities and sports clubs afterwards.

For children and young people the safeguarding risks associated with email include:

- inappropriate access to, use or sharing of personal details (e.g. names, email addresses);
- unwanted contact with children/young people by adults with bad intent;
- being sent offensive or otherwise inappropriate material;
- online bullying by peers;
- grooming for sexual abuse;
- direct contact and abuse.

For adults involved risks include:

- misinterpretation of their communication with young people;
- potential investigation (internal or by statutory agencies);
- potential disciplinary action.

Due to these risks, the CPSU have produced guidelines below, which CSPs, other relevant Community Sport Network partners, and Sport Unlimited activity deliverers should follow when using emails to communicate with young people. These guidelines will help to ensure that effective safeguarding measures are put in place to protect children and young people and to minimise risk.

These guidelines are based on the principle that the same email is sent to several young people involved with a particular activity or programme – as this presents fewer opportunities for misuse and abuse than personal, one-to-one email arrangements between coaches/volunteers and children. There are commercial organisations that offer bulk emailing facilities, although the exact practical arrangements may vary.

Email Guidelines

1. Only staff that have been through relevant safeguarding checks (e.g. enhanced DBS checks and references) should use and have access to the email messaging system. Ideally these staff should also have undertaken a recognised safeguarding training (e.g. sports coach UK Safeguarding and Protecting Children workshop or an equivalent).

2. The numbers of staff with access to the system, particularly data relating to young people, should be kept to a practical minimum, and their details recorded and maintained by the organisation's lead child protection officer. A record should be made of the staff member responsible for sending out the emails, and of the computer which will be used – ideally this should be a single, secure, organisational (rather than a private) computer used consistently. Some systems may involve the emails being issued by a commercial provider, but in other cases this may be undertaken by a member of staff.

3. The young people's details 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 identified in point 1 above. The names and email addresses should not be shared with anyone else, and should only be used for the purposes of the communication system as part of the Sport Unlimited or other specified programme.

4. Consent must be obtained prior to sending the young people email messages. For young people aged 15 or under, specific consent must be obtained from their parents.

Parents of all children should be offered the option to be copied into any messages 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 individual young people themselves.

Please note that for the over 16's it is still recommended that their parents are also informed of the intention to send their children emails, the reason for this, and what steps the organisation has taken to ensure their child's safety in this respect.

5. All emails must be sent to a group of young people i.e. the same standard email message being sent to every member of the group. The email messaging system should never be used to send messages on an individual basis (i.e. to just one person), or to less than 5 people.

6. All emails sent must make it clear to the young people receiving it which organisation has sent the message, rather than simply giving the issuing email address or name of an individual.

7. Young people should not be encouraged or given the opportunity to email back to the system. It should only be used as a one-way communication channel.

8. The emails must never contain any offensive, abusive or inappropriate language.

9. When this guidance is being provided in relation to the Sport Unlimited programme, all of the emails sent must be direct related to the Sport Unlimited programmes/sessions. The messaging system may be used to signpost young people on the Sport Unlimited programme to alternative sport and physical activity opportunities. However, the email system must never be used for any other reason or in any other way.

10. All of the emails should include a sentence at the bottom which provides the young people with the opportunity to unsubscribe from receiving any further messages, and signpost to how any concerns arising can be reported.

11. All emails sent to young people must also be sent to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. Hence, it is essential that the moderator's email address is included in every 'communication group' that is set up, and in every message that is sent out. The moderator's role will be to ensure that the email system is being used appropriately, and to respond to any concerns arising.

12. Consideration will be given to initiating the organisation's child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

Appendix R
Social Networking Guidelines:

Using Social Networking Services and Social Media: Promoting Safe and Responsible use - Adapted from the CPSU Good practise Guidance.

Interactive social media technology has revolutionised the way that people connect and interact. Facebook, Twitter, blogs, instant messaging and photo and video exchange sites are increasingly popular, and provide an opportunity for the sporting world to connect with children and young people.

However the use of social networking sites also introduces a range of potential safeguarding risks to children and young people (described below). The NSPCC Child Protection in Sport Unit has been commissioned by Sport England to provide these safeguarding guidelines for County Sports Partnerships, National Governing Bodies and other sports organisations.
As sports organisations increasingly use social networking and other developing media to communicate with young people it is critical that safeguarding protocols and practices keep pace with the raft of communication methods young people use.

This guidance focuses on the use of social networking media and provides a simple safeguarding checklist to enable you to update your current safeguarding policy:

- Planning your social media strategy;
- Incorporating safeguards when setting up your social networking page;
- Promoting child safety online;
- Reporting safeguarding concerns;
- Working with the service provider.

Purpose of this guidance

This briefing has been produced to provide information, advice and guidance on social networking services and other user interactive services to enable County Sports Partnerships, National Governing Bodies and other sports organisations considering or already using social networking media to:

1. recognise that this medium provides opportunities to effectively engage with a wide range of audiences, especially young people;
2. understand the potential safeguarding risks of using social media;
3. provide good practice guidelines for the safe use of social media:

- find out more about the safety tools provided by social networking service providers and their acceptable use policies;
- take the appropriate steps to safeguard the sport's profile and its' supporters online, in particular children and young people;
- promote safe and responsible use by supporters of a sports organisation
- assist those organisations with an existing presence on user interactive services to develop, review or update their policies and practice guidance.

This guidance reflects the good practice guidance produced by the Home Office Task Force on Child Protection[1] on the Internet, with particular reference to the sporting environment. It is recognised that 'technology' and its application is evolving at a fast pace, and safety tools are constantly developing. This guidance will be updated to reflect significant changes in the social media environment.

[1] Home Office Task Force on Child Protection on the Internet. The taskforce aims to make the UK the best and safest place in the world for children to use the internet. It also helps protect children the world over from abuse fuelled by criminal misuse of new technologies. The Taskforce brings together government, law enforcement, children's agencies and the internet industry, who are all working to ensure that children can use the internet in safety. http://police.homeoffice.gov.uk/publications/operational-policing/social-networking-guidance/

Who is this guidance for?

The guidelines have been developed for staff in County Sports Partnerships, National Governing Bodies and other organisations considering the use of social media in sport, particularly:

- people responsible for promoting sporting opportunities to children and young people;
- people with designated responsibility for safeguarding children;
- communications and marketing managers;
- IT managers and webmasters.

These are the key people who will be involved in taking forward your organisation's involvement with 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. It is important that your organisation takes ownership for safeguarding children and young people online and takes steps across the organisation to ensure safeguarding strategies, policies and procedures address online safety issues.

What are the potential risks to children and young people using social networking and other interactive services?

With all emerging technologies there is also the potential for misuse. Risks associated with user interactive services include: cyberbullying, grooming and potential abuse by online predators, identity theft and exposure to inappropriate content including self-harm, racist, hate and adult pornography.[2]

The Byron Review sets out the risks to children posed by the internet and illustrated by the following grid.[3]

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

Most children and young people use the internet positively but sometimes behave in ways that may place themselves at risk. Some risks do not necessarily arise from the technology itself but result from offline behaviours that are extended into the online world, and vice versa. Potential risks can include, but are not limited to [4] :

- bullying by peers and people they consider 'friends';
- posting personal information that can identify and locate a child 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 young people 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.

[2] EUKidsOnline project : Hasenbrink, Livingstone, Haddon, Kirwil and Ponte

[3] The risks to children and young people face from the internet and video games were subject to an independent review during 2008 and the government has set up the UK Council to take forward the recommendations of the "Safer Children in a Digital World: the Report of the Byron Review". See www.dcsf.gov/byronreview/2007

[4] Ref : Home Office Task Force on Child Protection and the Internet: Good practice guidelines for the providers of social networking and other user interactive services 2008

Potential indicators of online grooming and sexual exploitation of children and young people

There is also concern that the use of social networking services may increase the potential for sexual exploitation of children and young people. Exploitation can include exposure to harmful content (including adult pornography and illegal child abuse images), and encouragement for young people to post inappropriate content or images of themselves. There have also been a number of cases where adults have used social networking and user interactive services as a means of grooming children and young people for sexual abuse. The Home Office Task Force on Child Protection on the Internet 5 identifies that 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 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 web page/profile to private by default to reduce the risk of personal information being shared in a public area of the site.

[5] For further information on sexual exploitation of children and young people online see the Home Office Task Force on Child Protection and the Internet: Good practice guidelines for the providers of social networking and other user interactive services 2008

Good practice guidelines for sports organisations

The following guidelines contain practical safety measures for sports organisations and provide a useful starting point to help you develop an online safeguarding strategy. Organisations should ensure that all areas identified are addressed.

Planning your social media strategy

Think about your objectives

Your first steps are likely to be to:

- assess what you want to achieve with social media and how ready you are to go ahead;
- decide whether you are principally aiming to interact with users, or publish information, or both;
- consider which types of digital media you want to use and how to integrate them with traditional media. See Sport England's guide to Effective Signposting for more details;
- consider the potential safeguarding implications of the chosen medium.

Review your existing safeguarding policies and procedures

Review your existing safeguarding policies and procedures to ensure that they address online safeguarding issues, including the potential risks to children and young people online, sexual exploitation, online grooming and cyberbullying. Remember that personal and group disputes can easily overspill from the offline to the online world.

Decide who will manage your social media

Decide who will be responsible for setting up, managing and moderating (overseeing/reviewing/responding to posted content) your web page or profile. This person will oversee the content that will appear, will decide which links to other sites to accept, and will have online contact with the children and young people who interact with your webpage or profile.

Vet and train your social media manager

You must ensure that you:

- Assess the suitability of the person who will manage your social media, including undertaking an enhanced level DBS check.
- Ensure the person accesses recognised safeguarding or child protection training that addresses online safeguarding issues, including warning signs of grooming and sexual exploitation.

Get to know the service you want to use

Once you've identified the service you want to use (e.g. Facebook), make sure you're up to speed with the way this service operates, and the potential safeguarding implications for children, young people and staff **before** setting up your sports presence. Specifically, you should look at privacy and safety tools, the terms of service (these will usually cover acceptable and unacceptable behaviour), and how users can contact the service if they have a concern or complaint. (For more details, please see the section on 'Features of social networking services').

Integrate online safeguarding into your existing safeguarding strategy

Add online safeguarding issues to your current strategy, policies and procedures for safeguarding and child protection, retention and management of personal information, use of photographs, and codes of conduct/behaviour. Organisational reporting procedures should also include the reporting of potentially illegal/abusive content or activity, including child sexual abusive images and online grooming.

Setting up your social networking page

Use an official sports organisation email address

When you create a profile on a networking site such as Facebook, use an official sports organisation email address rather than a personal email address (e.g. joebloggs@swimmingassociation.co.uk rather than joebloggs@hotmail.com). This will reduce the risk of impostor or fake profiles, and is important in relation to any liability or risk for the individual who sets up the profile on behalf of the organisation. Similarly, ensure that only organisational rather than personal email addresses are made available on or through a profile.

Keep your log-in details secure

Keep the log-in details to the account (including the password to the account and webpage/profile) secure within your sports organisation. This will reduce the risk of someone hacking into your online information.

Set the appropriate privacy levels

Consider the privacy and safety settings available across all aspects of the services – for photos, blog entries and image galleries - and set the appropriate level of privacy. Think about your target audience and who you wish to see the content.

Failing to set appropriate privacy levels could result in messages which are defamatory, libellous or obscene appearing on your profile before you have a chance to remove them. This may result in significant personal distress, risk to the reputation of the individual, the sport and/or the organisation, and require the intervention of the organisation, the service providers and possibly the police.

Set the 'Accept comment' setting so you can check messages
The 'Accept comment' setting allows a user to approve or pre-moderate a comment from another user, usually a 'friend', before it appears on their web page/profile. Ensure that you check all messages before they appear on your sports webpage / profile so you can block any inappropriate messages and, if necessary, report them to the service provider. This may not be possible with all social networking services. If so, you could contact the service provider to establish whether you can adjust the privacy and safety settings to suit your needs.

Include details so people can contact you directly
Put information on your web page/profile about how to contact your organisation directly, including a website address and telephone number. This allows users to get in touch and verify your sports organisation. By including details of membership of sports associations, you will also enable people to see that you are a bona fide organisation.

Promote your social networking page on your sports website
Put the web address of your social networking web page/profile on your organisation's sports website. This will help users to find your social networking page and will reduce the risk of people finding fake profiles. Take care to avoid targeting or encouraging potential users who are likely to be under the minimum age for the service.

Register as a charitable organisation with your service provider – if appropriate
Once you have set up your sport web page/profile and are adding content, it may be useful to contact the service provider. Some service providers 'register' a range of charitable organisations. This can ensure that a profile is not deleted as potentially fake or in breach of the provider's own safety policies. For example, an 'adult' profile with a number of children and young people linked as 'friends' may raise concerns on the part of the service provider about online grooming activity.

Promoting safety online

Don't target underage children
When you're promoting your sports web page/profile, don't target children who are likely to be under the minimum requirement age for the social networking service – which is usually 13 years (check this with the service provider).

Don't accept 'friend' requests from underage children
You may wish to check a user profile before accepting them. Don't accept 'friend' requests from children under the minimum age for the service – which is usually 13 years. Report underage users to the service provider and to the young person's parents (possibly via your organisation's designated person).

Avoid taking personal details of children and young people.
Don't ask users to divulge any personal details - including home and email addresses, schools or mobile numbers - that may help locate a child.

Be careful how you use images of children

Photographs and videos of children on sporting websites can be used to identify children and make them vulnerable to people who wish to groom them for abuse. To counteract this risk, the NSPCC's Child Protection in Sport Unit advises developing a policy for use of images of children that includes a procedure for reporting inappropriate images. In brief

- consider using models or illustrations to promote an activity;
- if a child is named, avoid using their image;
- if an image is used, avoid naming the child;
- obtain children's and parents' written consent to use photographs on websites.

For more details see Appendix D RLSS UK Photography guidelines

Remind people to protect their privacy online

Make sure that anyone using the networking site (adults and young people) are aware of the need to protect their own privacy online. They should understand the risks in posting and sharing content which may subsequently damage their reputation before they link their web page/profile to the sports profile.

Once information and images are posted online, the individual has little or no effective control of them. By the nature of social networking this content may be accessible well beyond the perceived boundaries of the organisation's site. It may also be very difficult to ensure that users' posted content and communication is restricted to the intended organisational focus (ie sport/activity matters). There are real challenges in managing a mix of sports-related content and other personal information, images and views posted by young people linked as 'friends' to the sports organisation through the social networking site. Organisations should ensure that clear guidelines for appropriate use of the site are communicated to all staff and users, and that any settings or filters to restrict unwanted postings are applied.

Think before you post

Ensure that any messages, photos, videos or information comply with existing policies within your organisation. Ask yourself whether photographs or text are appropriate to your target audience, and if they may create any potential safeguarding concerns. Always seek the permission of young people and their parents before adding photos of or information about children or young people to your sports web page/profile.

Promote safe and responsible social networking

Promote safe and responsible use of social networking to your sports audience online. You could do this by uploading safety videos, messages or links onto your sports web page/profile. If you do not yet have a safe and responsible use policy or safety tips for your sport, see the 'Sources of information' section at the end of this document.

Provide links to safety and support organisations

Provide links to safety and support organisations on your profile. Or, better still, accept these organisations as 'friends' so that they appear on your sport web page/profile in the 'Friends' section.

Data Protection considerations

Take care when advertising sporting events and competitions online when you are collecting personal information about users, including children and young people. In

these circumstances, you should follow the requirements concerning the collection of personal information, as set out in the Data Protection Act 1998. You can use social media without collecting personal data outside of the service you are using and you should consider this alternative.

Beware of fake celebrity sports profiles

It has been known for fake or impostor profiles of famous sports people to appear on social networking services. Sometimes people use these fake profiles to groom children by seeking to gain their trust and attempting to set up a meeting offline. Fake profiles may be intended to be fun, however they can be set up with malicious intent to ridicule or harass an individual. Before linking to a celebrity sports profile, contact the sports person offline and check the address of their official web page/profile.

Reporting problems

Reporting concerns about possible online abuse

All staff should be familiar with your organisation's reporting procedures which should include the reporting of potentially illegal/abusive content or activity, including child sexual abusive images and online grooming. In addition to referring concerns to your organisation's designated person, you should immediately report online concerns to the Child Exploitation and Online Protection Centre (CEOP) or the police, in line with internal procedures. Law enforcement agencies and the service provider may need to take urgent steps to locate the child and/or remove the content from the internet.

In the UK, you should report illegal sexual child abuse images to the Internet Watch Foundation at www.iwf.org.

Reports about suspicious behaviour towards children and young people in an online environment should be made to the Child Exploitation and Online Protection Centre at www.ceop.uk

Where a child or young person may be in immediate danger, always dial 999 for police assistance.

Reporting other breaches of terms of service

If you have concerns about inappropriate content or behaviour which potentially breaches the terms of service, you should report this to the service provider. The terms of service set out the legal conditions concerning use of the service and include the minimum age requirement. Also, an acceptable use policy usually makes clear what behaviour is and is not acceptable on the service e.g. harassment, defamation, obscene or abusive language, and uploading material which is libellous, defamatory, obscene, illegal or violent or depicts nudity. See the section on 'Features of social networking' for more details.

Working with a digital agency

Depending upon the size of your organisation, you may wish to engage a specialist social media company to analyse the market, optimise your audience, keep your online content fresh and moderate your webpage/profile. Here are some points to bear in mind when working with an external web agency.

Ensure your web agency moderator passes safety checks

Your web agency may offer to moderate your web page/profile on your behalf. The person who moderates your profile must:

- be appropriately selected, including a Disclosure & Barring Service (DBS) check.

If the web agency is based outside the UK, ask if they have equivalent legislation or guidelines or if they follow the principles of UK law and guidance.

Ensure your web agency moderator follows good practice guidance

The person at the web agency who acts as a moderator for your web page/profile should also follow Home Office good practice guidance for moderating interactive services for children.

Involve your designated safeguarding person

When you engage a social media company to manage and moderate your web page/profile, it's important that you also involve the designated person for safeguarding children within your organisation. Your internal designated person should take responsibility for ensuring that any online safeguarding concerns are handled in line with your existing safeguarding policies and procedures.

Ask to see the company's safety and privacy policies

When contracting or outsourcing social media work, ask to see the organisation's safety and privacy policy. This should cover: safety tools that are in place; safe use guidelines and complaints reporting procedures; relevant criminal record checking procedures for moderators; and adherence to relevant legal or good practice guidance.

Ensure the agency follows internet advertising best practice

Some companies collect and use data for online advertising purposes. This is a growing practice known as online behavioural advertising and involves the delivery of relevant advertising to groups of anonymous web users, based upon previous internet browsing activity.

Recent good practice guidance produced by the social media industry (Internet Advertising Bureau) recommends that companies should not create or sell online behavioural segments intended for the sole purpose of targeting children they know to be under 13. The guidance sets out core commitments about providing notice, giving choice and educating consumers about how data will be collected. It also covers personally identifiable information which uniquely identifies an individual offline.

Engaging with a social networking service provider

Make sure the service provider follows legislation and good practice

When you engage with a social networking agencies it's important to ensure it adheres to relevant legislation and good practice guidelines.

In the UK this means:

- following good practice guidelines from the Home Office Task Force on Child Protection on the Internet on chat, instant messaging, web-based services, moderation, safe search, social networking services and other user interactive services
- following the requirements of the Data Protection Act 1998 on collection and use of personal data

- carrying out criminal record checks where moderators are used on services likely to attract children, in accordance with the Safeguarding Vulnerable Groups Act 2006.
- If the company is based outside the UK, ask if they have equivalent legislation/guidelines or if they follow the principles of UK law and guidance.

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;

You should refer to the Features of Social Networking Services section for more information on some of the common features that most social networking and interactive services have.

Social media is a dynamic, constantly-evolving form of communication that allows people to take part in online communities, generate content and share information with others. Users can now access interactive services across a multitude of services and devices, such as mobile phones, personal digital assistants (PDAs), game consoles and personal computers.

Social media services are particularly popular with children and young people, as they offer them opportunities to be creative, connect with others all over the world and share interests.

The Home Office report on Child Protection on the Internet says that social media allows users to:

- create and design a personal webpage / profile which is integrated into the social networking site using graphics, colour, music and images to represent the user's unique style and identity;
- interact with friends in real time through instant messaging, message boards and chat rooms that are integrated into the social networking site;
- meet known friends and make new friends;
- link to friends' personal web pages/profiles which are integrated into the social networking site;
- upload and share images of themselves, their family and friends;
- upload and share videos;
- create blogs, journals or diaries about their lives;
- publish and share their own music;
- share thoughts and information on areas of interest;
- play online games;
- receive comments or messages on their personal web page/profile from friends or guests;
- create or join wider communities or interest groups e.g. music, sport;
- complete or create questionnaires integrated into some social networking services.

The benefits of engaging with social media

Social media provides a range of unique opportunities for sports organisations. It can help you:

- promote the benefits of fitness and sport to all children and young people and it should be a route to the semi sporty and hard-to-reach groups too;

- engage, connect and develop unique relationships with young people in a creative and dynamic medium where users are active participants;
- disseminate messages about events or campaigns virally among supporters in online communities.

A sports club could set up a page that communicates with club members about training schedules, competitions and events. The aim is to create a sense of community and involvement.

Commercial organisations have come up with some iconic examples that show the power of engaging people in sport through social media. Within Facebook, Nike have set up the Nike Women's page that provides an area for the brand and women to share their experiences of fitness and running with various applications included to help deliver functional and useful products to help their participation in sport.

Meanwhile, at http://www.realbuzz.com/, people can learn about health and fitness, find out about a variety of sports, triathlons and charity challenges, take part in forums and blogs, and share recommendations and tips with like-minded people.

Successful social media sites connect with people's passion for sport, give people a chance to participate – whether that's uploading a video, commenting on a blog or tracking their progress, and create vibrant online communities.

For more ideas on the possibilities of social media, please see the Sport England 'Effective Signposting' report. This talks about how to involve children and young people in sport through your communications. Here are three tips from the report that relate to social media:

1. Use traditional methods – posters, demos and young sporting ambassadors – to attract attention, then use digital communications to spread word-of-mouth recommendations and retain young people.
2. Digital communications are best if they reinforce a real relationship.
3. The best web sites are frequently updated, use incentives to encourage people to engage (e.g. reduced club membership and sporting equipment), allow people to have an input, and make users feel part of a community.

It is important for organisations to give careful consideration to the use of social media in sport and to balance the benefits of creativity, spontaneity and immediacy of the communication with the potential risks, including the risks to children. You should only move forward with developing social networking sites when safeguarding issues have been adequately assessed and addressed to minimise these potential risks.

Features of social networking services

Common features of social networking and user interactive services include:

A minimum age requirement. Many social networking services set 13 years of age as the minimum age at which a young person can register as a user of the service. This is because many of the social networking services are based in the US and are required to comply with US law which designates the age of 13 to protect children's privacy online, including their personal information. The US law covers companies providing services in the US and overseas.[6]

Commercial advertising. Commercial advertising may appear on various parts of the website. Commercial advertising on social networking sites is usually displayed to ensure that it is appropriate for the likely audience. If the service is aimed at, or likely

to attract, users under the age of 18, social network service providers must follow relevant guidelines or codes for advertising to minors.1 It is important for children and young people to enter their correct age so social networking service providers can ensure that steps are taken to display advertising to the appropriate audience.

Terms of service. 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, the uploading of material which is libellous, defamatory, obscene, illegal or violent, or depicts nudity etc. Sanctions for misuse include deletion of an account and/or co-operation with law enforcement. The terms of service are usually found by clicking through the tab at the bottom of the homepage of the site.

Registration process. Most social networking services have a registration process. This is an important step for authenticating user identification and usually involves the user providing an email address and the service sending an email to that address to enable the registration process to continue. Registration is also an important step for promoting safe and responsible behaviour online. Users are asked to provide a certain amount of personal data and agree to the terms of service. The service provider should give information about how the data collected in registration will be used, including what information will appear on their website/profile, and what will be private. Some social networking sites provide online registration tutorials on the site to help new users set up an account and profile safely.

Privacy and safety tools. Most social networking services provide privacy and safety tools to enable users to manage 'who sees what' and who they interact with on the service. These tools include 'block/remove this user', 'flag inappropriate content' and 'report user/abuse' to the moderator/service and can feature in some or all aspects of the service for such things as journals, blog entries and image galleries. Privacy and safety tools are usually part of a user's account, accessible every time a user logs in.

Safety warnings and information. Many social networking services provide safety warnings and advice at different stages of the service. This can begin at the initial registration stage when users are asked to provide a certain amount of personal data and agree to the terms of service. Safety warnings can appear every time a user uploads a photo to their web page/profile. For example: 'Photos may not contain nudity, violent or offensive material, or copyrighted images. If you violate these terms, your account may be deleted'. Safety advice and links to safety resources can be found on many social networking services sites, usually by clicking on a safety link at the bottom of every page7. Some social networking services provide online safety tutorials on their sites.

Moderation. Moderation is an activity or process whereby a person and/or technical filters are responsible for reviewing content posted by users8. Moderation is usually undertaken according to an agreed set of guidelines or terms of service and includes what is acceptable and unacceptable behaviour on the site or within the online community. The use of moderation by social networking and interactive services poses a challenge to social networking and interactive services where millions of users generate and upload a considerable amount of content, including images, video footage and messages, on a continuous basis. Some service providers utilise a mix of technical filters, human moderators and also rely upon users to report content, using a 'Flag content as inappropriate' button to make a report to the service.

Reporting concerns. Many social networking services provide a complaints process. The complaints process gives users the option to report matters that concern them.

This could range from offensive communications which breach the provider's terms of service to potentially illegal activities. They might include posting images depicting child abuse images, suspicious behaviour towards children and young people indicative of grooming, bullying and harassment, and other potentially illegal or criminal behaviour. The 'report concerns' process is usually available by clicking on a 'Contact us' link at the bottom of every page on the site. Many social networking services work towards responding to complaints within a set period of time e.g. 24hrs.

What does a user's webpage / profile contain? A user can upload all kinds of information onto their webpage / profile for others to see. This can include personal information about their likes, dislikes, music tastes, favourite films, images including photos (including photos taken on a mobile phone camera), and videos including webcam. Photos can be uploaded onto the webpage / profile or a user may also decide to feature other photos, videos or blogs in their Photos, Videos and Blogs sections. A user can invite other 'friends' to feature their webpage / profile and the top 'friends' profiles will appear on a dedicated section of the webpage / profile. A user's webpage / profile can also have a section for comments from friends and a user can set their privacy setting to pre-moderate these comments before they appear on the page / profile.

[6] In the UK this is the British Code of Advertising, Sales, Promotion and Direct Marketing. www.cap.org.uk .

[7] The Home Office Task Force on Child Protection on the Internet: Good practice guidance for the providers of social networking and other interactive services 2008 contains a set of safety recommendations which service providers are encouraged to adopt are support a safer environment for young users.

[8] Ref: Home Office Task Force on Child Protection on the Internet: Good practice guidance for the moderation of interactive services for children 2005.

Social media, the law and good practice guidance

Here's a summary of some of the laws and guidance that protect children and young people from the potential risks of social media.

Moderators

Social media and moderation companies may offer to moderate your webpage/profile on your behalf. This involves assigning a person to moderate or manage the interaction with users on the webpage/profile. This person, sometimes referred to as a moderator, is most likely to have online contact with younger users interacting with the webpage/profile. You should ensure that this person is DBS checked/registered. If the company is based outside of the UK i.e. based in the US, ask if they have equivalent legislation/guidelines or if they follow the principles of UK law and guidance.

The Home Office good practice guidance for the moderation of interactive services for children sets out recommendations for those providing moderation services aimed at or likely to attract children11. This includes the warning signs of online grooming. Also

see section above on potential risks to children and online grooming and sexual exploitation of children and young people online.

9 Ref : See Internet Advertising Bureau for further information

10 The Safeguarding Vulnerable Groups Act 2006 includes moderators who have responsibility for interactive services and is due for implementation in Oct 2009. See Appendix

11 The Home Office Task Force on Child Protection on the Internet: Good practice guidance for the moderation of interactive services for children provides information and recommendations for the moderation of interactive communication services aimed at or very likely to attract children in the following areas:

- Information and advice to users
- Risk assessment
- Recruitment
- Training
- Data security
- Management and supervision and
- Escalation procedures

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
If the company is based outside of the UK e.g. based in the US, ask if they have equivalent legislation/guidelines or if they follow the principles of UK law and guidance.

When contracting or outsourcing this work ask to see the organisation's safety and privacy policy which could include: safety tools in place; safe use guidelines and complaints reporting procedures; relevant criminal record checking procedures for moderators; and adherence to relevant legal or good practice guidance.

UK legislation and good practice guidelines

Home Office Task Force on Child Protection and the Internet: Good practice guidelines on chat, instant messaging, web based services, moderation, safe search and social networking services and other user interactive services.

Home Office Task Force on Child Protection on the Internet: Good practice guidance for the moderation of interactive services for children provides information and recommendations in the following areas for the moderation of interactive communication services aimed at or very likely to attract children:

- Information and advice to users
- Risk assessment
- Recruitment
- Training
- Data security
- Management and supervision and
- Escalation procedures

The Data Protection Act

According to the Data Protection Act 1998, people must give consent to the processing of their personal data on a website.
The act doesn't give specific guidance on obtaining permission from children. However, in the note on 'Collecting personal information using websites', the Information Commissioner makes the following comments:

- Websites that collect information from children must have stronger safeguards in place to make sure any processing is fair.

- Notices explaining the way you will use children's information should be appropriate to their level, and should not exploit any lack of understanding.
- The language of the explanation should be clear and appropriate to the age group the website is aimed at.
- If you ask a child to provide personal information you need consent from a parent or guardian, unless it is reasonable to believe the child clearly understands what is involved and they are capable of making an informed decision.

Sources of information
The government, law enforcement services, children's charities and industry representatives have developed a range of safety materials to encourage safe and responsible use of the internet. Many of these resources are available online to download.

Byron Review
The Government commissioned the Byron Review to look into internet-related risks for children. The result is the report: 'Safer Children in a Digital World'.
http://www.dcsf.gov.uk/byronreview/

Child Exploitation and Online Protection Centre (CEOP)
The CEOP is a police organisation concerned with the protection of children and young people from sexual abuse and exploitation, with a particular focus on the online environment. It also runs an education programme called 'Thinkuknow' for professionals to use with children and young people to help keep them safe online.
In association with the Virtual Global Taskforce, an international group of agencies that tackle abuse, CEOP provides an online facility for people to report sexually inappropriate or potentially illegal online activity towards a child or young person. This might include an adult who is engaging a child in an online conversation in a way that makes the child feel sexually uncomfortable, exposing a child to illegal or pornographic material, or trying to meet a child for sexual purposes.
www.ceop.gov.uk
www.thinkuknow.co.uk
Childnet International
Childnet International is a charity that is helping to make the internet a safe place for children. It has developed a set of award-winning resources called 'Know IT' All that aim to educate young people, parents, teachers and volunteers about safe and positive use of the internet.
www.childnet-int.org

ChildLine
ChildLine is a service provided by the NSPCC that offers a free, confidential helpline for children in danger and distress. Children and young people in the UK may call 0800 1111 to talk about any problem, 24 hours a day. The ChildLine service is delivered in Scotland by Children 1st on behalf of the NSPCC.
www.childline.org.uk

Data Protection and the Information Commission Office
The Information Commissioner's Office has a range of information and guidance on people's rights, responsibilities and obligations related to data protection.
'Keeping your personal information personal' is a guide for young people on looking after their personal information on social networking sites.
http://www.ico.gov.uk/Youth/section2/intro.aspx

'Collecting personal information from websites' is a guide to collecting information online. It includes a section on collecting information about children, publishing information about children and parental consent.
http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/collecting_personal_information_from_websites_v1.0.pdf
www.ico.gov.uk

EU Kids Online project
The EU Kids Online project (2006-2009) examines children's safe use of the internet across 21 countries.
http://www.lse.ac.uk/collections/EUKidsOnline/

Home Office Taskforce on Child Protection on the Internet
The Home Office Taskforce on Child Protection on the Internet is an authoritative source of information on helping children stay safe online.
Social Networking Guidance
http://police.homeoffice.gov.uk/publications/operational-policing/social-networking-guidance/
Guidance for the Moderation of Interactive Services for Children
http://police.homeoffice.gov.uk/publications/operational-policing/moderation-document-final.pdf
http://police.homeoffice.gov.uk/operational-policing/crime-disorder/child-protection-taskforce
Good Practice Models and Guidance for the Internet Industry on Chat Services, Instant Messaging and Web-based Services
http://police.homeoffice.gov.uk/publications/operational-policing/ho_model.pdf

Child Protection in Sport Unit (CPSU)
The CPSU provides a range of services to support partners in the sports sector including:
- safeguarding briefings and updates
- development and delivery of training and learning resources
- supporting organisations to put effective systems and structures in place.

www.thecpsu.org.uk

Cyberbullying
The Teachernet site has a wealth of information on cyberbullying.
www.teachernet.gov.uk/wholeschool/behaviour/tacklingbullying/cyberbullying/

Internet Watch Foundation
The Internet Watch Foundation (IWF) is the UK internet hotline for reporting illegal online content – specifically child sexual abuse images hosted worldwide and criminally obscene and incitement to racial hatred content which is hosted in the UK. The IWF works in partnership with the online industry, the Government, law enforcement agencies and other hotlines abroad to remove such content from the internet. A prominent link for reporting illegal content appears on the home page of the IWF website.
www.iwf.org.uk

Teachtoday
'Teachtoday' provides resources for teachers on the responsible and safe use of new and existing communications technologies. It aims to help schools:

• understand new mobile and internet technologies, including social networking
• know what action to take when facing problems • find resources to support the teaching of positive, responsible and safe use of technology.
www.teachtoday.eu

Appendix S
Understanding the Grooming or Entrapment Process

Sexual Grooming of Children
Adapted from the CPSU Good practise Guidance

Most 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, sports clubs can also provide opportunities for adults to target and groom a child or young person through their role as a volunteer or paid employee. Grooming is defined by the Home Office as communication with a child where this is an intention to meet and commit a sex offence. More generally it can be seen as the 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.
Whilst this is not a common occurrence it is something that should be recognised does happen. Abusers come from all sections of society and are often perceived by others as respectable, reliable and trustworthy people. Research tells us that the vast majority of abusers are well known to the child and often hold a position of trust or authority.

Why do they do it?
We cannot fully understand what motivates some seemingly kind and respectable people to groom and abuse children. The important thing is to understand that this can and does happen. At some level most abusers know what they are doing is harmful, so develop distorted views about appropriate behaviour to justify their actions. They delude themselves, for example into believing they only want to 'love' children, or that the young people enjoy and encourage such behaviour.

Abusers may be able to watch media images of another so called "monster" who abuses and not recognise themselves. They may manage potential feelings of guilt by convincing themselves that their actions don't constitute abuse, that the abuse is not harmful (even that it's good for the child), or that they are actually the victims in the situation. When flashes of reality get through to them they may become depressed. Some may push guilt away, often blaming others, including the child.
How do abusers control children?

"I look for a child who seems to be lonely or sad or looking for attention. Then I take my time gaining her trust and becoming her friend. In time she will do anything I ask." Quote from an abuser.

Child abuse is rarely a single incident or event. In order to protect children, we need to know that most abusers develop a relationship with a child (and often with the parents) – a relationship which harms the child and often makes the child feel responsible and unable to tell. Secrecy is fundamental to the abuse continuing and children are often trapped before they know what has happened.

Abusers:

- May be good at making friends with children. They can appear to be kind, trustworthy, caring and helpful. They put on a good act which fools parents, children and other potentially protective adults.
- May appear as both nice and nasty to the abused child? "I can be loving and kind, but if you don't do what you're told, you'll see another side to me." They may also be extremely controlling/intimidating and frightening, using fear, threats and violence to get both adults and children to do what they want.
- May live in or join families in order to abuse children.
- May look for jobs or volunteer roles which place them in regular contact with children. They work in child care, schools, dance, sports or any activities involving children.
- May spend time around places like arcades, playgrounds, parks and sports venues to get to know children so they are not seen as strangers.
- May offer a combination of attention, gifts, treats, games, outings, money, toys, bribes and threats to children to entrap them. They may threaten the child with physical harm or with the loss of someone they love if they don't do what the abuser wants.
- Will tend to seek out and join organisations with unclear boundaries around contact with children so as not to draw people's attention or concerns about their behaviour. For example a club with no guidance on travelling with a young person, photography or texting, or where the prevailing culture is to disregard such guidance.

Most abusers try to find out as much as possible about the child and use the information both to engage the child and to drive a wedge between the child and parent or other potentially protective adults, such as other coaches or club volunteers. The more difficult we make it for abusers to come between children and protective parents or protective adults, the safer children will be.

If the abuser is a family member or in a sports setting, possibly a coach or other person in authority with whom the child has had a long term relationship, it is especially painful to face up to the abuse and can be even harder for children to say no and to tell. Parents and adults may find it difficult to believe what the child tells them and can retreat into denial which can isolate the child even further.

When abusers say to a child 'nobody will believe you', they are unfortunately too often correct, as many adults struggle to get over the hurdle of believing abuse could happen to someone they know – particularly when that individual is well liked and respected or holds a position of authority within the organisation.

Finkelhor's model of sexually abusive behaviour

David Finkelhor (1984) proposed a model of child sexual abuse, which describes the stages that a child sexual offender moves through in order to abuse a child. It comprises four preconditions leading to the sexual abuse of a child:

Stages

- Sexual motivation (wanting to abuse).
- Overcoming internal inhibitions (against acting on that motivation).
- Overcoming external inhibitors (to committing sexual abuse).
- Undermining or overcoming the child's resistance to the sexual abuse.

Stage 1 Sexual motivation
- Strong urges or desires
- Thinking about something or wanting to do something
- Reinforced by fantasies

Stage 2 Overcoming internal inhibitions against acting on that motivation
- Giving in to the urge or desire
- Making excuses
- Justifications
- Overcoming conscience

Stage 3 Overcoming external impediments to committing sexual abuse
- How you go about engaging in the behaviour
- Grooming others
- Gaining access to a victim
- Creating situations where abuse can take place
- Reducing the chances of the abuse being discovered or reported, or of disclosures being believed

Stage 4 Undermining or overcoming the child's resistance to the sexual abuse
- Getting the victim to be compliant
- Threats
- Bribes
- Treats
- Force
- Trickery

By understanding the behaviour of sexual offenders we can place obstacles in their way in order to interrupt this cycle, particularly in stages 3 and 4. For example:

Recruitment and selection - strengthen external inhibitors by preventing access to children and young people by those with a known history of harming children. It also makes it clear that the organisation/club is alert to potential abuse and safeguarding issues, by having policies and practices in place from the outset.

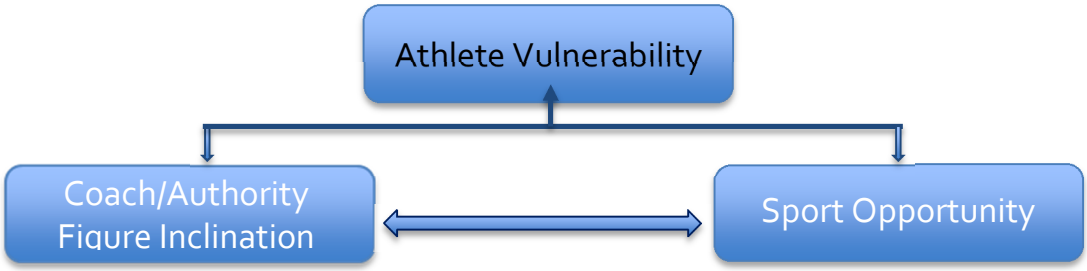
Codes of conduct, policies and procedures for reporting and responding to any concerns in the sports environment - strengthens external inhibitors by providing a safeguarding culture and environment within which it is difficult for the person to commit offences and where challenging/reporting concerning behaviour is actively encouraged.

Raising awareness through training amongst staff, volunteers and children/young people - strengthening the external inhibitors and the child's resistance to the abuse.

Successful abusers groom not only the child but also the adults around the child. This could include the child's family members and people within the sports club. For example, an adult who wanted to abuse a child might spend significant time and energy building a friendship with the child's parents. By grooming the adults around the child,

developing a reputation of respectability, helpfulness or popularity within the club, the abuser makes it more difficult for the child to disclose abuse, or for adults (who trust and may know the individual well) to accept even the possibility the allegations could be true.

Brackenridge's Model of Exploitation (2001)
Celia Brackenridge is the Professor of Sport Sciences (Youth Sport) at Brunel University. She has developed a model of understanding how adults exploit children. The Brackenridge model is not explicitly about sexual abuse, but could apply to all forms of abuse.



(Thanks to Celia Brackenridge, Professor of Sport Sciences (Youth Sport), Brunel University for permission to use the Model of Exploitation.)

The Brackenridge Model shows the elements of a triangulated relationship which exists in order for a coach/official to act on their intent to abuse an athlete in the sport.

The key factors which enable the coach/official to exploit a child are:

1. Sport opportunity
If the sport or club provides situations or opportunities for the coach/authority figure that are not recognised as good practice (for example allowing the coach/authority figure to develop an opportunity/excuse to meet the athlete outside the club), this can contribute to the vulnerability or potential susceptibility of the athlete in that situation. The athlete may feel unable to refuse the offer or be flattered by the invitation.

2. Coach/authority figure inclination
The coach/authority figure must have a desire or interest in developing a relationship beyond that of the coach/authority figure appropriate athlete relationship and the good practice boundaries expected by the sport, club and family of that relationship.

3. Athlete vulnerability
The athlete by virtue of the relationship with their coach/authority figure is vulnerable and potentially powerless. They may view any potential inappropriate coach/authority figure behaviour as acceptable in order to achieve or advance their achievement goals within the sport. Conversely the athlete may be anxious that questioning or raising a concern about the coach/authority figures behaviour may jeopardise their selection for their team or club.
This model also highlights how the cycle can be broken through good practice within the club. For example, ensuring volunteers and staff in positions of trust model good practice and by having members who are keen to promote and support the positive aspects of the sport. It is also important to develop a culture of listening to young people in order to reduce athlete vulnerability.

Importance of challenging secrets
If abuse remains a secret, abusers will continue to abuse. If someone speaks about the abuse, this allows us to end the abuse, support the child, and may open the door to treatment for the abuser, leading to positive change and them becoming safer citizens. Today there are some effective treatment programmes run by prison and probation services and by voluntary organisations for people who abuse. 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.

Appendix T
Managing Challenging Behaviour

Adapted from the CPSU Good practise Guidance

Staff/volunteers who deliver sports activities to children may, on occasions, be required to deal with a child's challenging behaviour.
These guidelines aim to promote good practice and to encourage a proactive response to supporting children to manage their own behaviour. They suggest some strategies and sanctions which can be used and also identify unacceptable sanctions or interventions which must never be used by staff or volunteers. The guidelines will also include the views and suggestions of children.

These guidelines are based on the following principles:

• The welfare of the child is the paramount consideration.

• All those involved in activities (including children, coaches/volunteers and parents/carers) should be provided with clear guidelines about required standards of conduct, and the organisation/club's process for responding to behaviour that is deemed unacceptable.

• Children must never be subject to any form of treatment that is harmful, abusive, humiliating or degrading.

• Some children exhibit challenging behaviour as a result of specific circumstances, eg a medical or psychological condition, and coaches may therefore require specific or additional guidance. These and any other specific needs the child may have should be discussed with parents/carers and the child in planning for the activity, to ensure that an appropriate approach is agreed and, where necessary, additional support provided e.g. from external agencies, Children's Social Care services etc.

• Sport can make a significant contribution to improving the life experience and outcomes for all children and young people. Every child should be supported to participate and, only in exceptional circumstances where the safety of a child or of other children cannot be maintained, should a child be excluded from club activities.

Planning Activities
Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual athlete within that group. As part of session planning, coaches should consider whether any members

of the group have presented in the past or are likely to present any difficulties in relation to the tasks involved, the other participants or the environment.

Where staff/volunteers identify potential risks, strategies to manage those risks should be agreed in advance of the session, event or activity. The planning should also identify the appropriate number of adults required to safely manage and support the session including being able to adequately respond to any challenging behaviour and to safeguard other members of the group and the staff/ volunteers involved.

When children are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this should be discussed with parents/carers and where appropriate young people. The club should seek to work in partnership with parents/carers, and where necessary external agencies, to ensure that a child or young person can be supported to participate safely.

Agreeing Acceptable and Unacceptable Behaviours

Staff, volunteers, children, young people and parents/carers should be involved in developing an agreed statement of what constitutes acceptable and unacceptable behaviour (code of conduct) and the range of sanctions which may be applied in response to unacceptable behaviour. This can be done at the start of the season, in advance of a trip away from home or as part of a welcome session at a residential camp.

Issues of behaviour and control should regularly be discussed with staff, volunteers, parents and children in the context of rights and responsibilities. When children are specifically asked, as a group, to draw up a code of conduct that will govern their participation in club activities, experience indicates that they tend to arrive at a very sensible and working set of 'rules' with greater 'buy-in' from participants than those simply imposed by adults within the club. If and when such a code is compiled, every member of the group can be asked to sign it, as can new members as they join.

Managing Challenging Behaviour

In responding to challenging behaviour the response should always be proportionate to the actions, be imposed as soon as is practicable and be fully explained to the child and their parents/carers. In dealing with children who display negative or challenging behaviours, staff and volunteers might consider the following options:

- 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.
- De-escalation of the situation - talking through with the child.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences e.g. missing an outing.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately e.g. referral for support to Children's Social Care, discussion with the child's key worker if they have one, speaking to the child's school about management strategies (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').
- Temporary or permanent exclusion.

The following should never be permitted as a means of managing a child's behaviour:
• Physical punishment or the threat of such.
• Refusal to speak to or interact with the child.
• Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
• Verbal intimidation, ridicule or humiliation.

Staff and volunteers should review the needs of any child for whom sanctions are frequently necessary. This review should involve the child, parents/carers and in some cases others involved in supporting or providing services for the child and his/her family, to ensure an informed decision is made about the child's future or continued participation. As a last resort, if a child 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 or club activities.

Physical Intervention

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child 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.

Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction. Before physically intervening, the member of staff or volunteer should ask themselves 'Is this the only option in order to manage the situation and ensure safety?' It is good practice to ensure that if you have to physically intervene in a situation with a child/young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted. Studies have shown that, where this is the case, children and young people understand and accept the reasons for the intervention.

The following must always be considered:
• Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
• Any form of physical intervention should achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern.
• Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
• The scale and nature of physical intervention must always be proportionate to the behaviour of the young person 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 or staff/volunteers.
• Staff/volunteers shall never use physical intervention as a form of punishment.
• Physical intervention should NOT involve inflicting pain.
• Where children are identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with parents/carers and where necessary the club will seek advice from or to work in partnership with external agencies (e.g. Children's Social Care) to ensure that a child or young person 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.
Any physical intervention used should be recorded as soon as possible after the incident by the staff/volunteers involved using the Incident Report Form and passed to the Club Welfare / Child Protection Officer as soon as possible.

Views of the child
It is clear from the accounts of children and young people that physical intervention provokes strong feelings. Children may be left physically or emotionally hurt. Even a child who hasn't directly been involved in the situation may be fearful that it will happen to them in future or have been upset by seeing what has happened to others.

Appendix V
Vetting Procedures across the UK

Vetting checks are an essential part of any measures taken by organisations, irrespective of whether the individual is acting in a paid or voluntary capacity, to prevent those considered unsuitable gaining access to children or vulnerable adults. However, they are only effective as part of a much more comprehensive recruitment and selection process.

A vetting check may be undertaken by the RLSS UK using any of the following organisations:

- Disclosure and Barring Service (DBS) (England & Wales)
- Access NI (Northern Ireland)
- Garda Central Vetting Unit (Republic of Ireland)
- Disclosure Scotland, Protection of Vulnerable Groups (Scotland)

Disclosure and Barring Service (DBS)
The DBS is an Executive Agency of the Home Office set-up to help organisations make safer recruitment decisions. The DBS acts as a one-stop-shop for organisations, checking police records.
Further information: https://www.gov.uk/disclosure-barring-service-check

Access NI
Access NI enables organisations in Northern Ireland to make more informed recruitment decisions by providing criminal history information about anyone seeking paid or unpaid work in certain defined areas, such as working with children or vulnerable adults.
Further information: http://www.accessni.gov.uk/

Garda Central Vetting Unit
The Garda Central Vetting Unit conducts Garda Vetting for organisations that have been registered with it. Garda vetting is constructed in respect of personnel working in a full-time, part-time, voluntary or student placement capacity in a position in a registered organisation, through which they have unsupervised access to children and/or vulnerable adults.
Further information: http://www.garda.ie/Controller.aspx?Page=66&Lang=1

Disclosure Scotland

Disclosure Scotland was launched in April 2002. It was developed under the guidance of the Scottish Government, following the enactment of Part V of the Police Act 1997. Further information: http://www.disclosurescotland.co.uk

RLSS UK will manage the vetting process for all volunteers.
For further information on the process that is applicable to you or your club please contact RLSS UK on 01789 773994.

TEMPLATES

Template One
RLSS UK Model Club Constitution

Please note: clauses in Italics are mandatory for those organisations who want to be affiliated to the Royal Life Saving Society and must therefore remain in given format. It is not mandatory to use this template, but some clauses must be added to your organisation constitution.

1. The Club shall be called "The_____ Club", hereinafter referred to as the Club.

2. ***OBJECTIVES***

The objects of the Club are to advance the education of the public through the provision of education and training in life saving, life support, water safety, resuscitation and first aid, through participation in the Award schemes and competitions of the Royal Life Saving Society United Kingdom (hereinafter referred to as RLSS UK or the Society) and such other activities as are appropriate and thereby contributing to the preservation of life.

3. ***AIMS***

The aims of the Club shall be: -

(a) To deliver a quality, customer focused culture that permeates every aspect of the Club.
(b) To provide facilities for and promote participation of the whole community in lifesaving and lifeguarding.
(c) To create greater opportunities for the general public to become involved in all aspects of the Club's work.
(d) To promote the wider benefits of Lifesaving as a healthy, fun and worthwhile recreational activity and competitive world class sport.
(e) To promote, publicise and communicate information about the RLSS UK to present a positive image of the Club, the Society.
(f) To promote and maintain the highest standards of technical competence and safety in the sport.
(g) To provide equal opportunities for successful participation by all sections of the community.

4. ***AFFILIATION AND MEMBERSHIP OF RLSS UK***

The Club shall maintain affiliation to the RLSS UK and ensure that membership does not lapse.

5. ***RLSS UK SAFEGUARDING AND PROTECTING CHILDREN REGULATIONS***

As taken from Paragraphs 1 to 3 of the RLSS UK Safeguarding and Protection Children Regulations the following statements must be included, under a child protection heading, in each of the bye-laws and constitution of RLSS UK, its affiliated Clubs and all other affiliated bodies involved in Lifesaving in the United Kingdom which provide the opportunity to work (either on a paid or voluntary basis) with children and young people up to the age of 18 (individually as "The Affiliated Body" and collectively referred to as "The Affiliated Bodies") to ensure the same is binding throughout the sport.

(a) The [name of The Affiliated Body], agrees to adopt the RLSS UK Safeguarding and Protecting Children policies and procedures.

(b) All individuals involved in Lifesaving through [name of The Affiliated Body] at every level, including participants, Officials, Trainers/Assessors, Volunteers, Administrators, Club Officials or spectators agree to abide by the RLSS UK Code of Ethics and Conduct ("Code") and all such individuals participating or being involved in Lifesaving through [name of The Affiliated Body] in one of the aforementioned roles or in a role which comes within the intended ambit of this paragraph and the RLSS UK Safeguarding and Protecting Children policies and procedures generally are deemed to have assented to and as such recognise and adhere to the principles and responsibilities embodied in the Code.

(c) Each and every constituent member of [name of The Affiliated Body] including without limitation all Clubs and disciplines, shall be responsible for the implementation of the RLSS UK Safeguarding and Protecting Children policies and procedures in relation to their members.

6. ***MEMBERSHIP OF THE CLUB***

(d) All members are subject to the Constitution of the Club and the regulations of the National Governing Body.

(e) Membership of the Club is open to all individuals over the age of 8 provided they comply with this Constitution and have paid the annual subscription laid down from time to time by the Executive Committee.

(f) No person shall be refused membership on the grounds of race, ethnic origin, religion, sex, sexual orientation, impairment or disability.

(g) Any minor's (under the age of 18) application for membership should be signed by the applicants parent or guardian.

(h) Any person on or over the age of 18 applying for membership of the Club in a volunteer capacity, accepts that he/she may be DBS checked and the membership application shall be considered on the results of such check.

(i) Acceptance of membership shall be in at the discretion of the Committee but other person(s) authorised by the Committee may make recommendation as to the applicants' acceptability. The Committee shall not be required to give reasons for the refusal of any application for membership.

(j) *The Club shall not refuse an application for membership on discriminatory grounds, whether in relation to ethnic origin, age, sex, religion, disability or sexual orientation.*

(k) *All members will receive a copy of the relevant Code of Conduct and Policy Statements, Child Protection Policy and Constitution.*

(l) *All applications for membership shall be accompanied by the appropriate documentation and annual membership fee which shall thereafter be payable on demand.*

(m) *The total membership of the Club shall not normally be limited. If however the Management Committee considers that there is a good reason to impose any limit from time to time then the Management Committee shall put forward appropriate proposals for consideration at the General Meeting of the Club.*

(n) *The members shall have the right to impose (and remove) from time to time any limits on total membership (or any category of membership) of the Club.*

(o) *Any persons who assist in any way with the Club's activities shall become members of the Club and hence of the RLSS UK and the relevant RLSS UK fee shall be paid. Assisting with the Club's activities shall include, but not be restricted to, administrators, associate members, voluntary instructors, teachers and coaches, committee members, helpers, Honorary members, life members, officers, patrons, Presidents technical and non-technical officials, temporary members, Vice Presidents and verifiers or tutors of the RLSS UK educational certificates.*

(p) *Such membership fee shall be set annually and agreed by the Management Committee or determined at the Annual General Meeting.*

(q) *It is the responsibility of the member to ensure that membership of the Club does not lapse. If such a lapse of 30 days or more occurs, membership may be suspended by the Management Committee from all or some of the activities until such payment is made.*

(r) *Members shall be enrolled in one of the following categories:*

Junior (Rookie) Member	-	*Age 8 - 14*
Youth/Student in full time education	-	*Age 14 - 18*
Senior	-	*Age 18 & over*

Note: Although this section is not mandatory for all clubs, those wishing to achieve accreditation will need to adopt a junior section with associated pricing policy.

(s) *Each fully paid up member aged 14 and over shall be entitled to attend and vote at General or Annual General Meetings, except for the appointment of the Rookie Club Captain and Vice Club Captain when only members of the Rookie section shall be entitled to vote. A member of the Club may notify the name of a representative, entitled to speak and vote on their behalf, to the Secretary prior to the commencement of a general meeting, if they are unable to personally attend. Such representative must be a member of the Club. A member of the Club may also register their vote on any proposal or election of Executive Committee members with the Secretary prior to the commencement*

of a general meeting and the Secretary will then vote on the member's behalf, in accordance with their instructions.

(t) All Club members must agree to participate and assist the Club in activities that the Club undertakes.

7. **DISCIPLINE AND APPEALS**

All complaints regarding the behaviour of members should be submitted in writing to the Secretary.
The Executive Committee will meet to hear complaints within fourteen days of a complaint being lodged.

The Executive Committee may by unanimous vote, and for good reason, terminate the membership of any individual, provided that the individual concerned shall have the right to be heard by the Executive Committee, accompanied by a friend/representative, before a final decision is made. The Club may refuse membership or expel from membership only for good and sufficient cause, such as conduct or character likely to bring the Club or RLSS UK into disrepute.
An appeal against such a decision may be made to the Club's members and decided by a majority vote. Such Appeal should be considered within fourteen days of the Secretary receiving such request.

8. **EXECUTIVE COMMITTEE**

a. *The Executive Committee should consist of at least a Chairman, Secretary, Treasurer, and in addition where the membership consists of members under 18 years of age there must be Youth Representative and Club Welfare Officer in post reporting into the Executive Committee.*

b. Any additional posts that are deemed necessary by the Executive Committee should be proposed and appointed at the Annual General Meeting.

c. Fully paid up members having attained the age of 18 may be elected and serve on the Executive Committee.

d. Each member of the Executive Committee will retire bi-annually but are eligible for re-appointment at the Annual General Meeting, but may service no longer than three consequent periods of two years in any one post.

e. A member cannot be elected into the position of Chairman unless he/she has served on the Executive Committee for a minimum of one term of 2 years.

f. Should any Executive Committee member wish to resign their post during their term of office they may do so by writing to the Club Secretary.

g. Should the resignation mean that the Executive Committee number is less than five, then the Executive Committee should offer the post to the general membership.

h. An Extraordinary General Meeting should be held within thirty days of the post becoming vacant to elect the replacement Executive Committee member.

9. **ANNUAL GENERAL MEETINGS**

(a) *The Annual General Meeting shall be held within 26 weeks of the financial year-end.*

(b) *The Annual General meeting shall be called by the Club Secretary ensuring that the Club members have not less than twenty one clear days' notice of the intended meeting date.*

(c) All members of 14 years or over shall have the right to one vote.

(d) *Nominations for Officers of the Executive Committee shall be sent in writing to the Secretary no later than fourteen days prior to the Annual General Meeting.*

(e) *Should nominations exceed vacancies, election shall be by ballot.*

(f) *Ballot papers to be drawn up by the Secretary.*

(g) *The quorum for Annual General Meetings shall be not less than 25% of the Club's total membership.*

(h) *The Executive Committee shall present the report and annual accounts of the Club for the preceding year.*

(i) *Proposals in writing need to be submitted to the Secretary of the Executive Committee no later than fourteen days prior to the Annual General Meeting.*

(j) *Proposals requiring a change to the Constitution of the Club needs to be passed by a two-thirds majority of the members present and voting.*

(k) *Proposals of a non-constitutional nature shall be passed by a simple majority of the members present and voting.*

(l) *Meeting Agenda should include details of all proposals and nominee's for Executive Committee posts and sent out at least seven days prior to the Annual General Meeting.*

(m) *The Secretary or other person specially appointed by the Executive Committee, shall keep a full and accurate record of proceedings at such meeting.*

10. ***EXTRAORDINARY GENERAL MEETINGS***

The Executive Committee has the power to call an Extraordinary General Meeting of the Club at any time, providing that at least ten members request such a meeting, in writing, stating the business to be considered. The Secretary shall call such a meeting and at least twenty-one day's clear notice shall be given. The procedures for an Extraordinary General Meeting shall be the same as for an Annual General Meeting.

11. ***ALTERATIONS TO THE CONSTITUTION***

The Constitution may be altered by a Resolution passed by not less than two thirds of the members present and voting at an Annual General Meeting.

12. **PROPERTY**

The Executive Committee shall cause the title of all land or investments held by, or in trust for, the Club, to be vested in not less than three individuals, appointed by them as holding Trustees, or to be held in the name of a clearing bank, trust corporation or any stock broking company. Holding Trustees may be removed, by the Executive Committee, at their pleasure and shall act in accordance with the lawful directions of the Executive Committee.

13. ***DISSOLUTION***

A resolution to dissolve the Club can only be passed at an Annual General Meeting or Extraordinary General Meeting by not less than two thirds of the members present and voting

In the event of dissolution, any assets of the Club that remain after the payment of debts and liabilities shall not be paid to or distributed among the members of the Club,

but shall be given or transferred to one or more approved non-profit making Charitable bodies or organisations having similar aims and objectives of this Club.

A copy of the statement of Accounts, or account and statement, for the final accounting period of the Club, must be published and made available to Club members.

*14. **DECLARATION***

_____ *Club hereby adopts and accepts this Constitution as a current operating guide regulating the actions of its members.*

SIGNED: DATE:

POSITION: Chairman

SIGNED: DATE:

POSITION: Secretary

Template Two
RLSS UK Volunteer Application Form

This form is to be completed by all volunteers applying for posts within Lifesaving and/or positions within bodies affiliated to the Royal Life Saving Society UK.

PART A

Position applied for:	
Club name:	
Surname and title (Mr/Mrs/Ms/Miss/Dr/Rev):	
First Name (s):	
Any first name, surname or maiden name previously known by:	
Date of birth: If applicant is under 18 please attach parental consent form	
Present address:	
Postcode: Postcode MUST be completed.	
Home Telephone:	
Mobile:	
E-mail:	
Preferred method of contact and any convenient times to call	
Former address (if moved within the last 3 years):	
Current employer:	

Start date:	
Position:	
Address:	
Previous employer:	
Dates of employment (From/To):	
Position:	
Address:	
Previous employer:	
Dates of employment (From/To):	
Position:	
Address:	
Previous employer: Dates of employment:	
Position:	
Address:	
Relevant experience: Please continue on a separate sheet of A4 if required	

Previous experience of working with young people in a voluntary or professional capacity: Please continue on a separate sheet of A4 if required

Qualifications

Academic/School:	
Vocational/Interests:	
Sporting qualifications and experience: Please continue on a separate sheet of A4 if required.	

Qualification(s):	Course date(s):	Renewal date(s):

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. Please detail which documents (membership card/coaching licence etc.):
Signature of Club Secretary or Club Welfare Officer:
Print name:
Date:

PART B
Safeguarding and Protecting Children Self Declaration

Self-Declaration and Disclosure Form

Private and Confidential

For roles involving contact with children (under 18 year olds) and vulnerable adults.

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 1998.

Part One

For authorisation by the Club Welfare Officer / Branch Safeguarding Officer:	
Member's Name:	
Address and Postcode:	
Telephone/Mobile No:	
Date of Birth:	
Gender:	Male / Female
Identification *(tick box below):*	
	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.
Either	
UK Passport Number and Issuing Office	
UK Driving Licence Number (*with picture*)	
Plus	
National Insurance Card or current Work Permit Number	
Signature of authorised Officer:	
Print name:	
Date:	

Part Two

NOTE:

If the role you are in or have applied for involves frequent or regular contact with or responsibility for children you will also be required to provide a valid DBS (Disclosure and Barring Service) certificate 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 DBS checks).

For completion by the individual (named in Part one):	
Have you ever been known to any Children's Services department or Police as being a risk or potential risk to children or vulnerable adults?	YES / NO *(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 / NO *(if Yes, provide information below)*:
Confirmation of Declaration *(tick box below)*	
	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.
	In accordance with the organisation's procedures if required I agree to provide a valid DBS certificate and consent to the organisation clarifying any information provided on the disclosure with the agencies providing it.
	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 or vulnerable adults.
	I understand that the information contained on this form, the results of the 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 vulnerable adults.
Signature:	
Print name:	
Date:	

Please return to:

Mrs Jo Barrett

RLSS UK

River House, High Street,

Broom,

Warwickshire, B50 4HN

References

Name and address of two people who know you well (and are not related to you) who have first-hand experience of you working with young people and who we can contact for a reference, or who have provided you with a reference testimonial.

Name:		Name:	
Address:		Address:	
Postcode:		Postcode:	
Telephone number:		Telephone number:	
E-mail address:		E-mail address:	
Capacity in which they know you:		Capacity in which they know you:	

With your approval we shall also contact your current employer (where appropriate) for a reference.

☐ I am a member of RLSS UK:
Yes

☐ No
Membership number: 3_ _ _ _ _ _ _ _

I declare that the information provided in this form is, to the best of my knowledge correct, true and complete. I understand that if any information provided is subsequently found to be untrue this may result in disciplinary measures being implemented. I agree to abide by the RLSS UK Code of Ethics and Conduct.

Signed:	
Print name:	Date:

Please be aware that applicants may also be required to complete a DBS Enhanced level Disclosure application form as directed.

Template Three
RLSS UK Reference Form

The following person _____ has expressed an

interest in working as a _____ with

_____ Club.
The post involves significant access to or management responsibility for individuals who have significant access to and responsibility for Children under the age of 18.

As an organisation RLSS UK is committed to the welfare and protection of young people, and is anxious to know if there is any reason at all to be concerned about this applicant being in contact with children or young people. If you are happy to complete this reference, any information will be treated with due confidentiality and in accordance with relevant legislation and guidance. Information will only be shared with the person conducting the assessment of the candidate's suitability for the post, 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 young people. As an organisation committed to the welfare and protection of young people, RLSS UK are anxious to know if you have any reason at all to be concerned about this applicant being in contact with children and young people.

☐ 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)	

Please return to:

Club Welfare Officer: _____

Template Four
RLSS UK Incident Report Form

If a young person informs you directly that he/she, or another young person, 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 young person;
- Tell the young person 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 young person 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 young person's words.

Child's details	
First Name:	
Surname:	
Parents / Carer's name(s):	
Home address:	
Postcode:	
Telephone number:	
Date of Birth:	
Age:	
Sex:	Male: ☐ Female: ☐

Ethnicity	
A - White	British: Irish: Any other White background (please specify):
B - Mixed	White & Black Caribbean: White & Black African: White & Asian: Any other mixed background (please specify):
C - Asian or Asian British	Indian: Pakistani: Bangladeshi: Any other Asian background (please specify):
D - Black or Black British	Caribbean: African: Any other Black background (please specify):
E – Chinese or Ethnic Group	Chinese: Any other (please specify):

Your details	
First Name:	
Surname:	
Club name: RLSS UK Personal Membership Number:	
Your position within Club:	
Home address:	
Postcode:	
Telephone number:	

Incident details	
Date and Time of Incident:	
Are you reporting you own concerns of responding to the 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: ☐ No: ☐ If yes please provide details of what was said:
Have you spoken to the child?	Yes: ☐ No: ☐ If yes please provide details of what was said:
Have you spoken to the person the allegations are being made against?	Yes: ☐ No: ☐ If yes please provide details of what was said:

Please provide details of further action taken to date:	
Have you informed the statutory authorities (Police / Children's Social Care)? Please provide the name and role of the person and his / her contact number.	
Children's Social Care (Social Services)	Yes: ☐ No: ☐ Log number : _____ Name of person : _____ If yes please provide details of what was said:
Police	Yes: ☐ No: ☐ Log number : _____ Name of person : _____ If yes please provide details of what was said:

Were there any witnesses to the incident?	Yes: ☐ No: ☐ If yes, please ensure you get a full witness report from them (Template 7 – witness report form)
Your signature:	
Print name:	
Date:	
Time:	

Template Five
RLSS UK Parental Consent Form

To be completed for all young people engaged in Lifesaving activities for each season 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:	
Child's First Name:	
Child's Surname:	
Parents / Carer's name(s):	
Home address: Postcode:	
Telephone number:	
Date of Birth: Age:	
Sex:	Male: ☐ Female: ☐

Emergency Contact Information	
Emergency contact name:	
Relationship to Child: Parent/Legal guardian:	Yes: ☐ No: ☐
Emergency contact number:	
Alternative contact name:	

Relationship to Child: Parent/Legal guardian:	Yes: No:
Alternative contact number:	
Child's Doctor's name and contact number:	

Medical Information	
Does your child experience any conditions requiring medical treatment and / or medication?	Yes: No: If yes please provide details:
Does your child have any allergies?	Yes: No: If yes please provide details:
Does your child have any specific dietary requirements?	Yes: No: If yes please provide details:

Does your child have any disability or additional support needs?	Yes: ☐ No: ☐ If yes please provide details:

Volunteers who have a responsibility and unsupervised access to young people under 18 years will be required to complete a Disclosure and Barring Service disclosure through RLSS UK.

- I have received comprehensive details of the above activity and am aware of the RLSS UK Safeguarding and Protecting Children and Young People Policy and Procedures.

- By returning this completed form, I agree to my child taking part in the activities stated and I understand that I will be kept informed of these activities.

- I understand it is the responsibility of the parent/guardian/carer to send the child's medication with them to the activity clearly labelled with the child's name. The class teacher/trainer/team manager will look after it whilst the child is engaged in activities.

- I am familiar with and agree to support all the 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.

- It may be essential at some time for the Club Coach or Team Manager accompanying your son/daughter to have the necessary authority to obtain any urgent treatment which may be required whilst at Club representative competition or training. Would you therefore complete the details on this form and sign below to give your consent.

I, _____ being parent/guardian of the above named child hereby give permission for the Head Coach, Club Trainer Assessor or Team Manager 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, in the doctor's medical opinion, for any delay to be incurred by seeking my personal consent.

Parent/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.

Template Six
Use of Photographs and Recorded images

RLSS UK Parental/Carer Consent Form

This form is to be signed by the Legal Guardian of a young person under the age of 18, together with the young person. It provides permission for images of the young person to be used.

Please note that if you have more than one child under the age of 18 registered with the Club you will need to complete a separate form for each young person.

(Club/Organisation) _____ recognises the need to ensure the welfare and safety of all young people in Lifesaving. As part of our commitment to ensure the safety of young people we will not permit photographs, video images or other images of young people to be taken or used without the consent of the parents/carers and the young person.

The (Club/Organisation) _____ will follow the guidance for the use of images of young people, as detailed within RLSS UK Safeguarding and Protecting Children Policy and Procedures.

The (Club/Organisation) _____ will 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) _____.

If you become aware that these images are being used inappropriately, you should inform the Club Welfare Officer immediately. Alternatively please contact your local RLSS UK Branch Safeguarding Officer or RLSS UK Lead Child Protection officer at RLSS UK Headquarters: **RLSS UK** Telephone: **01789 773 994**
River House, High Street, Broom
Warwickshire, B50 4HN

To be completed by the young person (if 12 years or older) * Delete as appropriate

I (name of young person) _____ consent / do not consent * (Club/Organisation) _____ photographing or videoing my involvement in Lifesaving under the stated rules and conditions.
Signature:
Print name:
Date:

To be completed by parent/carer * Delete as appropriate

I (Parent/Carer full name) _____ consent / do not consent * (Club/Organisation) _____ photographing or videoing (Name of young person) _____ under the stated rules and conditions and I confirm I have legal parental responsibility for this child and am entitled to give this consent. I also confirm that there are no legal restrictions related to images of my child being taken or published.
Signature:
Print name:
Date:

Template Seven
RLSS UK Witness Incident Report Form

Your details	
First Name:	
Surname:	
Position in Club:	
Home address:	
Postcode:	
Telephone number:	
Incident details	
Date and 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/s?	Yes: ☐ No: ☐ If yes please provide details of what was said:

Have you spoken to the child?	Yes: ☐ No: ☐ If yes please provide details of what was said:
Have you spoken to the person the allegations are being made against?	Yes: ☐ No: ☐ If yes please provide details of what was said:
Your signature:	
Print name:	
Date:	
Time:	

Template Eight
RLSS UK Induction form

An induction for new volunteers will assist the club in ensuring that the safety and welfare of staff, volunteers, officials and members is addressed.

Name	
Role	
Position start date	

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

Task/Document	Complete
Roles/Forms/Guidelines and policies	
Role description/expectations	
Disclosure and Barring Service form complete (include documents checked)	
Club Membership Information form completed	
Specific Role Code of Practice	
RLSS UK Individual membership	
RLSS UK Child Safeguarding policy	
RLSS UK Equity and Ethics policy	
RLSS UK Code of Practice	
RLSS UK/ILS Anti-Doping Policies	
Operating procedures and emergencies	
Normal Operating Procedures and Emergency Action Plan (supplied by the facility provider)	
Club Emergency Procedures and guidelines	
Relevant Telephone Numbers	
Incident Reporting Procedure	
Club Management	
Introduction to Teaching, Training and Coaching Staff	
Introduction to club members/participants as appropriate	
Award training requirements	
Equipment introduction (inc maintenance)	
Tour of the Facility	
Equipment Storage	
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	
Committee Structure, roles and responsibilities	
Training Opportunities/Requirements	
Training Needs identified	
RLSS UK Qualifications	
Child Safeguarding training	
Additional qualifications	

Any other comments:

_____

_____

_____

"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."

Signature of New Starter: _____

Name of the Induction guide
Role of the Induction guide
Signature of Induction guide: _____

Date: _____

Template Nine
Club Membership Application Form

Name of Club _____

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

1. Please complete your personal details

Name:	
Address:	
Postcode:	
Home telephone number:	
Mobile telephone number:	
Email address:	
Date of birth:	
Lifesaving awards held:	

2. Medical information

Please detail below any important medical information that our coaches/junior coordinator should be aware of (e.g. epilepsy, asthma, diabetes etc.) This information will only be seen by the Club Trainers, Coaches and Teachers. Please include details of any medication taken.

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	
Relation		Relation	
Emergency phone 1		Emergency phone 1	
Emergency phone 2		Emergency phone 2	

3. If the applicant is U18 this section must be completed by a parent / guardian / carer.

- By returning this completed form, I agree to my child taking part in the activities of the club and I understand that I will be kept informed of these activities.
- I understand it is the responsibility of the parent / guardian / carer to send the child's medication to them with the pool clearly labelled with the child's name. The class teacher will look after it whilst the child is engaged in activities.
- I am familiar with and agree to support the junior member and parent / guardian / carer 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 at some time for the Club Official / Trainer / Coach accompanying your son / daughter 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/guardian of the above named child hereby give permission for the Club Official/Trainer/Coach 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, 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 Ethics and Conduct ("Code") and as such agree to fully recognise and adhere to the principles and responsibilities embodied in the Code."

Name of parent/guardian/carer: _____

Signature of parent/guardian/carer: _____ Date: _____

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

- By returning this completed form, I agree to taking part in the activities of the club and understand that I will be kept informed of these activities.
- I am familiar with and agree to support the Club 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: _____

Notes to all applicants
To ensure we have the correct contact details for you, please fill out this form and give it back to Name of *MEMBERSHIP SECRETARY*.

Should either yours or the emergency contact details change, please inform the club membership secretary as soon as possible, failure to do so may result in you not receiving important information about your membership, the club and its activities or us not being able to contact your emergency contacts should we need to do so.

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.