



Home of Ski Rossendale

Stay Safe: Taking account of children, young people and adults

Helping children, young adults and people with learning disabilities to achieve has been our ethos for 40 years

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Introduction

At Ski Rossendale we have a history of providing a safe environment for anyone who wishes to learn or try snow sports. Within our culture we define vulnerable as anyone, child, young adult or adult who is at risk of harm by others or by themselves including adults with learning disabilities. We define learning disabilities as a reduced ability to understand new or complex information, to learn new skills or who have a reduced ability to cope independently. This may also apply to young children in our care.

Our staff and volunteers will be made aware of social inequalities, risk, potential for abuse, vulnerability and other challenges experienced by the range of communities accessing our facilities.

The Government believes that safeguarding is everybody's business with communities playing a part in preventing, detecting and reporting neglect and abuse. Measures are in place to protect those least able to protect themselves.

Safeguards against poor practice, harm and abuse are an integral part of our support. We strengthen our belief through active partnerships with local organisations, communities and individuals. In line with DH principles these are our main principles of safeguarding:

- **Empowerment:** a presumption of person-led decisions and informed consent. We will give individuals relevant information about recognising abuse and the choices available to them to ensure their safety. We give them clear information about how to report abuse, and any necessary support in doing so. We will consult them before we take any action. Where someone lacks capacity to make a decision, will always act in his or her best interests.
- **Protection:** we will support those in greatest need. Our reporting arrangements for abuse and suspected criminal offences, along with our risk assessments, work effectively. Our governance arrangements are open and transparent and communicated to our students.
- **Prevention:** it is better to take action before harm occurs. We will effectively identify and appropriately respond to signs of abuse or suspected criminal offences. We make staff aware, through provision of appropriate training and guidance, of how to recognise signs and take any appropriate action to prevent abuse from occurring. In all our work, we consider how to make our students safer.
- **Proportionality:** a proportionate and least intrusive response appropriate to the risk presented. We will discuss with the individual and where appropriate with partner agencies the proportionality of possible responses to the risk of significant harm before we take a decision. Our arrangements will support the use of professional judgement from the Local Authority and the management of risk

- **Partnership:** Ski Rossendale SE have a part to play in preventing, detecting and reporting neglect and abuse. We have effective local information-sharing and partnership arrangements in place; staff and volunteers understand these. We foster a 'one team' approach that places the welfare of individuals above organisational boundaries.
- **Accountability:** Our staff and volunteers understand what is expected of them and others. Visiting agencies and schools recognise their responsibilities to each other, act upon them and accept collective responsibility for safeguarding arrangements

Recognising Signs of Abuse

As an instructor or coach children will look up to you and if they decide to talk to you about abuse, you need to know what to do. You also need to understand your duty of care towards the children, young adults and adults with special requirements, how to use this policy – which will help you – and you will know how to act responsibly.

Recognising child abuse is not easy. Below are some guidelines and common indicators of abuse.

Most children will collect cuts and bruises as part of the rough and tumble of everyday life. Injuries should be interpreted in light of the child's medical and social history, developmental stage and the explanation given. Most accidental injuries occur over bony parts of the body, eg elbows, knees, shins, and are usually on the front of the body. With the exception of the physical signs (bruising, bites, scalds etc) you should primarily be concerned with changes in a child's behaviour. Some children may always have difficulty in interacting with other children. Indicators that a child may be being abused include the following:

- Unexplained bruising, marks or injuries on any part of the body
- Multiple bruises, in clusters, often on the upper arm or outside of the thigh
- Cigarette burns
- Human bite marks
- Broken bones
- Scalds with upward splash marks
- Multiple burns with a clearly demarcated edge
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Fear of being left with a specific person or group of people
- Reluctance to get changed
- Depression or withdrawn behaviour
- Saying they have secrets they cannot tell anyone
- Sexual knowledge beyond their age or developmental level
- Dirty smelly or inappropriate clothing for the conditions

- Pain or itching in the genital area or discomfort walking
- Sulking, hair twisting, rocking, fear of making mistakes, sudden speech disorders
- Fears of parents being approached for an explanation
- Developmental delay in terms of emotional progress
- Complaining of being tired all the time

If a child is being bullied or abused at the Club, in addition to the above, the following may be observed:

- Reluctance to go to training or competitions
- An unexplained drop off in performance
- Behavioural changes

This is not a definitive list, but should serve as a guide to assist you. Remember too that many children will exhibit some of these indicators at some time, and the presence of one or two indicators should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour. If in any doubt please check with the Club Child Welfare Officer.

Good practice

As an instructor or coach or activity worker please observe the following behaviour;
 Always work in an open environment – avoid closed or areas where you cannot be observed
 Keep an open communication – do not encourage secrets
 Make the lessons/activities fun and enjoyable, promote fairness and confront and deal with any bullying

- Treat all children equally and with respect and dignity
- Do not swear in front of children and do not allow swearing to go unchallenged
- Be an excellent role model; this includes not smoking or drinking alcohol whilst in the company of children under their care. All “responsible adults” should refrain from drinking whilst children are under their care
- Always put the welfare of the child first, before winning, the child’s welfare being paramount
- Be acutely aware of the power that a coach, volunteer or official develops with participants in snowsports and avoid any inappropriate or intimate interaction (sexual or otherwise)
- Avoid unnecessary physical contact with children. Where any form of manual/physical support is required it should be provided openly and with the consent of the child. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the child’s consent has been given
- Involve parents/carers wherever possible, e.g. where children need to be supervised in changing rooms encourage parents to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure parents, coaches etc work in pairs
- Obtain written parental consent for any significant travel arrangements e.g. overnight stays

- Ensure that if mixed teams are taken away, they are always accompanied by a male and female member of staff
- Ensure that at away events an unaccompanied adult does not enter a child's room or invite a child to their room
- Do not engage in a sexual relationship with anyone under the age of 18 in your care
- Always give enthusiastic and constructive feedback rather than negative criticism
- Keep up to date with technical skills relative to your coaching, qualifications and insurance
- Recognise the developmental needs and capacity of the child and do not risk sacrificing welfare in a desire for club or personal achievements. This means avoiding excessive training or competition and not pushing children against their will
- Secure written parental consent for the organisation to act in loco parentis, and for the administration of emergency first aid or other medical treatment if the need arises
- Promote good sportsmanship, encouraging children to be considerate of other athletes, officials and volunteers and by being modest in victory and gracious in defeat
- Keep a written record of any injury that occurs, along with details of any treatment given
- Help SSE to work towards eradicating harassment and abuse of children in Snowsports
- Abide by the Ski Rossendale's Code of Conduct.

Examples of poor practice – you must never:

- Unnecessarily spend excessive amounts of time alone with children away from others
- Take children to your home where they will be alone with you
- At an away event, go into a child's room without another adult in a position of responsibility
- Share a room with a child
- Engage in rough, physical or sexually provocative games, including horseplay
- Allow or engage in inappropriate touching of any form
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Take part in, or tolerate, behaviour that frightens, embarrasses or demoralises a child or affects their self esteem
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Shower with a child
- Do things of a personal nature that the child can do for themselves
- Take a child alone in a car with you (unless it is an emergency)

Where cases arise where it is impractical or impossible to avoid certain situations, the task should only be carried out with the full understanding and consent of the parent/carer and

the child involved. The reasons for deviating from the above good practice should be documented and made available to the relevant people concerned.

If during your care you accidentally hurt a child, a child seems distressed in any manner, appears to be sexually aroused by your actions and/or if the child misunderstands or misinterprets something you have done, report any such incidents as soon as possible to another colleague and make a written note of it. The Club Welfare Officer must be informed as soon as possible. Parents should also be informed of the incident.

Any of these situations can leave you open to allegations and many of these actions would be difficult to defend.

Guidance on physical contact

Snowsports, by their nature, sometimes require a degree of physical contact between adults and children. Physical contact can be used appropriately to instruct, encourage, protect or comfort. The aim of guidelines relating to physical contact is to provide adults and children with appropriate types and contexts for touching and an understanding of what physical contact should reasonably be expected within the sport and the purpose of this.

By its nature, the teaching and coaching of skiing/boardng may require some physical contact between coach and pupil. In this context the term “coach” includes instructors of all grades; coaches, tutors, club helpers and anyone else engaged in the assistance, guidance or supervision of children in a Snowsports situation – provided they have had the recommended training to do so. This is accepted as reasonable practice and will be reviewed on a regular basis by the British Snowsports Child Welfare Group. Following principles of good practice will help to ensure that problems and difficulties do not arise.

At all times coaches should be aware there is a multi-cultural mix of children or adults from different ethnic and religious backgrounds, children who may already be on the Child Protection Register or have previously been, or are currently being abused at home. Not all children are used to, or are comfortable, with any type of touching, be it friendly or otherwise. Some vulnerable adults may not be comfortable with touching. In many cultures girls in particular are uncomfortable about any kind of touching by a stranger.

Physically or visually impaired children may need to be touched in order to help them understand, acquire or visualise a posture or position. If a child/adult is visually impaired, you should tell them who you are and ask their permission before you come into physical contact with them.

Physical contact between adults and children should only be used by appropriately qualified people when the aim is to:

- Develop sports skills or techniques
- Treat an injury
- Prevent an injury or accident occurring
- Meet the requirements of the particular sport, e.g. sports massage
- Give appropriate comfort to a child or appropriately celebrating a success with them

Physical contact should:

- Not involve touching genital areas, buttocks or breasts
- Meet the need of the child and not the need of the adult
- Be carried out by those appropriately qualified to do so
- Be fully explained to the child and, with the exception of an emergency, permission should be sought
- Not take place in secret or out of sight of others

In the early stages of learning to ski, the child may require help that necessitates physical contact e.g. putting on boots, getting up after a fall etc. The manner and context in which this is done will determine the child'/adult's understanding of what is happening. It is expected that the child'/adult's permission will be sought before the instructor takes any action e.g. "May I help you get up?" – offer your hand and let the child take it rather than grabbing hold of the child and picking him/her up.

If it is thought necessary to use physical contact to put the child into appropriate skiing/boarding positions the instructor should first review their teaching strategies and look for alternatives. Perhaps moving to more suitable terrain to remove the "fear factor" or using verbal images to which the child can respond e.g. "like a goal keeper waiting for a penalty". Explanation and demonstration might make physical contact unnecessary. If there is no alternative ask permission and ensure that touching is done in an appropriate manner. Never use any physical contact in an isolated environment – always be in public view.

Repeated physical contact and in particular with the same child, is inappropriate and may be misconstrued by both the child and observers. Instructors should always consider appropriateness, potential carelessness, unnecessary repetition and context. Think it through and if in doubt – don't.

The Directors, managers, staff and volunteers of Ski Rossendale is committed to ensuring all Children, young adults and adults participating in Snowsports at our facility or with our staff or volunteers have a safe and positive experience.

We will do this by:

- Recognising all our students participating in snowsports, regardless of age, gender, race, religious belief,

sexual orientation, ability or disability, have the right to participate in snow sports in a fun and safe environment

Ski Rossendale Stay Safe April 2019

and have the right to protection from harm

- Ensuring that all individuals working with students in Snowsports at the facility or for the Club, provide a safe, positive and fun Snowsports experience for them
- Adopting the **Snow Safe** Policy, Snowsport England's Policy for safeguarding, and any future versions of the Policy
- Appointing a Child Welfare Officer and ensuring they receive the mandatory training for CWOs, so they have the necessary skills to undertake their role effectively
- Ensuring all people who work with children, young adults and adults with learning disabilities at the Club or for the Club understand the **Snow Safe** Policy applies to them
- Ensuring all those working with children at the Club or for the Club are recruited in accordance with the **Snow Safe** Policy and relevant legislation
- Ensuring all people who work with children at the Club or for the Club are provided with the necessary training and information on good practice and code of conduct
- Ensuring the name and contact details of the CWO are promoted to children and parents, and adults and displayed at the facility
- Ensuring children, parents, Club officials and members are aware that the CWO should be the first point of contact for any concerns
- Ensuring the CWOs details are available as the main point of contact for the Lead WO at SSE and external agencies regarding safeguarding
- Ensuring correct and comprehensive reporting procedures exist for raising and managing child safeguarding concerns.
- Ensuring everyone connected with the Club (including parents, children, volunteers and visitors) have the opportunity to voice any concerns they have about poor practice or suspected abuse, to the CWO
- Ensuring all suspicions, allegations and concerns are taken seriously and dealt with swiftly and appropriately
- Ensuring access to confidential information regarding safeguarding concerns is restricted to the CWO and appropriate external authorities eg Local Authority Designated Officer (LADO)
- Ensuring all those in a position of responsibility at the Club recognise it is not their responsibility to determine if abuse has occurred, but it is their responsibility to report and act on any concerns they have.

Ski Rossendale can further demonstrate its duty of care with the additional policies and procedures identified below:

- Recruiting staff and volunteers
- Anti-bullying procedures for dealing with bullying
- Photography e-imaging and other video guidelines
- Transport
- Supervision of children and vulnerable skiers
- Missing children
- Health and safety
- Disciplinary policy



Anti bullying
policy.docx



3. Photo Consent
Form Template.docx

Staffing and recruitment policy

Our recruitment practices will include CRB checks, licence status and experience where appropriate of anyone wishing to be employed or volunteer at Ski Rossendale. We will take all reasonable steps to ensure unsuitable people are prevented from working at the site.

See policy embedded here



Recruitment
Policy.docx

Ski Rossendale SE have a procedure for managing allegations against people who work with children and families that has been adapted from the Local Authority procedure. This is covered in the Appendix later.

Training

- Ski Rossendale ensures that all staff complete SSCB or SSAB approved safeguarding training and development opportunities both single and multi agency, commensurate with their roles and responsibilities.
- All staff and volunteers will have an understanding of their roles and responsibilities , and those of other professionals and organisations in relation to the safeguarding of vulnerable adults, children and young people.
- Ski Rossendale will be able to report on the proportion of eligible staff that are up to date with training.
- Refresher training will be provided every 3 years (CQC regulatory requirement)

Risk Management

- Ski Rossendale staff and volunteers are able to access and identify the level of risk to the students they are responsible for

- Recognise when immediate action is necessary to protect the safety of children young people or vulnerable adults
- Where ongoing risk is recognised, plans are agreed and implemented to prevent further abuse and or decrease the risk
- Risk assessment and management plans take account of challenges, hazards, environmental factors and associated dangers

Incident Report Form for Safeguarding Concerns

– Confidential

This form must be completed by the member of staff or volunteer to whom the incident has been reported or witnessed. It must then be directed to Ski Rossendale Club Welfare Officer within 24 hours of the incident being reported. The person/s completing the details below, **please ensure confidentiality** and only share the contents of this form on a strict need to know basis and only where it is to protect this child or other children

Have you?

- Reassured the young person
- Been honest and not made promises you cannot keep
- Explained why you may have to tell other people in order to stop what's happening
- Avoided closed questions and asked as few questions as possible
- Encouraged the child to use their own words
- The less questions you ask, the better

Complete the form overleaf

Name of Child:	
Age and date of birth:	
Parent/carer's details:	Name: Address: Telephone number/s:
Date of Incident: Time of Incident:	
Details of the incident/concern Including where it happened	
Details of any physical signs of abuse e.g. bruising	
Have you spoken to the child?	Yes No

<p>If yes, what exactly did they say</p>	
<p>Have you spoken to parents/ carers?</p> <p>If yes, provide details of what was said.</p> <p>(NB – depending on the allegation, it is not always appropriate to speak to parents)</p>	<p>Yes No</p>
<p>Have you spoken to person the allegations are being made against?</p> <p>NB – never speak to them if it is a child abuse allegation – only if it is “poor practice”.</p> <p>If yes, provide details of what was said</p>	<p>Yes No</p>
<p>Have you informed statutory authorities? If so –</p>	<p>Yes No Not necessary to do so</p> <p>If yes, was it Police Social Services LADO</p> <p>Name of person you reported it to:</p> <p>Designation/Position:</p> <p>Telephone Number:</p> <p>Reference No (ask for one):</p> <p>Date: Time:</p>
<p>Details of any action taken</p>	

Details of any action you intend to take	
Details of Witnesses (continue on separate sheet if required)	Name: Address: Telephone: Witness Comments:
Details of Person alleged to have committed the offence	Name: Date of Birth or approximate age: Address (if known): Telephone Number (if known):
Details of Person reporting concern:	Name: Position in Club: (parent, coach, child etc): Address: Telephone Number/s:
Details of Person completing the form:	Name: Position in Club: (CWO, coach etc) Address:

	Telephone number:
Signed:	
Date:	
Time:	

**REMEMBER TO MAINTAIN CONFIDENTIALITY.
DO NOT DISCUSS WITH ANYONE OTHER THAN THOSE WHO NEED TO KNOW**

Forward completed form to your CWO

Consent Form for the Use of Photographs or Videos

- *Ski Rossendale* recognises the need to ensure the welfare and safety of all young people in sport.
- Parents/carers should be aware that videos may be taken of children to enhance the coaching programme.
- *Ski Rossendale* recognises that it is almost impossible to prevent the taking of photographs and videos with mobile phones and small cameras but will endeavour to prevent photographs, video or other images of young people being taken without the consent of the parents/carers and children.
- *Ski Rossendale* will follow the Guidance for the Use of Photographs, which is available from the Club Welfare Officer or see **Snow Safe**, our Child Protection Policy.
- *Ski Rossendale* will take all steps to ensure these images are used solely for the purposes they are intended. If you become aware that these images are being used inappropriately you should inform the Club Welfare Officer immediately.

I (*parent/carer*) consent to (*club/organisation*) photographing or videoing (*insert name*)

Signed: Date:

For children over 12 years of age: I (*insert name of child*) consent to (*Club or organisation*) photographing or videoing my involvement in (*sport*)

Signed: Date:

For Events

If organising an event, where some wide angle photographs may be taken by professional photographers, where it would not be possible to single out children who must not be photographed, the following wording is recommended on the entry form:

“At this event the organisers and others may reasonably wish to take wide angle, more general photos of the event. Parents/carers and children should understand that these types of images will be taken during, or at specific points in the event. It is not reasonable, practical or proportionate to require parental consent for this type of photography, or to preclude it on the basis of the concerns of a small number of parents. *Ski Rossendale Events* reserves the right to decline entry to any person unable to meet or abide by the promoter’s conditions. If you are concerned please contact the event organiser/event welfare officer who will be pleased to discuss the matter with you”.*

- Depending on the request, it may be possible if one or two wide angle photographs are going to be published, for the parent/carer to see them first and the child removed digitally from the photograph. It is not reasonable for parents/carers to expect this, but depending on the nature of the concern, the event organiser may think this appropriate.

Snowsport Contacts for Safeguarding

Club Welfare Officer	Name: Debbie Nash ☎ 07940 462284 dh.nash@sky.com
Snowsport England Safeguarding Lead	Name: Bridget Owen ☎01509 232323 welfare@snowsportengland.org.uk
Snowsport England Deputy Safeguarding Lead	Name: Jan Doyle ☎ 01509 232323 jan@snowsportengland.org.uk
DBS application forms	Name: Bridget Owen ☎ 07806 026 247 dbs@snowsportengland.org.uk

Local Contacts for Safeguarding

Local Contacts		
Local Children's Social Care (including out of office hours contact) NB. In an emergency, the Samaritans will hold the Duty Officer's contact number	Lancashire Safeguarding Board children.cypsafeguarding@lancashire.gov.uk ☎ 01772 536954	OUT OF HOURS Name: Tim Booth ☎ 01772 536694 ✉ Tim.booth@lancashire.gov.uk Name: Blackburn Area ☎ 01254 585184 ☎ 01254 666400 After 5pm or at the weekends please contact The Emergency Social Work Duty Team ☎ 01254 587547
Samaritans		08457 90 90 90
Local Police child protection teams In an emergency contact 999		https://ceop.police.uk/safety-centre/ ☎ 999 (or emergency EU no 112) ☎ 101
NSPCC Freephone 24 hour Helpline		0808 800 5000

NSPCC Whistleblowing Helpline for Professionals		0808 028 0285	

Snowsports should be fun!

You should feel safe and enjoy your sport

Is something worrying you?
Do you need someone to talk to?

Speak to your club welfare officer



Club Welfare Officers Name:
Debbie Nash

Email address:
dh.nash@sky.com

Telephone Number:
07940 462284

Alternatively, you can speak to someone at

ChildLine 0800 1111 | NSPCC 0808 800 5000 |
Snowsport England: Bridget Owen 01509 232323