



**The Hill, Ski Rossendale Snowsports' Safeguarding Policy 2023**  
**This is available on the Website: [www.Thehilluk.com](http://www.Thehilluk.com)**

## Introduction

Everyone working with children and young people has a responsibility for keeping them safe, irrespective of their role, whether they are paid members of staff or volunteers.

The Hill is committed to ensure that the Snowsport Activity is one within which all participants can thrive in a safe environment and that all children and young people have an enjoyable and positive experience when skiing or snowboarding.

**This policy is an overriding policy to all clubs and organised events at The Hill. It is an expectation that any incident of concern or any allegation is reported through this policy.**

The Hill is also linked to the Governances of Snowsport England and SOGB.

## Key principles

- The welfare of children and adults at risk is paramount.
- A child is defined by law in England and Wales as a person under the age of 18 years.
- All children, regardless of their Age, Race, Religion or Belief, Disability, Gender identity or Sexual Orientation, have the right to protection from abuse.
- All concerns and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.
- All children have the right to be safe.
- All children have the right to be treated with dignity and respect.
- The Hill will work with children, their parents/carers and external organisations to safeguard the welfare of children participating in Snowsports
- We recognise the authority of the statutory agencies and are committed to complying with Local Safeguarding Children Board Guidelines (LSCB), Working Together under the Children Act 2004, and any legislation and statutory guidance that supersedes these.
- The Hill is committed to working in partnership with other Leisure Trust Sites to continually improve and to promote safeguarding initiatives across the activities.

- The Hill has a legal duty of care to children on their premises or engaged in their activities. That duty is to take reasonable care to ensure their reasonable safety and the duty is higher than it would be for adults.

## Objectives

The Hill aims to:

- Provide a safe environment for children and young people participating in snowsport activities and try to ensure that they enjoy the experience.
- Ensure robust systems are in place to manage any concerns or allegations.
- Support adults (staff, volunteers, Instructors, coaches, members and visitors) to understand their roles and responsibilities with regard to their duty of care and protection of children.
- Provide appropriate level training, support and resources for staff, volunteers & coaches to make informed and confident responses to specific safeguarding issues and fulfill their role effectively.
- Ensure that children and their parents/carers are informed and consulted and, where appropriate, fully involved in decisions that affect them.
- Reassure parents and carers that all children and young people will receive the best care possible whilst participating in club activities and communicate Policy and Procedure to them through website/letter/consents.

## Responsibilities and implementation

The Hill will seek to promote the principles of safeguarding children by:

- Reviewing their policy and procedures every three years or whenever there is a major change in legislation. Guidance from Snow Sport England will be sought as part of the review process.
- Conducting a risk assessment of Snowsport activities with regard to safeguarding and take appropriate action to address the identified issues within suitable timescales.
- Using appropriate recruitment procedures to assess the suitability of volunteers and staff working with children and young people in line with guidance from Snow Sport England.
- Following National Governing Body (NGB) procedures to report concerns and allegations about the behaviour of adults and ensuring that all staff, volunteers, parents and children are aware of these procedures.
- Directing staff, volunteers & coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role.

All staff, volunteers & coaches will be signposted to appropriate child protection training. The Hill recommends attendance at the UK Coaching Safeguarding and Protecting Children (SPC) workshop and will ensure that all volunteers and staff who have significant contact with children attend. An online UK Coaching refresher course should be completed and repeated every three years for those involved in “Regulated Activity.”

All staff, volunteers & coaches working with children and young people will be asked to read and become familiar with the Hill Safeguarding Policy and Procedures.

All staff, volunteers & coaches involved with children and young people will be asked to read the Hill Code of Ethics relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code. The code is linked to the Hill’s Disciplinary Procedures.

## Complaints, Concerns and Allegations

A Safeguarding concern should be raised if you have a particular concern – low level or seriously high level – around any of the participants in your care showing the signs of any of the four main types of abuse:

**Physical**

**Emotional**

**Sexual**

**Financial**

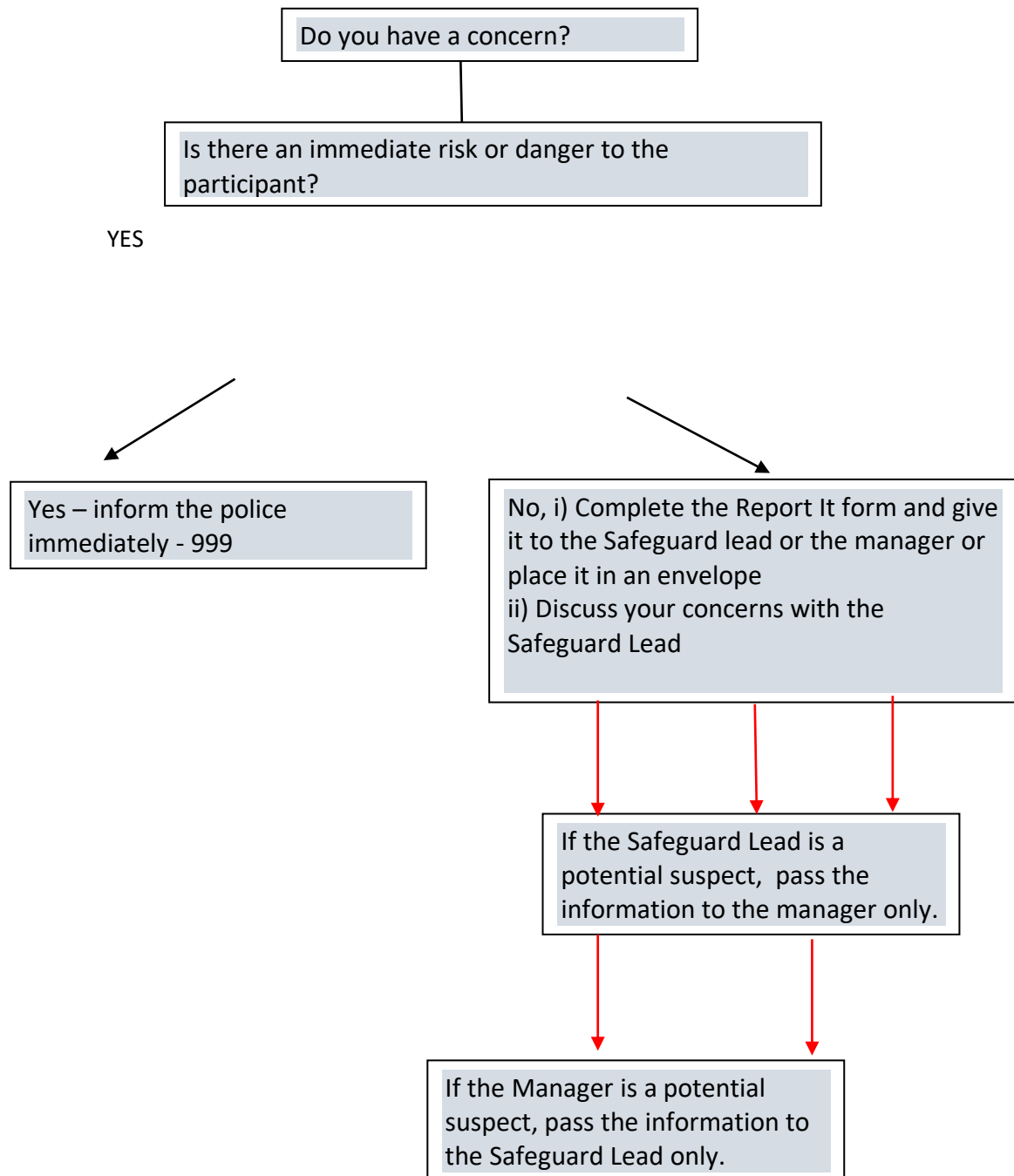
You should also report and be aware of cyber bullying and general bullying between children or between adults and children, including parents/carers. Even if you have just a low-level feeling, report it to the Safeguarding lead

If an participant, parent/carer, coach, member of staff or volunteer has a concern about the welfare of a child, or the conduct of another child/young person or an adult (whether they are a parent, coach, member, or otherwise), these concerns should be brought to the attention of the Club Safeguard Lead without delay. The Slope Manager must also be informed that there is a potential incident. The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass their concerns and any relevant information to the Safeguard Lead- Debbie Nash - without delay.

The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass on their concerns and any relevant information to the Safeguard Lead. Please use the report card below or ask for a printed version. The Safeguard Lead will then determine whether the incident requires a fuller report and will then use the Reporting Incident Form

All concerns will be treated in confidence. Details should only be shared on a “need to know” basis with those who can help with the management of the concern.

## Reporting Process



# **REPORT IT**

## **Concerns - The Hill, Ski Rossendale**

Please use this card to report an observation that raises a concern for you, no matter how small

Date:..... Time.....

Your Name.....

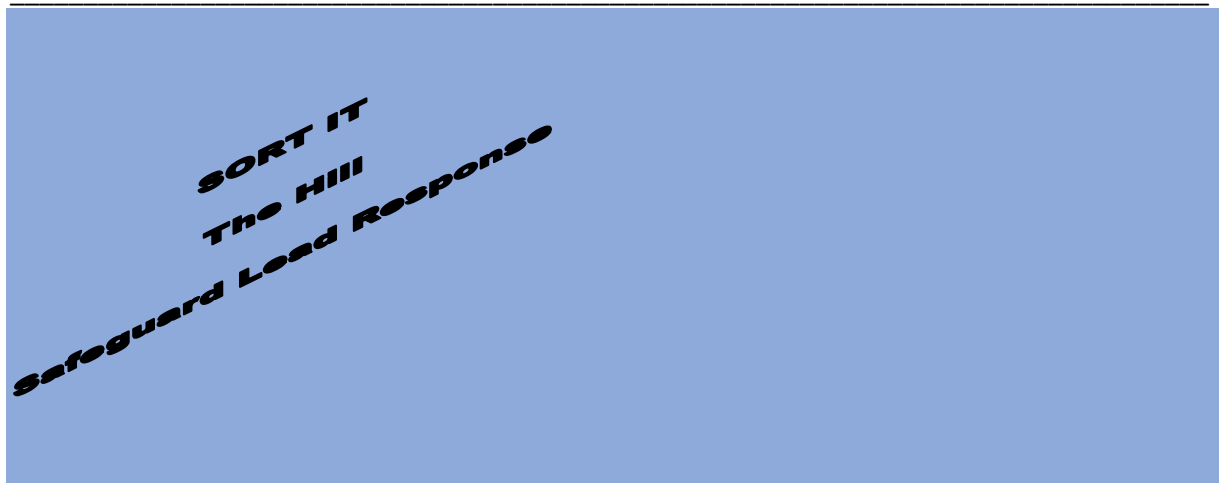
Location of Observation.....

What you saw or heard, or what you sense:.....

.....

.....

Please put this in the Report it Box or give it to the Safeguard Lead



ACTION/FEEDBACK:

.....

.....

.....

## **Code of Conduct and Ethics for Coaches**

*Coaches play a crucial role in the development of any sport and in the lives of the performers they coach. Good coaches ensure that participants in Snowsport have positive experiences and are therefore more likely to continue and achieve their potential. Coaching, as an emerging profession, must demonstrate at all levels a high degree of honesty, integrity and competence. The need for coaches to understand and act upon their responsibilities is of crucial importance to Snowsport, as is the need to protect the key concept of participation for fun and enjoyment as well as achievement. This is implicit within good coaching practice and promotes a professional image of the good practitioner. This Code of Conduct defines all that is best in good coaching practice. Coaches must:-*

Recognize all children participating in Snowsport, regardless of age, ability or disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, socioeconomic status, sex or sexual orientation all children and young people have the right to participate in Snowsport in a fun and safe environment and have the right to protection from harm

- Promote the welfare and best interests of their performers
- Create and maintain an environment free of fear and harassment for all participants, parents, volunteers, officials and coaches
- Ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the participant
- Recognise the rights of all performers to be treated as individuals
- Recognise the rights of participants to confer with other coaches and experts
- Promote the concept of a balanced lifestyle, supporting the well-being of the participant both in and out of Snowsport
- Not engage in, or tolerate behaviour that constitutes any form of abuse (physical, sexual, emotional, neglect, bullying – either on line or face to face)
- Avoid sexual intimacy with participants either while coaching them or in the period immediately following the end of the coaching relationship
- Take action if they have a concern about the behaviour of an adult towards a child by reporting this to the Safeguard Lead
- Empower participants to be responsible for their own decisions – whilst ensuring you maintain their safety
- Clarify the nature of the coaching services being offered to participants
- Communicate and cooperate with other organisations and individuals in the best interests of participants.
- Be fair, honest and considerate to participants and others in Snowsport
- Be positive role models for performers always
- Follow club procedures when communicating with children by telephone, e mail or other social media (do not follow children on social media platforms or allow them to follow you)
- Abide by all the club's Policies including Communication, Transport, Photographs and Social Media
- Recognise that professional boundaries and conduct applies always when coaching, on residential trips or whenever members of the club are present whether it is a club activity or not

- Promote the execution of safe and correct practice ensuring the environment is as safe as possible, taking into account and assessing possible risks
- Be professional and accept responsibility for personal actions
- Make a commitment to providing a quality service to their participants
- Contribute to the development of coaching as a profession by exchanging knowledge and ideas with others and by working in partnership with other agencies and professionals
- Not use or tolerate the use of inappropriate language
- Not tolerate bullying of any kind
- Gain coaching qualifications appropriate to the level at which they coach
- Hold an up to date nationally recognised Governing Body license, and operate within Snowsport England's Governing Body's guidelines.
- Comply with **SnowSafe**, SSE's Policy for Safeguarding Children
- Abide by the SSE Coaches Code of Conduct and Ethics.

Finally, for any concerns any coach/instructor or member of staff have seek out advice from the club Safeguard Lead

Signed: ..... Date: .....

Print Name: .....

To be completed by Coach and retained by the club, together with references whilst the Coach is working for club



## Social Media and photography Policy

### Purpose

This policy sets out The Hill's expectations of staff, instructors and volunteers on the use of social media websites. This policy also sets out to clarify the use of mobile phones (or cameras) for the purpose of photography or video.

### Objectives

To ensure that all concerned understand the guiding principles and terms of use of social media websites and to encourage the development of an understanding of both the benefits and constraints in using social media including recording and sharing of imagery.

### Guiding Principle

When an individual identifies their association with The Hill they are expected to behave appropriately in ways that are consistent with the values and policies therein.

We seek to promote the benefits and attributes of The Hill, Social Media is one of the routes to achieving a positive reputation, but it must be used within the guidelines set out in the policy.

### Scope

This policy covers all forms of social media and applies to all those who work at, sub contract to or volunteer at The Hill. It does not apply to personal use of social media websites when the individual:

- Is not identifiable as an employee or associate of The Hill
- Makes no reference to The Hill or issues relating to it

### Definitions

The Hill Staff: all those employed directly by the management at The Hill

Sub contractors – anyone providing a service to The Hill as an instructor, coach, administration or other long term and regular activity.

Use of Social Media websites: any online activity where information is shared by an individual that might affect staff, sub contractors or visitors to The Hill. These sites may include but is not limited to accounts such as Facebook, Linked In, What's App, Instagram, Twitter, My space, etc.

### Social networking and video sharing websites

When logging on to and using social networking and video sharing websites and blogs at any time, those identified above must not:

- conduct themselves in a way that is detrimental to The Hill or brings it into disrepute
- allow their interaction on these websites or blogs to damage relationships between employees and visitors to The Hill
- make any derogatory, offensive, discriminatory or defamatory comments about The Hill, its employees, contractors, suppliers, customers or visitors
- make any comments about employees that could constitute unlawful discrimination, harassment or bullying contrary to the Equality Act 2010.
- disclose any confidential or sensitive information belonging to The Hill, its employees, contractors, suppliers, customers or visitors or any information which could be used by one or more competitors, for example information about the Hill's work, its products and services, technical developments and staff morale
- breach copyright or any other proprietary interest belonging to The Hill including its Logo.

Anyone found to be contravening or breaching the rules contained in this policy, may face disciplinary action under the disciplinary procedure.

#### The Hill social media accounts

When using any of the official The Hill social media pages please be aware:

- Posts must not contain or link to pornographic or indecent content
- The Hill has the right to remove any content
- Members must not use The Hill online pages to promote personal projects or opinions; and
- All materials published or used must respect the copyright of third parties

#### Personal social media accounts

All staff and especially those interfacing with participants and other visitors be advised

- Not to 'be friends' with junior participants or young visitors on line – once they have access to your site they can see everything you post and all those other friends with whom you interact
- To adjust your privacy settings so that you can control who accesses your sites and do not accept invitations from names unknown to you
- To use a group text message should coaches need to communicate with participants outside of the usual lessons/training/sessions or communicate through The Hill's Admin system
- To avoid posting or messaging anyone whilst taking a lesson, coaching session or other activity
- To consider carefully before giving personal numbers, Emails or social media site addresses to adult participants or visitors to the facility
- No personal information should be shared with any junior or vulnerable adult including but not limited to telephone number, Email address etc.
- To speak to management at The Hill should you receive any upsetting messages or posts from participants or other visitors to The Hill
- To block and report anyone who sends abusive messages/posts to you and if you receive indecent images/sexually explicit images contact The Hills' Safeguard Lead.

## **The Hill, Ski Rossendale Photo and Video policy**

This sets out the permissible parameters for the use of mobile phones or other recording devices whilst instructing and coaching.

### **Is the customer under 18 or considered a vulnerable adult?**

**YES** – If yes then no phot or video can be taken without the prior written permission of the parent or guardian and can only be taken on the customers phone/camera. Consent forms are available from the Hill.

**In this case you cannot use your own phone for photo/video under any circumstance.**

**DON'T KNOW** – Then follow the above.

**NO** – If no, then the customer must be over 18 and not considered vulnerable.

**In this case it is strongly advised that all photo/video is taken on the customers phone or camera however, use of your own personal phone is at the instructor/coach discretion and ideally should be deleted after use.**

If in doubt when posting any message about The Hill or an participant/visitor – question whether you have sought their permission to put it on your personal social media and what would you say to a journalist should the post be negatively misinterpreted and go viral.

### Consideration towards other people

Staff, instructors, coaches and volunteers must be considerate to other members and seek their approval of any intended postings on public social media sites and must remove any such postings if requested by colleagues or visitors.

Sub contractors and volunteers must also be aware that employees are subject to a separate disciplinary process, please be sensitive to their position and avoid using information from them or giving information to them to post on social media that may have adverse consequences.

## Managing challenging Behaviour

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 are based on the following principles:

- The welfare of the child is the paramount consideration.
- Children must never be subject to any form of treatment that is harmful, abusive, humiliating or degrading.
- The specific needs a child may have (e.g. communication, behaviour management, comprehension and so on) should be discussed with their parent/carer and where appropriate the child, before activities start. Where appropriate it may be helpful to record the details of any agreed plan or approach and provide copies to all parties.
- Every child should be supported to participate. Consideration to exclude a child from activities should apply only as a last resort and after all efforts to address any challenge have been exhausted, in exceptional circumstances where the safety of that child or of other children cannot be maintained.

### Planning Activities

Planning for activities should include consideration of whether any child involved may need additional support or supervision to participate safely. This should address:

- Assessment of additional risk associated with the child's behaviour
- Appropriate supervision ratios and whether numbers of adults should be increased
- Information sharing for all/volunteers on managing any challenging behaviour to ensure a consistent approach

Specialist expertise or support that may be needed from carers or outside agencies. This is particularly relevant where it is identified that a child may need a level of physical intervention to participate safely.

In responding to challenging behaviour, the response should always be:

- Proportionate to the actions you are managing.
- Imposed as soon as is practicable.
- 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.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking with the child and distracting them from challenging behaviour.

## Essential Medical Information

The safety and welfare of juniors in our care is paramount, and it is therefore important that we are aware of any illness, medical condition and other relevant health details so that their best interests are addressed.

In compliance with the Data Protection Act 2018, GDPR and all relevant data protection legislation, all efforts will be made to ensure that information is accurate, kept up to date and secure and that it is used only in connection with the purpose and activities of the organisation. Information will not be kept once a person is no longer a member of the organisation. The information will be disclosed only to those members of the organisation for whom it is appropriate and relevant officers of SSE or SOGB where/when necessary

It is the responsibility of the junior and their parent to notify the Safeguarding Lead or Secretary if any of the details change at any time.

## Incident Report Form – The Hill, Ski Rossendale

To be completed on advice from the Safeguard Lead

Recorder's Name:	
Address:	
Post Code:	Telephone No:

Child's Name:	
Address:	
Post Code:	Telephone No:

Complainant's Name:	
Address:	
Post Code:	Telephone No:

Details of the allegations: [include: date; time; location; and nature of the incident]
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It is the responsibility of the junior and their parent to notify the Club Safeguard Lead or Secretary if any of the details change at any time.

**Data protection:**

The Hill, Snowsport England Safeguarding and SOGB may use the information in this form (together with other information they obtain as a result of any investigation) to investigate the alleged incident and to take whatever action is deemed appropriate, in accordance with their Children and Young People Safeguarding Policy and Procedures.

Strict confidentiality will be maintained and information will only be shared on a “need to know” basis in the interests of safeguarding and in accordance with The Leisure Trust data protection policy. This may involve disclosing certain information to a number of organisations and individuals including relevant clubs and County bodies, individuals that are the subject of an investigation and/or Statutory agencies such as the Police and Children’s Social Care.

Snowsport Contacts		
Name	Address	Number
Safeguarding Lead – Debbie Nash	The Hill, Ski Rossendale Haslingden Old Road Rawtenstall BB4 8RR	Mob: 07896836576 Email: dh.nash@sky.com
Slope Manager Dave Fuller	The Hill, Ski Rossendale Haslingden Old Road Rawtenstall BB4 8RR	01706 226457 dave@the hilluk.com
LADO Local Authority Designated Officer		01772 536694 LADO.admin@lancashire.gov.uk

### **Photography Consent**

This form is to be signed by the legal carer of a child under the age of 18, together with the child. Please note that if you have more than one child registered you will need to complete separate forms for each.

The Hill recognises the need to ensure the welfare and safety of all children taking part in Snowsports. As part of our commitment to ensure their safety we will not permit photographs, video images or other images of your child to be taken (except where some incidental inclusion may not be possible to avoid) or used without your consent.

The Hill will ensure that any image of a child where consent has not been obtained will not be published.

The Hill will follow the guidance for the use of images of children as detailed within the Club's Safeguarding Children and Young People Policy.

The Hill will take steps to ensure these images are used solely for the purposes for which they are intended i.e., the promotion and celebration of the activities of The Hill or its associated club.

If you become aware that these images are being used inappropriately you should inform the Safeguarding Lead immediately.

### **To be completed by parent/carer**

I \_\_\_\_\_ (Parent full name) consent to \_\_\_\_\_ (name of organisation) photographing or videoing \_\_\_\_\_ (name of child) under the stated rules and conditions, and I confirm I have legal parental responsibility for this child and am entitled to give this consent.





## Risk Matrix

### Guidance on scoring for risk matrix

#### **Severity**

1. Insignificant injuries e.g. bruise(s), graze(s)
2. Minor injuries e.g. cuts, fractures to fingers or toes/child being frightened
3. Major injuries e.g. fracture or broken bone(s), damaged tendon(s) or ligaments
4. Long term or irreversible injuries e.g. severe eye damage, loss of limbs
5. Inappropriate comments or exposed\* to inappropriate conversations\*\*
6. Illegal physical or sexual contact
7. Death or severe disability e.g. loss of limbs or damage to the spine

#### **Likelihood**

1. Highly improbable (Less than 5% chance)
2. Unlikely
3. Possible
4. Likely
5. Almost certain (95% chance)

Likelihood should take into account frequency and duration of any potential task. For example, the likelihood of harm would be much more reduced if a task is carried out for only five minutes (as opposed to hours) or is only carried out once each week (opposed to daily). The likelihood factor chosen should reflect this.

\*examples: comments about physical appearance, comments relating to being liked "I like you" these comments are in isolation of any one else. So said generally in relation to an activity may be appropriate, but best

Score	Level of Risk
1-3	<b>Negligible</b> - current level of risk is deemed to be acceptable
4-8	<b>Low</b> -monitoring required to ensure risk level does not increase long-term improvements may be advisable
9-14	<b>Medium</b> - improvement actions should be completed in the short term followed by close monitoring of the task
15-25	<b>High</b> -Task should be avoided until improvements to control measures have been implemented

to avoid

\*\* examples: inappropriate conversations are adult conversations that may contain visions or words about violence, sexual acts, disagreements between adults close to the child

# **The Hill, Ski Rossendale**

## **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 Safeguard Lead**



**Safeguarding Lead:  
Debbie Nash**

**Email address:**

**[info@thehilluk.com](mailto:info@thehilluk.com)**

**Telephone Number:  
07940 462284**