

Safeguarding Young Persons & Vulnerable Adults Policy & Procedure

HRP020

Document: HRP020

Author: HR

February 2022

- 1. Introduction & Scope**
- 2. Policy Statement**
- 3. Organisation & Responsibilities**
- 4. Arrangements**
- 5. Relevant Documentation & Supporting Documents**

Appendix A: [What to do if someone makes a disclosure to you]

Appendix B : Idverde / LTA Joint Safeguarding Policy



1. Introduction & Scope

This document applies to all employees in *idverde* and supersedes any safeguarding policy that may have been in place from time to time.

The safeguarding of vulnerable children and adults is covered by a number of statutory and other provisions, including:

- The Children Act (1989 and amendments)
- The Children Act 2004
- Working Together to Safeguard children 2006
- Safeguarding of the Vulnerable Adult guidance 2006
- Safeguarding of Vulnerable Adult Schemes
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012

2. Policy Statement

The aims of *idverde* safeguarding policy is to provide an environment where all can work safely. The organisation is committed to ensure that all and specifically those that are vulnerable are kept safe from harm while they are involved with the organisation. Safeguarding has a meaning wider than child protection. The policy aims to ensure that all learners, employee's, customers, volunteers, linked employers, freelance trainers' stakeholders and visitors are safe from harm and abuse, harassment and bullying.

Safeguarding also includes all staff acting in a responsible way to avoid any false allegations of inappropriate behaviour being made about their conduct that would give cause for concern.

idverde recognises that any child, young person, or vulnerable adult can be subject to abuse or radicalisation, and all allegations of abuse or concerns about abuse or radicalisation will be taken seriously and treated in accordance with the company's procedures.

The purpose of these guidelines is to ensure that the rights of the child, young person or vulnerable adult are protected through staff awareness of the issues and the following of statutory and local guidelines in the reporting of concerns.

We will do our utmost to ensure that children and vulnerable adults are protected from harm while they visit sites operated or maintained by *idverde*. We will do this by:

- Ensuring that our employees are carefully selected;
- Ensuring that all employees in contact with children and vulnerable adults understand the issues of safeguarding by being fully aware of this policy and guidance;

- Taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult in contact with *idverde*;
- Taking all reasonable steps to prevent any other staff member, volunteer or member of the public from putting any child or vulnerable adult in a situation in which there is an unreasonable risk to their health and safety;
- Taking all reasonable steps to prevent any other staff member, volunteer or member of the public from physically, emotionally or sexually abusing any child or vulnerable adult;
- Informing employees that they must report any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused, or that attempts have been made to draw a child or vulnerable adult into terrorism (violent and non-violent extremism).
- Reports should be made to their Contract Manager, or the HR Director if the Contract Manager is in any way associated with the alleged abuse.

PREVENT is part of CONTEST, the Government's Counter Terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The Prevent strategy has three main objectives:

- to respond to the ideological challenge faced from terrorism and aspects of extremism, and the threat faced from those who promote these views
- to provide practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- to work with a wide range of sectors where there are risks of radicalisation that needs to be dealt with.

As part of the Prevent Strategy, *idverde* has a duty to have "due regard to the need to prevent people from being drawn into terrorism".

The Prevent Duty: Guidance for further education institutions in England and Wales (2015) defines our role as helping prevent people being drawn into terrorism (violent and nonviolent extremism), which can create an atmosphere conducive to terrorism and can popularise views which terrorist exploit.

Extremism is defined in the Prevent Strategy as: "vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs." This also includes calls for the death of members of the British armed forces.

Prevent also encourages promotion of the nine protected characteristics under the Equality Act 2010 (age; disability; gender reassignment; marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex; sexual orientation).

3. Organisation and Responsibilities

The Company is committed to:

- Providing a safe working environment for all employee's, learners, customers, volunteers and members of the public
- Promoting safe practice and challenging poor and unsafe practices
- Safeguarding the welfare of children, young persons and vulnerable adults
- Preventing unsuitable people from working with young people and vulnerable adults

The Chief Executive Officer has responsibility for the overseeing of the Safeguarding Young Persons and Vulnerable Adults Policy with delegated responsibility to relevant members of the Management Team.

The safeguarding officer (designated person) maintains a Safeguarding report and is supported by the HR function and will take responsibility for dealing with child protection/vulnerable adult issues. The safeguarding officer is responsible for maintaining their professional development in this area and overseeing and co-ordinating the company's approach to Safeguarding. The Safeguarding officer holds all the key documents and is able to consult the police and social services. They also liaise closely with police, the local safeguarding children's boards and multi-agency safeguarding hubs where appropriate. All employees have a personal responsibility for safeguarding the welfare and wellbeing of all children and adults at risk of harm by protecting them from abuse which may be:

- Neglect
- Emotional or psychological abuse
- Physical abuse
- Sexual abuse
- Financial or material abuse
- Discriminatory abuse

4. Arrangements

4.1 Risk Assessment

A risk assessment will be completed for each contract to determine the extent, severity and impact with regards to safeguarding young persons and vulnerable adults. This risk assessment shall also include the relevant controls and processes to be adopted for the contract.

4.2 Regulated Activities and Specified Sites

The Company recognises the legal duty to manage the safeguarding of young persons and vulnerable adults in cases of regulated activities or working on specified sites. All workers who work within these activities or sites shall be subject to Enhanced DBS check and relevant barred lists (Child or Vulnerable Adult).

The Company will only enforce the use of enhanced DBS checks for positions whereby it is considered necessary for the safeguarding of young persons or vulnerable adults. To be eligible to request a check of the Children's or Adults Barred Lists, the position must be eligible for an enhanced DBS check and be specifically included in The Police Act 1997 (Criminal Records)

4.3 Employment of Young Persons or Vulnerable Adults

The Company does, from time to time, employ staff who are under 18, on work experience or work based apprenticeships. The Company recognises that young persons should be protected from harm whilst at work and this includes their safeguarding. A young person's risk assessment will be carried out to ensure that each person under 18 is adequately protected and the controls are communicated to the relevant personnel.

In cases where the Company employs adults who may be deemed vulnerable or at risk of harm, a personal risk assessment shall be completed to address concerns or issues. This shall take account of the person involved, the work they carry out and the supervision and support they shall receive.

4.4 Working with Volunteer Groups

Work with volunteer groups shall be addressed as part of the risk assessment process. This shall identify the groups involved along with the controls and measures to be adopted by the teams that are deemed appropriate to the activity, the group and the site where work is being carried out.

4.5 Training

All staff shall receive training that is appropriate for their role and responsibilities. This training is to provide all staff with the expected standards of conduct with respect to working in public areas and in sites where young persons and/or vulnerable adults may be present.

4.6 Supervision

Contracts which are identified as 'specified sites' or other areas which may be deemed at risk, supervision shall be specified as part of the work planning process. In cases such as this, supervisors will be provided with additional training and support to enable them to provide appropriate supervision to the team and to the clients.

4.7 Information and communication

This policy along with its content and any necessary arrangements must be communicated to all persons who work in areas identified to be of any risk.

All staff have a duty to report any concerns, allegations or potential misconduct as soon as is practicable.

The client shall be notified of relevant allegations, concerns or issues that are investigated, substantiated and are of importance.

All public or press enquiries relating to safeguarding, or indeed to any other matter, are to be directed to the Business Development and Marketing departments.

4.8 DBS checks

The Company assess applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order. We use criminal record checks processed through the Disclosure and Barring Service (DBS). The Company complies fully with the Code of Practice. The Company undertakes to treat all applicants for positions fairly and not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

The Company can only ask an individual to provide details of convictions and cautions that it is legally entitled to know about.

The Company will ensure that the Safeguarding Young Persons and Vulnerable Adults Policy is communicated to all relevant clients for their respective contracts.

4.9 Concerns, Complaints and Communication

If staff have concerns, complaints or allegations of improper behaviour regarding the safeguarding of young persons and/or vulnerable adults then these should be notified to the person's immediate line manager. In cases where the concern relates to the

immediate line manager, this should be referred to the next line manager and the HR Business Partner.

Although any reported incident will be kept confidential in line with policy and data protection, staff cannot – and must not – promise confidentiality when harm is reported since the law requires that police and social services and the DBS are told. The person reporting and the person harmed will be protected. It is their legal right to remain anonymous to other staff and the public. However, the safeguarding officer has a duty to pass on the names and details of any child or adult who has been harmed to relevant authorities.

4.10 Investigation Procedure

In the event of a concern, complaint or allegation being made, a thorough investigation shall be conducted by the safeguarding officer.

Possible outcomes of the investigation may include:

- Police involvement
- Contact with Social Services
- Suspension from work or volunteering activity
- Disciplinary action

Throughout the investigation process confidentiality shall be maintained for all parties, except in cases where external authorities shall be notified/involved.

Under no circumstances shall concerns, allegations or complaints be discussed or communicated outside of the confidential investigation process. Any person found to be sharing confidential information whether true or unfounded, shall be subject to separate disciplinary procedures.

5. Relevant Documentation & Supporting Information

The safeguarding officer is to keep records of all incidents of harm, abuse, harassment and bullying and not to destroy those records where relevant to harm or abuse. The Data Protection Act applies to the safekeeping of the records which are to be kept locked away with a clean desk policy applied.

- The Safeguarding of Young People and Vulnerable Adults risk assessment
- Young persons risk assessment process
- Disclosure and Barring Service – A guide to eligibility for DBS checks

Appendix A

What do you do if someone makes a disclosure to you?

If someone confides in you:

- Remain calm, approachable and receptive
- Explain that you cannot offer confidentiality and based on what you hear, you may need to report this to your company Safeguarding Officer/designated person
- Listen carefully without interrupting
- Make it clear that you are taking what is being said seriously
- Acknowledge you understand how difficult this may be
- Reassure them they have done the right thing in telling
- Let them know that you will do everything you can to help them

Then you must

- Record carefully using their words and sign, date and time your notes (only record what has been said, and what you observed)
- Continue to be caring and supportive for them

Best working practice

- Be friendly, courteous and kind- a good role model

- Treat all with dignity and respect regardless of age, sex, ethnicity, disability or sexuality
- Be available to listen and ready to refer to someone more experienced- in this case the safeguarding officer or the deputy designated personnel
- Respect personal privacy but recognize the difference between privacy and offering confidentiality
- Be sensitive to the needs and preferences of others
- Never make belittling or discouraging remarks
- Do not use inappropriate language and subject matter. Be careful not to do or say anything that could be misunderstood or be interpreted as innuendo
- Avoid any questionable behaviour /communication in face to face, telephone, email and social media activities
- Challenge unacceptable behaviour and report any allegations or suspicions of abuse
- Be firm and fair with children- avoid favouritism and singling out those who cause trouble
- Remember it is the bad behaviour that is blameworthy not the individual
- Never ignore or trivialise bullying. Refer to *idverde's* dignity at work policies and if further guidance is required contact HR
- Take every reasonable precaution to minimise risk while providing demanding, challenging and enjoyable activities
- Ensure that all, and especially those who are vulnerable are kept safe from harm whilst they are involved in and with the organisation
- Follow this policy and contact the Safeguarding officer or designated personnel if you are not sure about what to do

Procedure for responding to an allegation of child abuse

Recognition

This procedure must be followed whenever an **allegation** is made that a child or vulnerable adult has been abused or when there is a **suspicion** that a child or vulnerable adult has been abused or such information has been disclosed.

Respond

Do not make promises regarding confidentiality. Explain to the person **at the outset** that you will need to report the disclosure and share the information with respective Line Manager and the designated Safeguarding person, the Operations Director. The Operations Director will, where possible, respect the wishes of the individual; however, information will be shared with external agencies where it is judged that a person is at risk of suffering significant harm.

Report

The respective Line Manager and Designated person should be advised of any matter that could be regarded as a Safeguarding issue. The Line Manager should be advised either in person or by phone as soon as possible. The designated person should also be contacted by phone; e-mails to communicate such information should be avoided.

Record

A record of the incident or concern should be made in writing. If the complainant is the child or vulnerable adult him/herself, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and court proceedings. The record should focus on the facts.

Refer

The Safeguarding Officer or Designated/Deputy designated persons will decide if the matter needs to be reported to an external agency (Adult or Children Safeguarding Boards or the Local Authority) In circumstances where no designated or deputy designated person is available and it is judged that an external referral is required the HR department should be advised of this and they should make the decision if a referral is required The Designated persons can also seek advice from external agencies in terms of whether a referral should be made.

External referrals will be undertaken over the telephone to the duty social worker (or such other person as required by the local Area Child Protection Committee (ACPC) procedures or the Adult equivalent) In the unlikely event that social services cannot be reached the designated person can contact the relevant police child protection team for the area.

A written record of the report will be retained by the Safeguarding officer/Designated person. The written record will note the date and time of the report and must include the name and position of the person to whom the matter is reported. The Safeguarding Officer should discuss with the Social Services Department what action will be taken to inform the

parents/guardian of the child or vulnerable adult and a note of that conversation should be made.

In any inter-agency meeting, the designated person will also retain a record of the meetings and any agreed actions and all correspondence will be securely maintained.

Appendix B

Idverde/LTA Joint Safeguarding Policy

Idverde / LTA Safeguarding Policy Statement

Idverde acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk. The club is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and LTA requirements. A copy of the full safeguarding policy is available from the Sports Booking Office, Stableyard Block, Holland Park 0207 602 2226.

The club's safeguarding policy recognises that the welfare and interests of children and adults at risk are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children:

- have a positive and enjoyable experience of tennis at all venues managed by Idverde in a safe and inclusive environment
- are protected from abuse whilst participating in tennis.

Idverde acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy Idverde will:

- promote and prioritise the safety and well-being of children and adults at risk
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and adults at risk
- encourage and maintain a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously

- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment/deployment of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation

The Ideverde Welfare Officer, Rob Macaskill can be contacted on: 0207 602 2226.

Ideverde policies and procedures will be widely promoted and are mandatory for everyone involved in venues managed by Ideverde. Failure to comply with the policy and procedures will be addressed and may result in dismissal/exclusion from tennis participation within those managed venues.

Whistleblowing

Anyone who does not feel comfortable raising a concern with the Club Welfare Officer should contact the LTA Safeguarding Team directly on 020 8487 7000, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000. Further details about whistleblowing can be found in the club's safeguarding policy.

Monitoring

The club's safeguarding policy will be reviewed every two years, or sooner in the following circumstances:

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

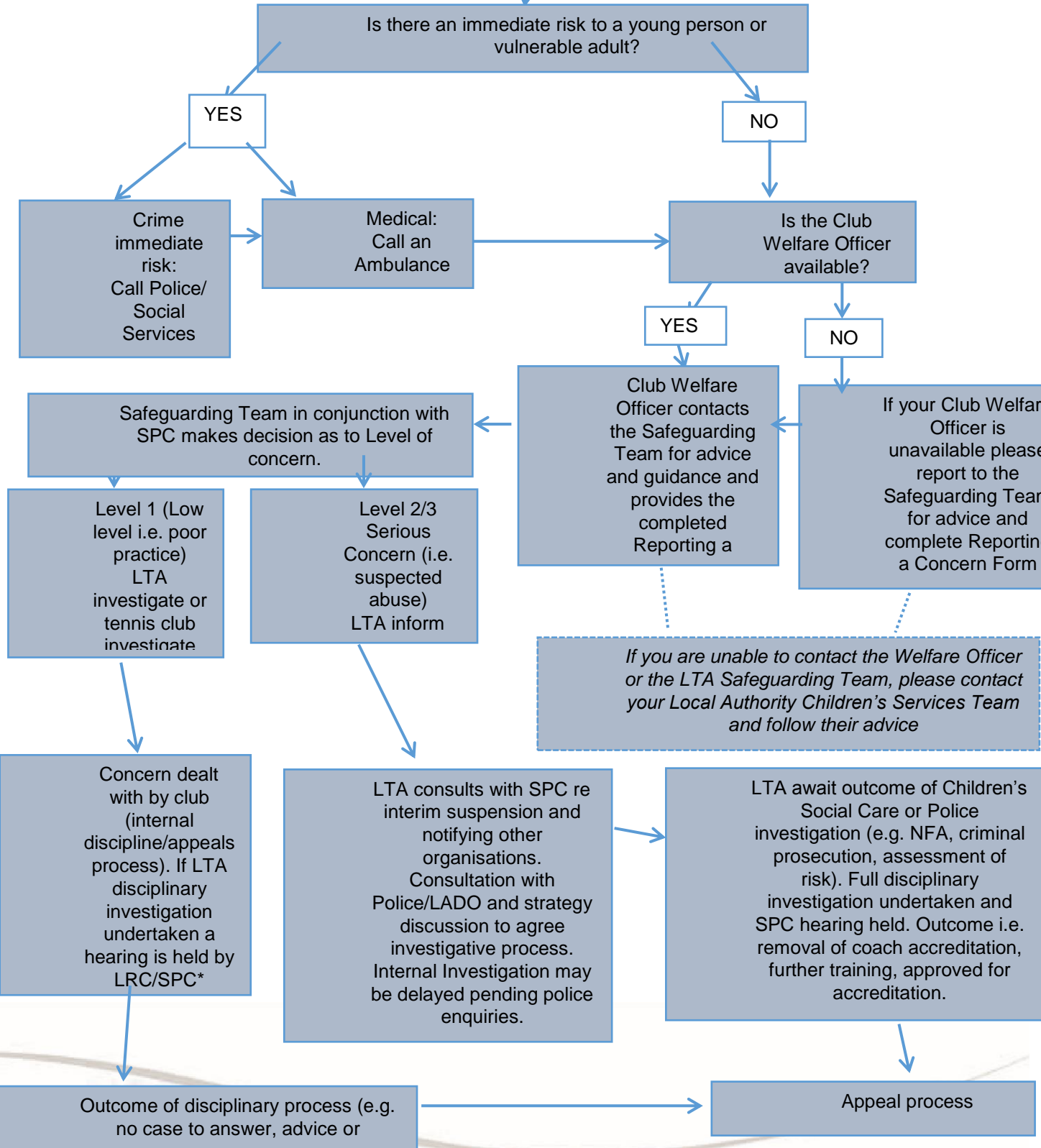
See reporting pathway below

Reporting a Safeguarding Concern within the Tennis Environment

Useful Contacts
 British Tennis Services team: 020 8487 7000
 Email: safeandinclusive@lta.org.uk
 NSPCC: 0808 800 5000
 Emergency Services: 999

Concerns arise about the behaviour of a member of staff, coach or volunteer towards a child/children. Make a note of anything you/the witness has seen/said, with dates and times

Note: You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk



*SPC – Safeguarding and Protection Committee
*LRC – Licensing and Registration Committee

