



Safeguarding Statement and Policy - updated 1st september 2023

## **Policy Statement**

Safeguarding is everyone's responsibility: not responding to a safeguarding concern is not an option. The protection of children in our care is the responsibility of everyone employed by or working on behalf of ACE CIC. This policy applies to all staff, including all contractors (self employed coaches), paid staff, volunteers, sessional workers, students or anyone working on behalf of uPlay Sports.

### **The purpose of this policy:**

- To protect children and vulnerable adults who receive ACE CIC services.
- To provide staff and volunteers with the overarching principles that guides our approach to safeguarding and child protection.

ACE CIC believes that a child, or vulnerable adult, should never experience abuse of any kind. We have a responsibility to promote their welfare and to keep them safe; it is the responsibility of every ACE CIC's employee to report any suspicions they have regarding the treatment of the children/vulnerable adults in their/our care.

### **We will seek to keep children and vulnerable adults safe by:**

- Valuing them, listening to them and respecting them
- Appointing a Designated Safeguarding Officer.
- Adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers.
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters etc...
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and

carers appropriately.

- Creating and maintaining an anti- environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.

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- Ensuring that we have effective complaints procedures in place.
- Ensuring that we provide a safe physical environment for everyone, by applying health and safety measures in accordance with the law and regulatory guidance.



### **Safeguarding Policy**

- Prioritise the well-being of all children and adults at all times
- Don't travel alone with a child.
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment and promote the Fair Play values
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between your professional and personal life, including on social media.
- Check you have the relevant consent from parents/carers, children and adults before taking or using photos and videos.
- Ensure your own roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and everyone has the information, training and support to carry them out. WHERE POSSIBLE, DO NOT BE ALONE WITH A CHILD OR ADULT AT RISK
- Do not abuse, neglect, harm, radicalise, draw into extremist behavior, or discriminate against anyone; or act in a way that may be interpreted as such\*
- Doing nothing is NOT an option: report all concerns and disclosures as soon as possible, following the Safeguarding Procedures. If someone is in immediate danger, call the police

(999).

- \*It is illegal to have a relationship with someone who is under 18 years old if you are in a position of trust; it is illegal to have a sexual relationship with anyone under the age of 16 whether they give consent or not.
- The Code of Conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children and adults at risk as the primary consideration.

## **Safeguarding Children Procedures**

As childcare professionals we have a moral and statutory duty to safeguard and promote the welfare of children and are committed to the protection of all children. At ACE CIC we ensure there is a designated Safeguarding Lead at a day of camp, if that person has to leave or is ill the duty is passed down to the second in command. We commit to offering Safeguarding training to our coaches and assistant coaches to ensure they are equipped with the knowledge to maintain the welfare and safety of the children in our care.

The prime responsibility of ACE CIC is to protect the children in our care. At all times we try to have a clear understanding with parents about our roles and responsibilities and parents will be informed of our policy in emails and all this documentation is available to them at all times during camp. The routine recording of minor incidents and injuries is an integral part of our policy of working in partnership with parents to share information about their child in our care. Also if a child arrives at a setting with a mark/cut/bruise relating to injury a coach must log this as a home accident on the incident form, which is signed by both the member of staff and parent/carer.

All our coaches undergo checks on their suitability to care for children including enhanced disclosures by the Disclosure and Barring Service (DBS) and disqualification by association.

Where this procedure refers to the Safeguarding Lead this is the Camp Manager, or in their absence it falls upon the most senior person in charge.

If a coach suspects any type of abuse, by any individual, whether it be physical, emotional, sexual, neglect, racial or religious harassment or if a child discloses information that may indicate they are subject to abuse it should immediately be brought to the attention of the Safeguarding Lead. This also applies to coaches who have concerns regarding the conduct of other coaches. Coaches are also made aware in their induction of whom to contact and the location of telephone numbers if they are concerned about the Safeguarding Lead. Coaches can raise these concerns without fear of

repercussion.

If there are any concerns about a child's wellbeing, the parent/carer is the first point of contact unless doing so puts the child at increased risk of significant harm. Further concerns must be referred to your Local Children's Social Care department. The Camp Manager must also be notified.

A referral form can be made available on request. Once the Local Children's Social Care department has been contacted they will send their own referral forms for completion.

Following the referral, the Duty Social Worker will deal with the referral or advise the setting. All concerns must be recorded in the incident/report book. All sheets containing information with regards to concerns attaining to a child will be kept confidential and stored in the child's file in a lockable filing cabinet. Staff must realise that confidentiality is of PARAMOUNT importance. Remember – the interests of the child must come first.

### **The role of the Safeguarding Lead: Main Purpose**

To liaise with the local children's social care department and other agencies in any safeguarding children situation. To ensure that all staff are aware of safeguarding children issues, including possible indications of abuse or neglect, and receive training and support to enable them to implement the policy and procedures of safeguarding children. Also offer continuing support to the family and those involved in any case or allegation.

#### **Roles and responsibilities**

- To liaise with the local children's social care department and other agencies.
- To ensure that all relevant people are kept informed on issues such as case reports, referrals and where appropriate disciplinary action.
- To provide information, advice and support to staff
- Ensure safeguarding children policies and procedures are kept up to date according to the Local safeguarding children board.
- Maintain case records which will be stored in a secure/locked filing cabinet
- Attend any safeguarding children training and feedback to staff.

## RESPONDING TO ALLEGATIONS OF ABUSE

If a child tells you of an alleged abuse you must follow the procedures given below:

### DIRECT ALLEGATION

- The member of staff must not promise to keep the allegations secret
- Listen carefully to what the child says
- DO NOT QUESTION THE CHILD OR MAKE SUGGESTIONS ABOUT WHAT THE CHILD MEANS • If the child is questioned this could have a direct impact on the information gathered, which may later be used in court.
- Remain calm and allow the child to speak for as long as they want to
- Always take the child seriously but this does not mean accepting everything as a fact •  
Coaches must NOT question the adult implicated in the allegation
- Write down the conversation as it happens if possible, if not straight after the child has finished talking on the record of Child's Conversation Log Sheet
- Inform the Safeguarding Lead, or the Deputy in their absence.
- The Safeguarding Lead must then inform their Local Children's Social Care Department, and the Childcare Director.
- In the absence of the Safeguarding Lead the duty of making a referral then falls upon the next senior person in charge, usually the Deputy Manager.
- The Safeguarding Children Lead will speak to the child's parent/carer unless doing so causes greater risk of harm to the child.
- Children's Social Care Department will want to speak to the member of staff who recorded the conversation. They will be the agency that speaks with the parents if it is inappropriate for the Safeguarding Lead to do so.

### SUGGESTIONS OF ABUSE

- If a child appears to be suggesting abuse but the member of staff is not clear, the adult should make time to allow the child to talk freely
- The member of staff must listen carefully and again take notes of what is ACTUALLY being said by the child
- The member of staff should only ask questions to clarify what the child has said. As soon as it is clear that the abuse has taken place the member of staff must not ask any questions
  - Following this the member of staff must then inform the Safeguarding Lead, who in turn will contact the Local Children's Social Care Department, the Childcare Manager and Managing Director. Suggestions of abuse can come from not only the child verbally making suggestions but also through other signs and symptoms, such as changes in behavior, using inappropriate language and drawings that may suggest the child is being subjected to abuse.

It is important that staff remain vigilant for such signs and symptoms and act in the appropriate way by:

- Recording the concern regarding the child on the incident report form.
- Inform the Safeguarding Lead, or in the absence of the Safeguarding Lead the duty of making a referral then falls upon the next senior person in charge, usually the Deputy Manager. • The Safeguarding Lead (or senior in charge) must then inform their Local Children's Social Care Department, and the Childcare Manager or Director.
- The Safeguarding Lead will speak to the child's parent/carer unless doing so causes greater risk of harm to the child.
- The Children's Social Care Department will want to speak to the member of staff who identified concerns. They will be the agency that speaks with the parents if it is inappropriate for the Safeguarding Lead to do so.

All coaches also need to be aware that abuse can also come from other children for example bullying. This could be verbal, physical and/or emotional. Incidents involving these types of actions, for example biting, are logged on a form and the parents/ carers of all the children involved are informed.

### **Allegations against a coach, student or volunteer**

If an allegation of serious harm or abuse is made against a member of staff or volunteer, we will follow the HM Government guidance in 'Working together to safeguard children'. The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation, then this should be reported straight to LADO. The manager will contact the Local Authority Designated Officer (LADO), who will review the information received and decide whether an investigation is needed. If this is the case, the LADO will conduct the investigation and meet with relevant parties to ensure all information is gathered. Safeguarding concerns must also be reported to Ofsted, within 14 days of the allegation being made, if you are unsure please speak to the LADO for further advice.

- The LADO will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals to determine how this will be handled
- The setting will follow all instructions from the LADO, Ofsted, LSCB and asks all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- ACE CIC reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file
- Unfounded allegations will result in all rights being reinstated

- Founded allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. Ofsted will be notified immediately of this decision. The setting is also required to notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- ACE CIC reserves the right to refuse work to any contracting coach in connection with founded allegations following an inquiry.
- Ofsted must be informed of the action taken in respect of the allegation.

## **CONTACTS**

	Area child is from
Local Authority Children's Services  To be contacted if you have a concern about a child.	Google the local authority for where the child is from
Local Authority Children's Services – Out of Hours Emergency Contact	Google the local authority for where the child is from
LADO  To be contacted if there is an allegation against a coach.	Google the local authority for where the child is from
OFSTED	0300 123 1231



## **SAFEGUARDING CONCERN ABOUT A ACE CIC COACH/ASSISTANT COACH**

**You observe or hear something or are told  
something that creates a safeguarding  
concern about a coach/assistant coach**

**You must within 1 working day of the matter  
coming to your attention contact the area  
LADO (Local Area Designated Officer) by phone  
asking for advice. You may then be asked to  
make a referral by secure email.**

**You must within 1 working day of the matter  
coming to your attention contact Ofsted by  
calling**

**03000 1231231**

**Make a written record of what you have  
reported to whom and when reported, and any  
follow up actions you were directed by LADO  
and or Ofsted to take, and send this to**

paul@uPlaysports.co.uk or  
jenny@uPlaysports.co.uk

You must also call either Paul on

07527 640599 or Jenny on

07990 758812



**PARENT WITH A SAFEGUARDING CONCERN ABOUT A ACE  
CIC COACH/ASSISTANT COACH**

**If you have a safeguarding concern about a  
coach/assistant coach**

You can contact the LADO (Local Area  
Designated Officer) for advice.

And or you can contact OfSted by calling



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## **ACE CIC COACH/ASSISTANT COACH WITH A CONCERN ABOUT A CHILD**



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## **Coaches and Volunteers**

It is the policy of ACE CIC to provide a secure and safe environment for all children. The setting will therefore not allow an adult to be left alone with a child who has not received their enhanced DBS disclosure clearance. Any volunteers will receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse, recognising and responding to inappropriate behaviour by adults, recording and reporting concerns and creating a safe and secure environment for the children. All our certified coaches are trained in Safeguarding.

### **Phones**

Staff may check their phones briefly at break and lunch if needed. Head coaches may have them in case of emergencies or being uncontactable on the walkie talkie, however you should not be checking your phone for any other reason.

All coaches must keep their mobile phones stored away in a bag, personal mobile phones and cameras are not to be used at any time in areas of the setting where the children are present.

Although we understand the need for older children who make their way to and from camp to have a mobile phone, they are not allowed to be used once on camp, during break times or for photographs. They must be kept in personal baggage at the risk of the owner at all times. Please ensure your child is aware of this.

If coaches are taking medication that may affect their ability to care for children they should seek medical advice (GP or NHS Direct for example). ACE CIC will ensure that those coaches only work directly with children if medical advice confirms that the medication is unlikely to impair that member's ability to look after children properly. All medication on the premises must be securely

stored and out of reach of children at all times.

## **Identifying Abuse and Neglect**

All coaches should be **alert** to the signs of abuse and neglect, and **question the behaviour** of children and parents/carers, no coach should necessarily take what they are told at face value.

All coaches need to know where to turn to if they need to **ask for help**. You must **refer** to children's social care or to the police, if you suspect that a child is at risk of harm or is in immediate danger.



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### **Understanding and identifying abuse and neglect**

Abuse and neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Child welfare concerns may arise in many different contexts, and can vary greatly in terms of their nature and seriousness. Children may be abused in a family or in an institutional or community setting, by those known to them or by a stranger, including, via the internet. In the case of female genital mutilation, children may be taken out of the country to be abused. An adult or adults, or another child or children may abuse them. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. Abuse and neglect can happen over a period of time, but can also be a one-off event. Child abuse and neglect can have major long-term impacts on all aspects of a child's health, development and well being.

The warning signs and symptoms of child abuse and neglect can vary from child to child. Disabled children may be especially vulnerable to abuse, including because they may have an impaired capacity to resist or avoid abuse. They may have speech, language and communication needs, which may make it difficult to tell others what is happening. Children also develop and mature at different rates so what appears to be worrying for a younger child might be normal behaviour for an older child. Parental behaviours may also indicate child abuse or neglect, so you should also be alert to parent-child interactions which are concerning and other parental behaviours. This could include parents who are under the influence of drugs or alcohol or if there is a sudden change in their mental health. By understanding the warning signs, you can respond to problems as early as possible and

provide the right support and services for the child and their family. It is important to recognise that a warning sign doesn't automatically mean a child is being abused.

**Some of the following signs might be indicators of abuse or neglect:**

- Children whose behaviour changes – they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed;
- Children with clothes which are ill-fitting and/or dirty;
- Children with consistently poor hygiene;
- Children who make strong efforts to avoid specific family members or friends, without an obvious reason;



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- Children who don't want to change clothes in front of others or participate in physical activities;
- Children who are having problems at school, for example, a sudden lack of concentration and learning or they appear to be tired and hungry;
- Children who talk about being left home alone, with inappropriate carers or with strangers;
- Children who reach developmental milestones, such as learning to speak or walk, late, with no medical reason;
- Children who are regularly missing from school or education;
- Children who are reluctant to go home after school;
- Children with poor school attendance and punctuality, or who are consistently late being picked up;
- Parents who are dismissive and non-responsive to practitioners' concerns; • Parents who

collect their children from school when drunk, or under the influence of drugs; • Children

who drink alcohol regularly from an early age;

- Children who are concerned for younger siblings without explaining why;
- Children who talk about running away; and
- Children who shy away from being touched or flinch at sudden movements.

There are four main categories of abuse and neglect: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific warning indicators, which you should be alert to.

### Physical abuse

**Physical abuse** is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.



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Physical abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health or if they live in a home where domestic abuse happens. Babies and disabled children also have a higher risk of suffering physical abuse.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.

#### **Some of the following signs may be indicators of physical abuse:**

Children with frequent injuries;

Children with unexplained or unusual fractures or broken bones; and

Children with unexplained: bruises or cuts or burns or scalds; or bite marks.

## Emotional abuse

**Emotional abuse** is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development.

Although the effects of emotional abuse might take a long time to be recognisable, practitioners will be in a position to observe it, for example, in the way a parent interacts with their child. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child the opportunity to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

**Some of the following signs may be indicators of emotional abuse:**

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong;
- Parents or carers who withdraw their attention from their child, giving the child the 'cold



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shoulder';

- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

## Sexual abuse and exploitation

**Sexual abuse** is any sexual activity with a child. You should be aware that many children and young

people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not even understand that it is wrong. Sexual abuse can have a long-term impact on mental health.

Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Adult males do not solely perpetrate sexual abuse. Women can commit acts of sexual abuse, as can other children.

**Some of the following signs may be indicators of sexual abuse:**

- Children who display knowledge or interest in sexual acts inappropriate to their age;
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have;
- Children who ask others to behave sexually or play sexual games; and
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

• **Child sexual exploitation** is a form of sexual abuse where children are sexually exploited for money,



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power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

**Some of the following signs may be indicators of sexual exploitation:**

- Children who appear with unexplained gifts or new possessions;

- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and •

Children who regularly miss school or education or don't take part in education.

## Neglect

**Neglect** is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development.

Children who are neglected often also suffer from other types of abuse. It is important that practitioners remain alert and do not miss opportunities to take timely action. However, while you may be concerned about a child, neglect is not always straightforward to identify.

Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.



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### Some of the following signs may be indicators of neglect:

- Children who are living in a home that is indisputably dirty or unsafe;
- Children who are left hungry or dirty;

- Children who are left without adequate clothing, e.g. not having a winter coat; •

Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence; •

Children who are often angry, aggressive or self-harm;

- Children who fail to receive basic health care parents who fail to seek medical treatment when their children are ill or are injured.

## **Radicalisation and Extremism**

Why might a young person be drawn towards extremist ideologies?

- They may be searching for answers to questions about identity, faith and belonging
- They may be driven by the desire for 'adventure' and excitement
- They may be driven by a need to raise their self-esteem and promote their 'street credibility' •

They may be drawn to a group or individual who can offer identity, a social network or support

- They may be influenced by world events and a sense of grievance resulting in a need to make a difference

## **How might this happen?**

### **On-line**

The Internet provides entertainment, connectivity and interaction. Children may need to spend a lot of time on the Internet while studying and they may use other social media and messaging sites such



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as Facebook, Youtube, Twitter, Instagram, Vine or Whatsapp.

These can be useful tools, but we need to be aware there are powerful programmes and networks that use these media to reach out to young people and can communicate extremist messages. Peer Interaction Young people at risk may display extrovert behaviour, start getting into trouble at school or on the streets and may mix with other children who behave badly, but this is not always the case. TV and media. The media provide a view on world affairs. However, this is often a very simple version of events, which in reality are very complex. Children may not understand the situation fully or appreciate the dangers involved in the views of some groups. They may see things in simple terms and not have the whole picture.

### **What are the signs that a child is at risk?**

There are no typical characteristics of a person at risk. However, a sudden change in behaviour could be a potential indicator. Sometimes those at risk may be encouraged, by the people they are in contact with, not to draw attention to themselves. If you feel there is a change in your child's behaviour, parents are encouraged to inquire about their children's wellbeing. In particular, when you observe:

- Out of character changes in behaviour and peerrelationships.
- Secretive behaviour.
- Losing interest in friends and activities.
- Showing sympathy for extremist causes.
- Glorifying violence.
- Possessing illegal or extremist literature Advocating messages similar to illegal organisations such as "Muslims Against Crusades" or other non- proscribed extremist groups such as the English Defence League



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### **Best Practice Policy**

The behaviour of the staff must not be open to criticism. Staff should protect themselves against liability or allegations that could cause conflict between them, the child and the parent. Staff must ensure that they do not put themselves in a position that may inadvertently threaten or upset

children in their charge, and use best practice in all they do. Best practice refers to the actions of our staff whilst working with or near to children. It also refers to the manner in which they communicate with the children and the information that they give them. Therefore our staff will:

- Avoid shouting and derogatory comments
- Use positive comments and feedback whenever possible
- Keep physical contact to a minimum unless absolutely necessary. When contact is necessary make sure there is at least one other adult present and the incident is recorded on an Incident Report Form
- Treat all children equally and avoid favouritism
- Be non-judgemental when talking to or dealing with the children
- Empathise with the children and understand their emotions
- Ensure you inform children of why you are making certain decisions in order for them to learn why certain things are done in certain ways e.g. why you walk a certain way across the car park
- Understand that it is their legal responsibility to report any suspected cases of child abuse to the lead coach who in turn will inform ACE CIC director so the best course of action for that child can be initiated
- Not use a mobile phone or camera whilst leading a session with a group of children and this will be treated as a case of misconduct if the staff member is caught doing so

## **Equality and Diversity Statement**

ACE CIC are determined to provide excellent quality sports coaching and Kids school holiday camps in a friendly inclusive environment. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio- economic status or any other background.

## **Complaints Procedure**



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ACE CIC has a set procedure for addressing complaints. This procedure is for parents whose children are booked onto camps and/or coaching sessions. Removing children from a camp or session prior to a complaint being formally presented, forfeits access to or continuation with these procedures. The complaints procedure should be used only when informal

attempts to resolve problems have been unsuccessful. The nature of your complaint will determine the action you should take. Please see below how these have been categorised and what procedure you should follow.

**\*\* Complaints must be submitted within 7 days of an incident occurring, this is to ensure we have sufficient opportunity to investigate. We will get back to you in writing within 28 days\*\***

## **Aims & Objectives**

ACE CIC will give careful consideration to all complaints and will deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully aired and aim to resolve it through open dialogue and mutual understanding.

## **Framework of Principles:**

- The complaints procedure should be accessible and publicised.
- It should be simple to use and understand.
- It should be as impartial as possible and allow the complainant to document and submit their complaint.
- It should be non-adversarial
- It should allow for swift handling with established time-limits for action, and for keeping people informed of progress
- It should respect people's desire for confidentiality, though some information sharing may be necessary to carry out a thorough investigation. Confidentiality does not apply when the OFSTED inspectors need to be informed under relevant laws governing the care of children.
- The procedure should address all points of issue, providing an effective response and an appropriate redress, where necessary.

## **Formal Complaints**

### **1. STAGE 1**

In the first instance, please discuss any issues within the categories set out on the following page, with the Lead Coach/Director who is responsible for the venue your child is attending. Your complaint will be fully investigated.

- Health and Safety
- Safeguarding



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- Management of the Camp, Activities and Timetabling
- Staff
- Bullying, Behaviour
- Accidents and Incidents

- What to Bring/Wear
- Specific Needs
- Other (camp/course related)
- Booking
- Dates and Prices
- Venue
- Hours
- Terms and Conditions
- Other (booking related)

The person carrying out the investigation will review the way the complaint has been handled by ACE CIC and will ensure that the issues have been dealt with properly and fairly. He/she will write to you reporting the findings and recommendations of this investigation within 28 days of receiving the complaint. The individual about whom the complaint was made will not be involved in the investigation.

## **STAGE 2**

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to ACE CIC within 15 days of the completion of Stage 1.

The complainant will be informed in writing of the results of this review:

The general principle is that ACE CIC should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the procedure set out here.

If you are still not satisfied, you may wish to put your complaint to OFSTED.

Parents have the right to phone OFSTED if they feel they have not received a satisfactory response to their complaint. OFSTED can be contacted on 0300 123 1231. Parents should have to hand the OFSTED registration number of the camp/course involved. Alternatively, you can write to: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

**Monitoring and Review:** ACE CIC monitors the complaints procedure, in order to ensure that all complaints are handled properly. All formal complaints received are logged and recorded.



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## **Anti-Bullying Policy**

## Principles and values

As a company we take bullying and its impact very seriously. Players and parents should be assured that known incidents of bullying will be responded to. Bullying will not be tolerated.

The ethos of our company fosters high expectations of outstanding behaviour and we will consistently challenge any behaviour that falls below this.

## Objectives of this Policy

- All coaches, players and parents should have an understanding of what bullying is.
- All coaches should know what ACE CIC policy is on bullying and follow it when bullying is reported.
- All players and parents should know what the policy is on bullying, and what they should do if the bullying arises.

## What is Bullying?

Bullying is unacceptable behaviour used by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally.

In other words, bullying is unacceptable behaviour that occurs lots of times, on purpose.

Bullying can be short term or continuous over long periods of time.

### Bullying can be:

Emotional	Being unfriendly, excluding, tormenting (hiding items, threatening gestures etc)
Physical	Pushing, kicking, biting, hitting, punching or any use of violence.
Racial	Racial taunts, graffiti, gestures



Sexual	Unwanted physical contact or sexually abusive comments.
Homophobic	Because of, or focussing on the issue of sexuality.
Direct or Indirect Verbal	Name-calling, sarcasm, spreading rumours, teasing.
Cyber Bullying	All areas of the internet, such as email, Facebook, twitter, instagram, snapchat etc. Mobile threads by text messaging and calls. Misuse of associated technology, i.e. Camera and video facilities, tablet, game consoles.

#### **Bullying may be related to:**

- Race
- Gender
- Religion
- Culture
- SEN or disability
- Appearance or health condition
- Home circumstances
- Sexual orientation

#### **Perpetrators and Victims**

Bullying takes place where there is an imbalance of power of one person or persons over another.

This can be achieved by:

- The size of an individual
- The strength of an individual
- The numbers of group size involved.
  - Anonymity – through the use of cyber bullying or using email, social networking sites, texts etc

Staff must remain vigilant about bullying behaviours and approach this in the same way as any other category of child abuse, that is, do not wait to be told before you raise concerns or deal directly with the matter.

Children may not be aware that they are being bullied; because they may be too young or have a level of Special Educational Needs which means that they may be unable to realise what others may be doing to them.

Staff must also be aware of those children who may be vulnerable pupils; those coming from troubles families, or those responding to emotional problems or mental health issues which may



bring about a propensity to be unkind to others, or may make them more likely to fall victim to the behaviour of others.

### **Why is it important to respond to bullying?**

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- Is frightened of walking to or from the sessions
- Begs to be driven to a session/ camp
- Changes their usual routine
- Is unwilling to go to sessions
- Begins to truant
- Becomes withdrawn, anxious or lacking in confidence.
- Starts stammering
- Attempts or threatens suicide or runs away.
- Cries themselves to sleep at night or has nightmares
- Feels ill in the morning
- Begins to put less effort in to their activities
- Comes home with clothes torn or books damaged
- Has possessions which are damaged or “go missing”
- Asks for money or starts stealing money
- Has dinner or other monies continually lost
- Has unexplained cuts or bruises
- Comes home hungry
- Becomes aggressive, disruptive or unreasonable
- Is bullying other children or siblings
- Stops eating
- Is frightened to say what’s wrong
- Gives improbable excuses for any of the above.
- Is afraid to use the internet or mobile phone
- Is nervous and jumpy when a cyber message is received.
- Lack of eye contact.
- Becoming short tempered
- Change in attitude to people at home.

These signs and behaviours could indicate other social, emotional and/or mental health problems, but bullying should be considered as a possibility and should be investigated.

### **Outcomes**

All known/reported incidences of bullying will be handled with by the lead coach of the session and may be further investigated by the head coach or director of the camp.



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Any adult coach must follow up with his or her own investigations themselves.

Any form of bullying is not tolerated and all coaches will follow this procedure.

Parents should be aware that bullying within a varied group of children (where there may be difference in age, gender, interests or culture) is not always unavoidable and our staff will do their best to promote values of respect between all players.

## **OFSTED & CONTACTS**

### **OFSTED**

ACE CIC are Ofsted registered and therefore comply with all welfare and learning and development requirements. Not only can you rest assured that the staff caring for your children are fully vetted, but also our high standards are delivered at each venue for your peace of mind. Our policies and procedures are regularly updated to ensure we meet all necessary requirements and the welfare of the children in our care always takes priority.

We have a registration number and unique OFSTED registration numbers for the venues we use. These numbers will be required if you need to set up childcare vouchers with us, give feedback or view previous inspection reports.

ACE CIC: RP900245

### **CONTACTS**

Director of ACE CIC, Paul Bishop: 07527 640599

#### **Ofsted**

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# **Disclaimers**



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## **We recognise that:**

- The welfare of the child is paramount, as enshrined in the Children Act 1989
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

## **Legal framework**

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

- Children Act 1999
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Human Rights Act 1998
- Sexual Offenders Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015
- Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children: HM Government 2015

The information in this document supports Ofsted requirements for the Early Years Register and the

Voluntary Register. It reflects statutory guidance in “Keeping children safe in education” published in September 2016 and “Statutory framework for the early years foundation stage” published in 2017 By the Department for Education. It also supports the LTA Safeguarding Code of Conduct and the NSPCC Safeguarding policies.



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## **Use of terminology**

**Child:** a person under the age of eighteen years.

**Adult at risk of abuse or neglect:** an adult who: has care and support needs; is experiencing, or is at risk of abuse or neglect; and because of their care and support needs cannot protect themselves against actual or potential abuse or neglect.

**Safeguarding children:** protecting children from abuse and neglect, preventing the impairment of children’s health or development, preventing children from being drawn into extremism and/or terrorist activity, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Recognise that some children may be more vulnerable to abuse or neglect, such as children with disabilities.

**Safeguarding adults at risk:** protecting adults from abuse and neglect and preventing them from being drawn into extremism and/or terrorism. Enabling individuals to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns.

Beginning with the assumption that an individual is best-placed to make decisions about their own well-being, taking proportional action on their behalf only if someone lacks the capacity to make a decision; is exposed to a life-threatening risk; someone else may be at risk of harm; or a criminal offence has been committed or is likely to be committed.

## **Abuse and Neglect**

- **Physical abuse:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning

or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer, fabricates the symptoms of, or deliberately induces illness.

- **Sexual abuse:** involves forcing or enticing a child or adult at risk to take part in sexual activities,



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not necessarily involving a high level of violence, whether or not the child or adult at risk is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing or touching outside of clothing. They may also include non-contact activities, such as involving children/adults at risk in looking at, or in the production of, sexual images, watching sexual activities, encouraging them to behave in sexually inappropriate ways, or grooming someone in preparation for abuse (including via the internet). Adult males do not solely perpetrate sexual abuse. Women can also commit acts of sexual abuse, as can children.

- **Emotional abuse:** the persistent emotional maltreatment of a child or adult at risk, such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened in danger, or exploited. Some level of emotional abuse is involved in all types of maltreatment, though it may occur alone.
- **Neglect:** the persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- Provide education, adequate food, clothing or shelter;
- Protect a child/ adult at risk from physical or emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers); or
- Ensure access to appropriate medical care or treatment. It may also include



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neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy due to maternal substance abuse.

- **Radicalisation, extremism and terrorist behavior:** Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is 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. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The Internet and the use of social media can be a major factor in the radicalisation of people.

### **Additional Examples of Abuse and Neglect of Adults at Risk**

- **Financial abuse:** having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.  
**Discriminatory abuse:** treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.
- **Domestic abuse:** includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.
- **Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Organisational abuse:** where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

- **Self-neglect:** Behaviour that threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions.
- **Modern slavery:** encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude and inhumane treatment.
- A person who is being abused may experience more than one type of abuse



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- Bullying and harassment are recognised as forms of abuse
- Female Genital Mutilation (FGM) is recognised as a form of physical, sexual and emotional abuse that is practiced in the UK (and elsewhere)
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive conducts, offending and anti-social conduct
- Those committing abuse are most often adults, both male and female. However, child-to- child abuse also takes place

Some children and adults may be more vulnerable to abuse. For example, deaf and disabled people; people with mental health problems; new to the UK; or from minority groups (note this list is not exhaustive).

