



Safeguarding & Child Protection Policy and Procedures

2014

Safeguarding Children and Vulnerable Adults in Sport

Terms of reference and policy statement

Northumberland Sport is committed to helping people in Northumberland, especially children and young people, enjoy healthy and active lifestyles. Our purpose is:

To lead the strategic development of sport and physical activity in Northumberland to enable people to become more active

By working through our network of partners we aim to ensure that every opportunity provided for young people to access sport and physical activity supports each child to:

- Be healthy
- Stay Safe
- Have fun and achieve
- Make a positive contribution
- Develop positive attitudes to themselves and others

We believe that this approach encourages long term involvement in physical activity through sport. Our Child Protection Policy and Procedures set out how we will seek to fulfil our commitment to children and young people to safeguard their welfare through sport in association with our partners, including statutory agencies such as Children's Services and the Police.

Northumberland Sport also recognises that some adult participants rely heavily on the support of other people to enable them to access sport and therefore may be vulnerable to abuse. Raising awareness of the need to provide for the safety of vulnerable adults through the provision of sport in Northumberland is therefore inclusive to our policies and plans.

Northumberland Sport accepts that it has a moral and legal responsibility to provide a duty of care, safeguard and uphold the rights of children and all vulnerable people to protection from abuse regardless of age, culture, disability, gender, language, racial origin, religious belief or sexual identity.

Our policy and procedures aim to ensure that we:

- Provide information and advice about keeping children safe from harm in sport including how to make a complaint or raise concerns
- Carry out appropriate checks to ensure people recruited to work with young people are suitable to work with children
- Operate and advocate codes of practice which make it clear what is an acceptable standard of behaviour and practice
- Include equity measures which ensure that all children and young people are included in measures to safeguard them through sport
- Consult wherever possible with young people and parents about being safe in sport and how best to provide information
- Provide information to young people about where to go for help and advice
- Organise education and training opportunities to improve learning, awareness and quality of provision including training for designated child protection officers
- Monitor our progress implementing annual safeguarding plans
- Influence other sports organisations and providers to implement coordinated policies and procedures which are written to national standards for safeguarding children in sport or equivalent.

Who is affected by this policy and procedure?

This policy and related procedures is designed to endorse and supplement County Sports Partnership host organisation arrangements and where appropriate ensure that Northumberland Sport is working to CPSU National Standards and requirements concerning annual review and principles of continuous improvement. In this respect all core team personnel employed on behalf of Northumberland Sport are expected to work to this policy and set of procedures. The policy and procedures will also be mandatory for all volunteer or casual staff employed by the CSP including students completing placements.

The CSP has an established role and purpose to influence partners and other organisations and stakeholders concerning safeguarding children and vulnerable adults through sport. A key aspect of this function is commissioning of activities through use of external funding particularly linked to Sport England strategies and specific national programmes. Northumberland Sport will ensure that all organisations commissioned to deliver programme activities, through funding contracts or in partnership, involving children or vulnerable adults, will have appropriate and active safeguarding and child protection policy and procedures in place. Additionally Northumberland Sport will seek to work with commissioned organisations to advocate continuous improvement in order that planning for and implementation of their policy and procedures addresses essential elements covered by National Standards (Leadership, Policy & Procedures, Ethics and Values and Training). Northumberland Sport's policies and procedures will be used wherever appropriate as a source of advice and guidance in such instances.

The strategic influencing role of Northumberland Sport

Northumberland Sport has developed its role as the lead coordinating agency for sport in Northumberland in line with its stated priority aims. This involves a key function as a strategic influencing body concerned with increasing participation in sport through the provision of high quality services.

The Northumberland Sport Board and Executive Director will provide strategic leadership for Northumberland Sport's safeguarding policy and implementation plans. Management of plans will be delegated through a designated Lead Child Protection Officer based within the Northumberland Sport Core Team.

Northumberland Sport will endeavour to work with local partners to sustain appropriate levels of awareness and quality practice aligned to national and local guidance concerned with the safeguarding and welfare of children and vulnerable adults through sport. Our network of partners will provide a forum for exchange of information, exchange of good practice and coordination of work which fits into Northumberland Sports annual safeguarding action plan.

In order to underpin our efforts to drive standards for the safeguarding and protection of children in sport, all resources and funding allocated by Northumberland Sport or channelled through the Partnership structures, will be subject to Service Level Agreements (SLAs). These will secure confirmation from delivery partners of operational safeguarding policies and procedures. We will make it a condition of funding that delivery partners promote minimum safeguarding standards and that they undertake to carry out checks and provide advice which promotes and spreads minimum standards throughout the sport and active leisure sector.

Responding to concerns or allegations – duty to report

If you have concerns about the welfare of a child which come to your attention directly either through what you have seen or heard you have a statutory duty to discuss those concerns with an appropriately designated person. This may be directly with Children's Services or the Police if concerns are sufficiently serious or there isn't time or the opportunity to discuss your concerns with a designated officer within Northumberland Sport or a relevant partner organisation.

The designated Child Protection Officers for Northumberland Sport are listed below:

Malcolm Moore	Lead Child Protection Officer	01670 623521
		0782789037

Malcolm.Moore@northumberland.gov.uk

Lee Sprudd

Deputy Child Protection Officer

01670 623518

07795014285

Lee.Srudd@northumberland.gov.uk

Contact telephone numbers for Northumberland County Council Children's Services and Northumbria Police are:

Children's Social Care Teams,

<http://www.northumberland.gov.uk/default.aspx?page=3808#worried>

Out of Hours contact number which is 01670 822386

Northumbria Police Public Protection Team 01661 827 555

Concerns about the welfare of a child can come to light through a variety of settings. Our main concern is the establishment of standards, practices and codes which prevent abuse through and within sport. However those working in sport need to be aware of the potential for information to come to their attention about potential abuse which is occurring outside sport.

This is an essential and inherent part of Northumberland Sport's activities and responsibilities to children and founded on the provision of sports activities by adults that children can trust, respect and depend on to help and protect them where necessary.

Staff members needing to report concerns should use the reporting procedures and guidance listed in the next section of this policy and available as supporting documents to this policy.

Northumberland Sport will take disclosure of all concerns and allegations very seriously and manage these through the appropriate processes. We will take care to ensure accurate recording of details, sensitive management of information and information exchange and respect for the rights of individuals. In all cases

Northumberland Sport will work within local safeguarding and child protection structures and respond to their advice and guidance wherever necessary.

As Northumberland Sport is hosted by Active Northumberland many of our procedures relating to Human Resource Management are Active Northumberland procedures or link to Northumberland County Council and set out in Northumberland Safeguarding Children Board guidance

<http://www.northumberland.gov.uk/Default.aspx?page=3808> .

Northumberland Sport Child Protection Procedures and Guidance

Northumberland Sport has a number of procedures as well as a codes of practice aligned to its Child Protection Policy. These are designed to:

- Ensure safe and appropriate recruitment of adults working with children in line with legislation
- Provide guidance and advice including the training of staff and volunteers
- Establish minimum standards and codes of conduct
- Inform and guide actions and response in the event of incidents.

As Northumberland Sport is hosted by Active Northumberland and its core team of staff are Active Northumberland employees, we will make use of existing Active Northumberland procedures wherever relevant. In these cases Northumberland Sport will be bound to operate within procedures and appropriate management and advice e.g. complaints or allegations about staff which invoke internal capability and disciplinary procedures.

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Document 1: Reporting procedures

Reporting concerns about poor practice and possible abuse within a sport setting

The recruitment and screening of appropriate and responsible adults to work with children in sport is a key function of this policy. This recognises the fact that adults motivated to harm children may seek to use sport as a means of access especially where insufficient processes, checks and codes of conduct are in place.

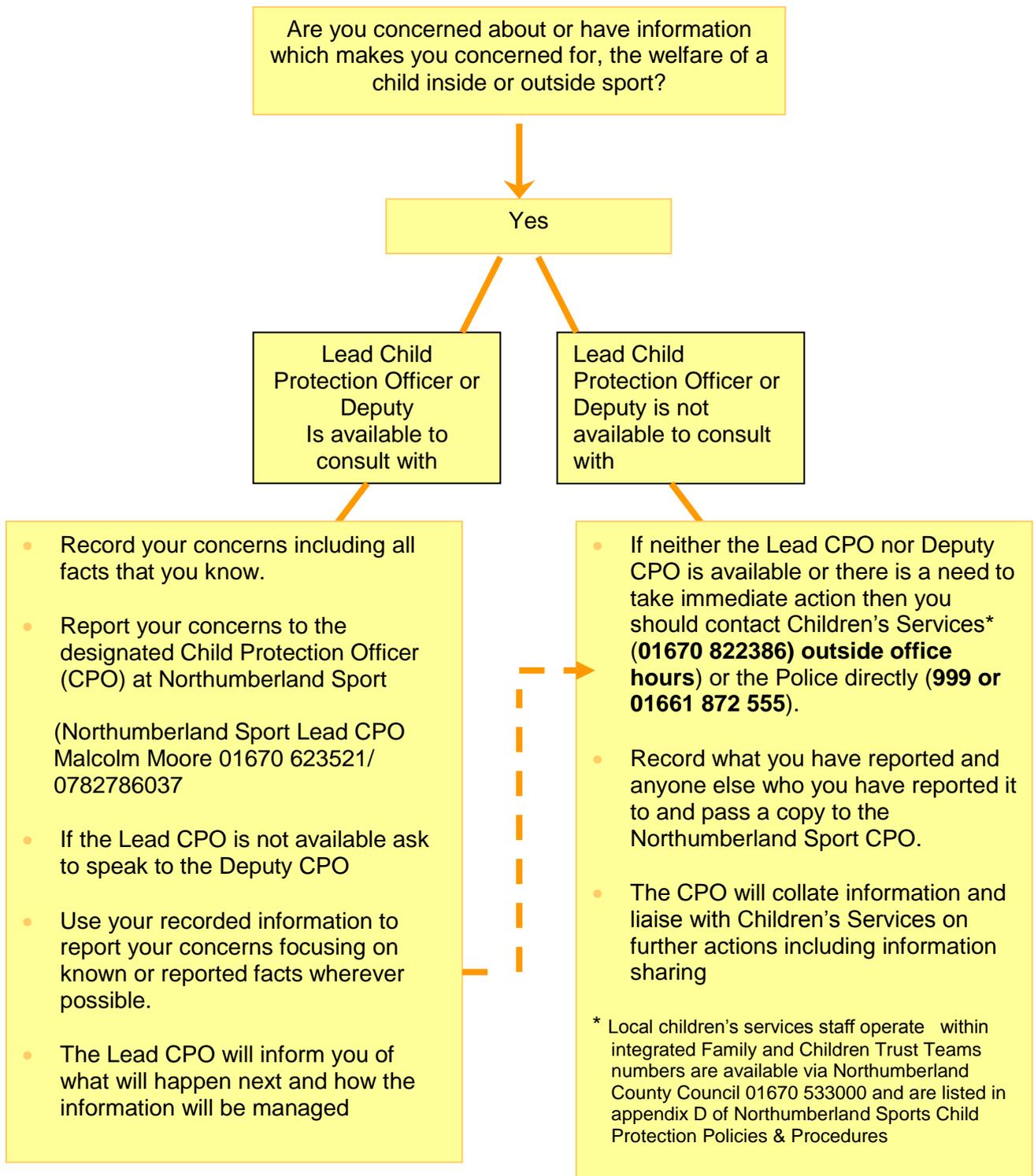
If a young person discloses, indicates or complains that they are being or have been abused or other information is obtained which raises concerns about the welfare of a young person immediate action should always be taken. All adults working with Northumberland Sport, either through direct employment or through common purpose, have a responsibility to act on concerns or information about potential abuse. In the first instance this means reporting concerns to the Designated Person either directly or through a line manager, supervisor or lead coach or it may mean reporting directly to Children's Services or the Police in cases where there is an immediate and urgent need to protect a child or consult with statutory services about your concerns.

The flow chart shown below sets out the CSP reporting procedures if there are concerns about the welfare of a child. The procedure is based on the fundamental responsibility to report concerns and place information with appropriately trained personnel and partner agencies so that they can be investigated.

Further help information about reporting concerns about the welfare of a child is available at <http://www.northumberland.gov.uk/Default.aspx?page=3808>

Document 1: Flow Chart - Reporting procedure where there are concerns about the welfare of a child

This guide is for employees, coaches and volunteers to inform them of the most appropriate action to report concerns about the welfare of a child



Remember – If something doesn't seem or feel right or you are made aware that a child may be or is in danger of being harmed record your concerns and discuss them with a designated Child Protection or Welfare Officer. They, in consultation with other agencies, can decide what if anything needs to be done. A small piece of information can make a big difference to the well being and welfare of a child.

Document 2: Incident Report

Recording details about what has been said, heard or seen and what has been reported

Information provided to the Designated Officer concerning risk or actual abuse of children will be shared with Children's Services and the Police. The reporting procedure includes options for reported events or behaviour to be addressed as matters of poor or bad practice by Northumberland Sport (where it involves paid or volunteer employees) should Children's Services and the Police assess that they do not constitute criminal behaviour or require implementation of a Child Protection investigation.

Information provided about concerns, allegations or disclosures needs to be as clear and detailed as possible as it may be used in any subsequent investigation. The Incident Report Form should be used to try and ensure key details are recorded at the time any concerns come to light or as soon after that time as possible. These may include

- The child's name, address and date of birth, ethnicity and disability (if appropriate)
- The nature of the allegation
- The child's account of what has happened and how any bruising or other injuries occurred
- A description of any bruising or other injuries
- Any other observations made by you
- Relevant times, locations, dates or other relevant information
- Clarity about what are the facts and what is opinion or hearsay
- Information about what knowledge the reporter has about the child and their relation to the child e.g. coach
- Information about the adult who is responsible for the abuse
- A record of the report including who the information was passed to and when, should be retained by the person reporting the information

Document 2: Incident Report Form

Your name:	
Your position: Contact Details.	
Child's name:	
Child's address:	
Parents/carers names and address: Tel.No:	
Child's date of birth:	
Date and time of any incident:	
Your observations:	
Details of the alleged abuse. Exactly what the child said and what you said. (Remember, do not don't lead the child – use open questions - record actual details). Continue on a separate sheet if necessary.	
Action taken so far:	
Signature of Referrer.	Date.
Received by Designated Officer. Signed	Date.

Document 2: continued

External agencies contacted (date & time	
Police Yes/No	Name: contact number: Advice received:
Children's Services Yes/ No	Name: Contact number: Advice received:
Sport Governing Body Yes/No	Name: Contact number: Advice received:
Local authority Yes/No	Name: Contact number: Details of advice received:
Other (e.g. NSPCC)	If yes: Name: Contact number: Details of advice received:

Signature:
Print name:
Date:

NB A copy of this form should be given to the Designated Officer/Lead Child Protection Officer who will send a copy to Children's Services following the report. Remember to maintain confidentiality on a **need to know** basis. Do not discuss this incident with anyone other than those who need to know and who are in a position to protect the child from harm.

Document 3:**Contact details for specialist agencies and advice**

Organisation	Telephone number	Details
Northumberland Children's Services		
Local Authority Designated Officer	01670 623979	Organisation policy Including allegations involving staff
Out of office hours Duty Team	01670 822386	Out of office hours service
Alnwick local FACT Team	01665 626830	Local domestic & public enquiries
Ashington local FACT Team	01670 815060	Local domestic & public enquiries
Bedlington local FACT Team	01670 536800	Local domestic & public enquiries
Berwick local FACT Team	01289 334000	Local domestic & public enquiries
Blyth local FACT Team	01670 354316	Local domestic & public enquiries
Cramlington local FACT Team	01670 712925	Local domestic & public enquiries
Morpeth local FACT Team	01670 516131	Local domestic & public Enquiries. Includes Disabled Children Team
Hexham local FACT Team	01434 603582	Local domestic & public enquiries
Northumbria Police	01661 872 555	Public Protection Team
NSPCC	08087 800 5000	24 Hour hotline

Document 4: Responding to Disclosure

Action if a young person discloses or indicates they are being abused

The person receiving the information should:

- Try to react calmly
- Re-assure the child that they are right to tell someone
- Listen and take what the child says seriously
- Keep questions short and clear to clarify the information and that you have an accurate understanding of what the child has told you
- Re-assure the child that they are able to help but that they will need to share the information with other colleagues in order for things to be put right and the situation to be stopped.
- Not enter into any promises about confidentiality that would delay reporting or prevent you from meeting your responsibilities to the child and other children who may be at risk of harm.
- Make a detailed record of what has been said, heard or seen as soon as possible after the event. The record should try to focus on facts and actual statements rather than impressions or subjective assessments by the reporter about what has occurred

The person receiving the information should not:

- Allow shock or distaste to show
- Seek more information than is offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Approach the alleged abuser
- Make promises they can't keep
- Share information with any adults outside the reporting procedures i.e. other colleagues or acquaintances other than their line manager and or the Designated Officer

Document 5: Responding to suspicions or indicators of abuse

There are physical and behavioural signs that might raise concerns about the safety of a child e.g. unexplained bruising, sudden changes in behaviour, something that is said or alleged, sexually explicit language or behaviour or something about another adult's behaviour or conduct towards a particular child or group of children.

These signs and behaviours are potential indicators of abuse and may individually or in various combinations cause concern or suspicions for people working closely with children. In such cases adults working with Northumberland Sport have a responsibility to report these concerns.

More information about indicators of abuse is available in our safeguarding policy support document number 10.

Any suspicion that a child has been abused or is at risk through the conduct of an adult should be reported Children Services or the Police using the Incident Report Form to record specific information.

Responding to previous abuse

Allegations of abuse may be made some time after the abusive behaviour inflicted on the individual has ceased e.g. by an adult who was abused as a child or concerning a member of staff or volunteer who is currently involved in providing sports opportunities to children. Where such allegations are made the CSP will follow the standard reporting procedure and consultation with the statutory services.

As well as providing support and assistance for the victim of the alleged abuse, the concern will be to ensure any adult who has committed previous offences against children, or who has indulged in previous bad practice, is prevented from working with children in sport.

Document 6: Capability and Disciplinary Procedures

Northumberland Sport will operate Northumberland County Council's internal disciplinary procedures concerning complaints about the conduct of people employed (either paid or voluntary) to assist Northumberland Sport with its purpose. The relevant procedures and guidance can be viewed at:

<http://www.northumberland.gov.uk/Default.aspx?page=16036>

All allegations against staff which may constitute abuse must be referred to the Local Authority Designated Officer who will liaise with the Police for them to investigate and decide if a child protection investigation and potential criminal proceedings need to be implemented.

From the point at which a complaint or allegation is made concerning potential abuse or serious misconduct the accused will be notified and temporarily suspended. The procedures above include specific provisions for support available to staff accused of misconduct including protocols for the management of information and communication and access to counselling and support.

Should the investigation progress down a Child Protection route, via Children's Services and the Police, those agencies will determine the process and events including advising the Northumberland Sport Designated Officer, about the sharing or clarification of information including contact with partner agencies such as schools, clubs and National Governing Bodies who may be involved in the employment of the individual on separate contracts or other voluntary arrangements.

If the statutory agencies assess that the allegations constitute poor practice and do not meet the thresholds for a child protection investigation the matter will refer back to Northumberland Sport within Northumberland County Council's disciplinary procedures as set out above.

A flow chart summarising the process and stages is shown in Complaints Procedure (supporting document number 25)

Document 7: Support for the victim, accused and reporter

Northumberland Sport

- Will take appropriate steps to ensure that the victim and their family are provided with appropriate professional support
- Will ensure that those reporting concerns or making complaints concerning staff are kept informed about the progress of any investigation within allowances advised by the Statutory Agencies conducting any subsequent investigation and wherever possible within the service levels included in Northumberland Sport's complaints procedures (Appendix F)
- Will ensure through the procedures identified in 2.4 that the accused person is offered appropriate support
- Acknowledges the difficulty in reporting concerns and will fully support and protect anyone who, in good faith (without malicious intent) reports his or her concern about a colleagues

Document 8: Communication with parents following concerns, allegations or disclosure

There is a commitment to work in partnership with parents in relation to the safeguarding of children in sport including providing appropriate information and seeking feedback about our policies and procedures and how best to improve them.

Similarly it may be appropriate for staff such as coaches or leaders to consult with parents about concerns linked to a child's behaviour, demeanour or engagement with an activity. However, there are situations where raising concerns directly with parents may cause greater distress, confusion or adversely affect the child and any future investigation.

In situations where there are serious concerns about the welfare of a child, it is recommended that information is passed as quickly as possible to the Designated Officer who will inform Children's Services who will then conduct communications with the parents and family of the child or children concerned. Alternatively Children's Services or the Police should be contacted directly using the contact numbers shown in supporting document number 3 or detailed in our main policy statement.

Document 9: Information Sharing Protocols and Confidentiality

In all cases information should be shared on a need to know basis and within the identified reporting procedures. Staff reporting information should restrict the people they share it with to their immediate line manager and or the Designated Officer or statutory services. Further decisions about who is consulted or questioned about the details of the information will be made by the Designated Officer in consultation with Children's Services and the Police.

Where appropriate, Northumberland Sport will operate the Information Sharing Protocols shown below.

Northumberland Sport will share information about alleged incidents involving staff employed by them where it is known or suspected the individual may be working with children in other related environments e.g. other voluntary club settings, other sports or in neighbouring County Sports Partnership areas.

Northumberland Sport will make it a condition of SLAs, involving the provision of funding or resources to projects supported by the Partnership, that any incidents which result in project staff being suspended, as part of disciplinary or criminal proceedings involving the safeguarding of children, are reported to Northumberland Sport via the Designated Officer.

Information and records which are passed to the Designated Officer including information which does not result in investigations or disciplinary procedures will be stored in a secure filing cabinet within the CSP central office in accordance with data protection laws and policy of Northumberland County Council available at

<http://www.northumberland.gov.uk/default.aspx?page=390>

Information sharing protocol

Purpose

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

To provide a tool to:

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

Principles

- A child is defined as being under the age of 18 by the Children Act 1989 and when making decisions about sharing information about a child/children their welfare is the paramount consideration. Decisions to share information will be for the purpose of protecting an individual child or children in general)
- Northumberland Sport will share information where we reasonably believe that it is necessary to share in order to protect or safeguard a child/children and on advice from the statutory agencies
- Northumberland Sport will explain openly and honestly, or at least notify, at the outset what information will or could be shared, and why, and seek

agreement – except where doing so puts the child or others at risk of significant harm

- Consent to share information will usually be sought. However, if consent is refused or there are good reasons not to seek consent, consideration will be given as to whether there is a sufficient public interest for the information to be shared on the advice of statutory bodies.
- Northumberland Sport will respect the wishes of children or families who do not consent to share confidential information – unless in the judgement of the Lead Child Protection Officer there is sufficient reason to override that lack of consent i.e. in order to safeguard the welfare of a child
- Northumberland Sport will share no more information than is absolutely necessary for the specific purposes of sharing that relevant information
- Northumberland Sport will ensure that people to whom this protocol applies are aware of the protocol and implications for them in order to ensure that its application is a transparent process
- When sharing information Northumberland Sport will ensure that they clarify which information we are sharing is factual (to the best of our knowledge) and which is an expression of professional opinion
- Northumberland Sport will ensure that the way that information is shared is appropriate to the level of urgency but information will always be supported by a written report or record.
- Information that is shared will be accurate, up to date, necessary for the purpose for which it is being shared, shared only with those with a need to see it and shared securely
- Records will always be kept of the decision to share, or not to share, information and the reasons for this decision
- Where information is shared during the course of an investigation, the outcome will be shared with those to whom the original information was sent

The Type of Information that will be shared

- Information relating to safeguarding/welfare/child protection concerns which meet the threshold for referral to external safeguarding agencies (Police or Children's Services) will be shared in all cases
- Information which raises safeguarding concerns arising from DBS checks. The threshold that will be applied is that the organisation's judgement is that the individual is unsuitable to work with children

- Information indicating safeguarding/child protection concerns but which is not acted on by statutory agencies (for example, where prosecution is not possible, or has been unsuccessful; where a referral is 'bounced back' by Children's Services or the Police as not meeting their threshold, but Northumberland Sport judges that concerns remain; or where risks are identified from information arising as a result of recruitment or other internal processes e.g. consistent poor practice
- Information relating to poor practice cases (for example, breach of codes of conduct/ethics) involving a perceived risk to children, but not meeting the threshold for referral to external safeguarding agencies, and:
 - where Northumberland Sport or its partners or contracted agents has either suspended or excluded the individual, or has put in place special arrangements or monitoring to ensure children's welfare as a result of its disciplinary process

Clearly these different categories or levels have implicitly different implications for information sharing. High level concerns meeting the threshold for Police or Children's Services will be managed by those agencies. In all other situations, Northumberland Sport, via the Lead Child Protection Officer, will, wherever possible, seek the advice of the statutory agencies or legal services when consideration is being given to sharing information with other organisation(s) concerning incidents or allegations involving safeguarding or potential breaches of codes of practice.

Process for information sharing & receiving of information

- The decision to share information will be based upon the principles embedded in the protocol¹
- In the first instance Northumberland Sport will decide if information needs to be shared with statutory services based on the level of concern.
- Northumberland Sport will seek to advise statutory services which other sports organisations may need to be made aware of the information and thereafter be advised by statutory agencies about the appropriate action
- Northumberland Sport will identify who is the appropriate person within the organisation to whom they should make the referral (this will be determined by that individual's role and responsibilities in relation to management of child protection/safeguarding concerns)
- Where the concerns are about a child within their family or wider community (a non-sport context) sports organisations will refer information to the statutory agencies (Police or Social Services) in the area in which the child lives
- Where concerns are about possible or actual abuse of a child by someone within Northumberland Sport, Northumberland Sport will refer this to

¹ See Appendix 2: Flowchart for information sharing

Northumberland Children's Services and Northumbria Police as per internal disciplinary procedures

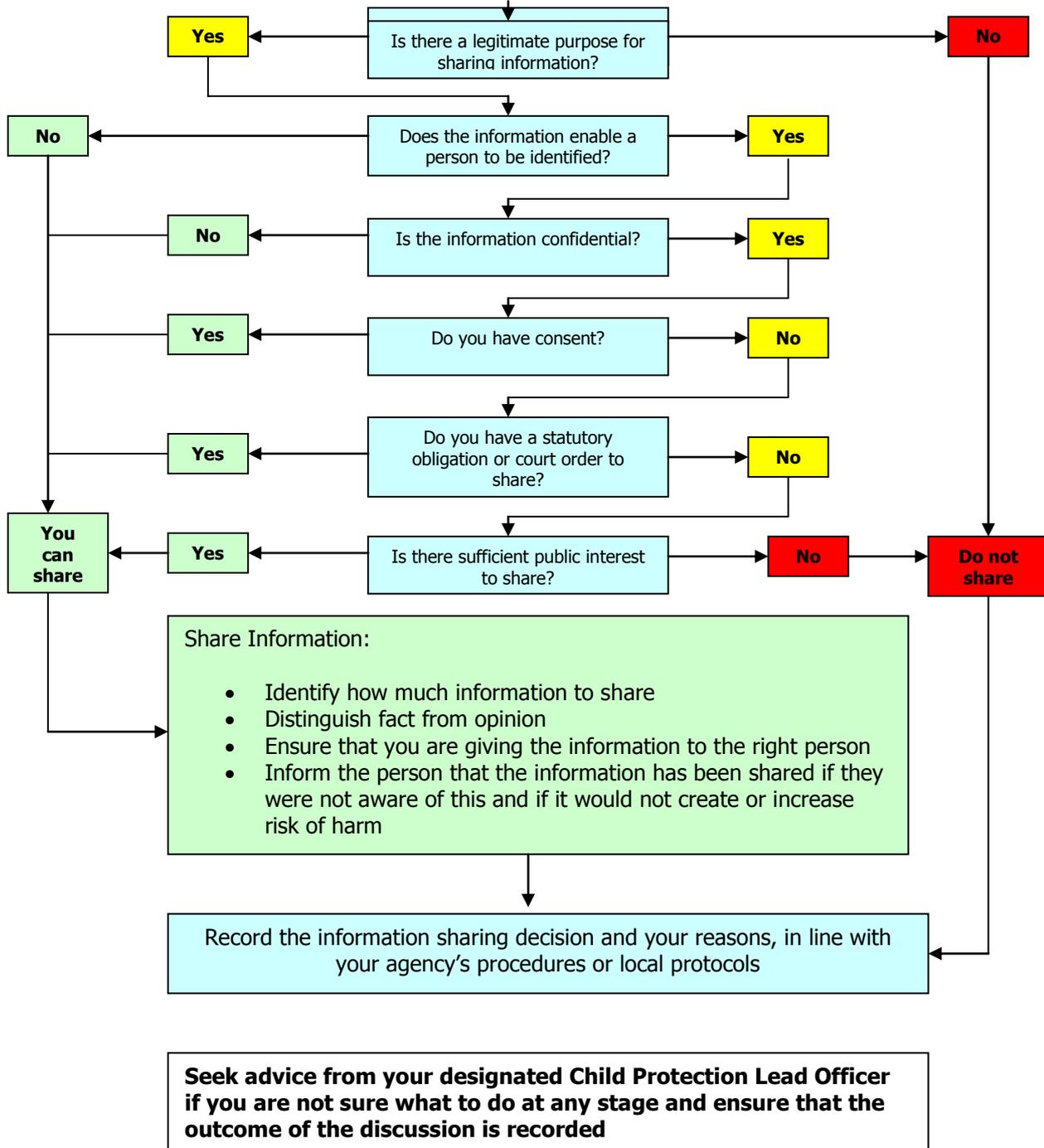
- Where Northumberland Sport is aware or believes that the person against whom the allegation is made may work with children in other organisations, they will seek the advice of the statutory agencies regarding whether information should be shared with those other organisations and, if so, by whom as stated above
- Where Northumberland Sport has deemed someone is unsuitable to work with children as an outcome of its disciplinary process it will refer that individual's name to the DBS.
- Where there has been statutory agency investigation, and/or where the person who is subject of the investigation is subject to the monitoring of the local Multi Agency Public Protection Panel (MAPPP), Northumberland Sport will contribute to the statutory agencies' planning processes where requested
- Information about the outcome of a disciplinary process will only be shared on a need to know basis both within Northumberland Sport and with external agencies
- The outcome of disciplinary processes would not normally be shared with external agencies by Northumberland Sport without the consent of the individual who is subject to this process (for example, for the purposes of providing a reference). Exceptions to this would be guided by the principles embedded within this protocol
- When Northumberland Sport is recruiting staff or volunteers to work with children we may be provided with information that would indicate that an individual may pose an actual or potential risk to children or may be unsuitable to work with children. As part of our recruitment processes we have procedures in place that ensure that consent has been obtained from current/prospective employees/employees both to obtain the information and to clarify it where necessary
- Northumberland Sport has in place policies, procedures and processes that ensure that appropriate recruitment and selection processes are consistently applied that reflect the need to safeguard children
- It is unlawful for any organisation to share the content of DBS disclosures with other organisations, consequently any decisions to share information where there are concerns about the risk an individual may present to children must be directed to the statutory agency from which the information was sourced (in the majority of cases this will be the Police). A disciplinary decision can, however, be shared where an individual may present a risk to children and where the principles embedded in this protocol have been followed

- All information held regarding complaints about poor practice by sports organisations will usually only be shared with the consent of the individual against whom the complaint has been made (for example, when an individual has consented to a reference being taken up by another organisation). Where statutory agencies are conducting a child protection investigation, however, the sports organisation will consider the appropriateness and proportionality of sharing the aforementioned information in accordance with the principles embedded in this protocol where requested
- The reason to share, or not to share, information will always be recorded by Northumberland Sport

Recording, Storage & Disposal of Information

- Information held about different individuals will be recorded separately
- Written information in either paper or electronic form will be stored securely in accordance with data protection legislation and other government guidance
- All reasonable steps will be taken to ensure secure receipt of information
- Information will be marked as confidential with a disclaimer included regarding what to do if correspondence is received by someone in error
- Written communications will clarify the extent to which the information can be shared within the recipient organisation
- Consent to share information will be sought from the individual to whom the information refers unless:
 - This may put children or other parties at risk of harm
 - Refusal to consent is unreasonable or not in the public interest
 - Consent cannot be obtained
 - The organisation is advised by a statutory agency not to do so, or there is a Court order which so directs
- Northumberland Sport will put in place systems for the safe storage of information and clear procedures regarding authorised access to records
- Northumberland Sport will have a records destruction procedure which includes destruction of additional copies of information used for a specific purpose (for example, for a disciplinary hearing). There will be clear timescales for destruction of records subject to the type of record concerned.
- Consent to third party information being passed on will always be sought from the third party except in the circumstances regarding consent previously outlined.

Flowchart of key principles for information sharing



Document 10: Indicators and recognition of abuse

Main types of abuse

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

The following definitions are adapted from 'Working Together to Safeguard Children a guide to inter-agency working to safeguard and promote the welfare of children' (DfES 2006).

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to a child's basic emotional needs. Neglect in sport could include a teacher or coach not ensuring children were safe, exposing them to undue cold, heat or to unnecessary risk of injury.

Physical abuse occurs where adults or *other young people* physically hurt or injure children by hitting, shaking, throwing, poisoning, burning, biting, or scalding, suffocating, drowning or otherwise causing physical harm to a child. Examples of physical abuse in sport may be when the nature and intensity of training and competition exceeds the capacity of the child's immature and growing body; where drugs are used to enhance performance or delay puberty. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may also involve non-contact activities such as involving children in looking at, or in the production of, sexual images, watching sexual activities or encouraging children to behave in a sexually inappropriate ways. In sport, coaching techniques, which involve physical contact with children, could potentially create situations where sexual abuse may go unnoticed. The power of the coach over young performers, if misused, may also lead to abusive situations developing.

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions which are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve causing children to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill-treatment of a child. Emotional abuse in sport may occur if children are subjected to constant criticism, name-calling, sarcasm, and bullying or unrealistic pressure to perform to high expectations consistently.

Indicators of potential abuse

There are physical and behavioural signs that may raise concerns about the safety of a child. These include:

- Unexplained or suspicious bruising and injuries for example on parts on the body not normally prone to such injuries
- Sudden and unexplained changes in behaviour
- The child describes what appears to be an abusive act involving him or her or
- Something is said to you by someone else (another child or adult) which gives you concern about the welfare of a child
- Sexually explicit behaviour or language or inappropriate sexual awareness
- Distrust of adults including those with whom a close relationship would normally be expected
- A child becomes increasingly dirty and unkempt
- Suspicions arising from observing the behaviour of another adult towards a particular child or group of children

This is not an exhaustive list and the presence of one or more of these indicators is not proof that a child is being abused. These signs are potential indicators of abuse but could be related to other circumstances. Where concerns about the behaviour or health of a child exist they should be clarified either by checking with parents or by reporting them to the Designated Person in order that they can be investigated.

NB: It is not the responsibility of those working in sport to decide if child abuse is occurring but it is their responsibility to act on any concerns.

Document 11: Ensuring the welfare of disabled children and vulnerable adults

Some disabled children and adults are mentally or physically more vulnerable than others leaving them more open to exploitation and abuse. They may also find it more difficult to recognise and report abuse. For example where their incapacity means that they:

- Have not been able to develop the social skills needed to understand what the behaviour and attitudes of others mean. This may make them less able to understand what constitutes unacceptable and inappropriate behaviour
- Have been encouraged to comply with other people's wishes and not question 'authority figures'.
- Are afraid to confront potentially abusive situations because of fear or uncertainty about the consequences.
- May not be able to report abuse either because there is no one they can report it to or they do not have the appropriate language available to explain what has happened
- May not understand or recognise that they have been abused
- May feel powerless and trapped because they have to depend on the abuser for personal support
- May not be able to physically remove themselves from the abusive situation
- May not have anyone they can trust or confide in
- May feel guilt or shame about the abuse which prevents them from reporting it
- May have no sense of ownership of their own bodies because they are so used to being examined physically by others as part of their medical and physical care

More information about safeguarding disabled children is available from The Children with Disabilities Team at Northumberland County Council which aims to help young disabled people from birth to 25 years old - telephone 01670 516131

<http://www.northumberland.gov.uk/Default.aspx?page=10604#child>

Document 12: Ensuring the welfare of children from other minority ethnic groups

Northumberland Sport operates an inclusive approach to the provision of sports opportunities including policies and procedures to ensure the welfare and safety of children participating in sport. Consistent with our Equity Policy it is our responsibility to ensure staff and other representatives of the partnership maintain awareness of equity issues including an understanding that the perceptions and experiences of people from minority ethnic groups can be affected by exposure to racial discrimination and institutionalised racism defined in the 'McPherson Inquiry' report into the death of Stephen Lawrence as:

“the collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and/or religion”

Staff need to be aware that as such there may be additional barriers which make it more difficult for children from minority ethnic groups to seek help or which may delay action being taken where there are concerns for the safety of a child.

Document 13: Bullying

Bullying can and does occur through sport and may be a precursor to abuse. Northumberland Sport condemns bullying in any form. Any adult or child found to be contravening the rights of another individual (child or adult) or group through behaviour perceived as bullying will be in contravention of the codes of conduct and practice and will be subject to action which may include sanctions including disciplinary action where it relates to employees including volunteers.

Individuals involved in bullying can include:

- Parents who push their children too hard and who set unreasonable performance demands and standards
- Coaches who enforce win at all cost philosophies
- Players who discriminate or demonstrate prejudice including intimidation towards other players and opponents on the basis of ability, appearance or personal dislike for the purpose of creating fear and exploitation.
- Officials who place undue pressure on individuals

Bullying can be:

- Physical: e.g. hitting, kicking or theft of and damage to personal property
- Verbal: e.g. name-calling, insults, constant teasing, sarcasm, racist or homophobic taunts, graffiti and gesturing
- Emotional: e.g. tormenting, ridiculing, humiliating and ignoring
- Sexual: e.g. unwanted physical contact or abusive comments

NB. Bullying using communications media such as mobile telephones, email and web sites is also possible and more common place among young people

There are a number of signs that may indicate that a young person or vulnerable adult is being bullied:

- Behavioural changes such as reduced concentration or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to school, training or sports club;
- A drop off in performance at school or standard of play;
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes or alcohol;
- A shortage of money or frequent loss of possessions.

NB: It is not the responsibility of those working in sport to decide that child abuse or bullying is occurring but it is their responsibility to act on any concerns vulnerable adult is being bullied

Further information concerning Anti bullying policies for clubs is available at <https://thecpsu.org.uk/resource-library/2013/sample-anti-bullying-policy/>

Document 14: Recruitment, Selection and Training of Personnel

Recruitment, Selection and Training of Personnel

Northumberland Sport will follow the recommended minimum operating procedures of Northumberland County Council for recruitment, selection and development of staff in all circumstances.

More information is available at:

<http://www.northumberland.gov.uk/Default.aspx?page=16031>

Procedures will ensure all reasonable steps are taken to ensure unsuitable people are prevented from working with young people and vulnerable adults. Further, appropriate management arrangements will be identified in order to ensure appropriate induction, deployment and further development of recruited staff. This is to ensure quality delivery of sport to young people within the recommendations set out in the guidance document 'Roles, Skills, Knowledge and Competencies for Safeguarding and Protecting Children in the Sports Sector' (see section 3).

Pre-recruitment Checks

The following pre-recruitment checks should always be carried out:

Advertising

Advertising used to recruit staff should reflect the:

- aims of Northumberland Sport and where appropriate, the particular programme involved
- responsibilities of the role
- level of experience and qualifications required (e.g. experience of working with children is an advantage)
- Northumberland Sport's open and positive stance on child protection.

Pre-Application Information

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

- a job description including roles and responsibilities
- a person specification (e.g. stating qualifications or experience required)
- an application form.

Applications

All applicants whether for paid or voluntary, full or part-time positions should complete an application form designed to produce the following information or outcomes:

- Name, address and National Insurance Number.

- Relevant experience, qualifications and training undertaken.
- Listing of past career or involvement in sport (to confirm experience and identify any gaps).
- For posts deployed in provision of Regulated Activity a Criminal record declaration form including spent offences under the Rehabilitation of Offenders Act 1974
- The applicant is made aware that will be carried out to establish their suitability for work with children
- The names of at least two people (not relatives) willing to provide written references that comment on the applicant's previous experience of, and suitability for, working with children and young people (previous employer).
- Any relevant skills and experience from other work experience or involvement with voluntary or community projects.

Checks and references

- A minimum of two written references should be taken up and at least one should be associated with their previous work with children and young people.
- A self-disclosure form will be used as part of Northumberland Sport's procedures for recruiting Coaches/Volunteers
- DBS enhanced checks will be carried on all staff that have supervisory responsibility for, young people through delivery of Regulated Activity.
- DBS checks will be initiated and requested through Northumberland County Council who will undertake all risk assessments related to information disclosed in information received as a result of the check. Final clearance to employ individuals will be given by Northumberland County Council on behalf of Northumberland Sport

Interview and induction

It may or may not be appropriate to conduct a formal interview. If it is, it will be carried out according to acceptable protocol and recommendations as set out by Northumberland County Council's recruitment policy procedures.

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

- their qualifications as a coach/official are substantiated
- they complete a profile to identify training needs/aspirations
- they sign up to the Northumberland Sport code of conduct and practice
- the expectations, roles and responsibilities of the job including codes of behaviour and conduct are clarified (e.g. through a formal or informal work programme or goal-setting exercise)
- child protection procedures and responsibilities are explained and training needs established.

Training

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

Training should be made available to all newly recruited staff and regular updates and briefings provided in order to keep staff up to date with developments in safeguarding procedures and standards in accordance with section 3.

Training and support will also be provided for staff with senior responsibility for Northumberland Sport's safeguarding policy and procedures including staff designated as Lead or Deputy Lead Child Protection Officers

It is recommended that all staff working with children must be up to date, or receive training in the following areas:

- Child protection and welfare awareness
- First aid
- How to work effectively with children
- Child-centered coaching styles

Training should be completed within agreed timescales as part as an agreed work programme or as a result of annual appraisal.

Monitoring and appraisal

At regular intervals (or following a programme), all staff or volunteers should be given the opportunity to receive and give feedback, to identify training needs and set new goals. Managers should be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

Wherever possible coaching programmes should include an evaluation which includes consideration of feedback and views of children by the Sports Development/Sports Co-coordinator and coaches involved in the organisation of programmes.

Document 15:

Ensuring a Skilled, Knowledgeable and Responsible Workforce for Children's Sport in Northumberland

Northumberland Sport is passionate about the many benefits sport can deliver especially for children and young people. We believe that these benefits which increase through sustained involvement in sport can only happen when opportunities are provided by responsible, trained and aware people who put the welfare of the child first.

One of the key principles of safeguarding and promoting children and young people's welfare is that it is everybody's business. In organizational terms this means everyone from senior management to grass roots volunteers.

Links to the wider children's workforce and core responsibilities, skills and competencies for safeguarding children

The Government's guidance document 'Working Together to Safeguard Children' (DfES 2013), Chapter 2 Organisational Responsibilities refers to Children Act 2004 - Section 11 which

"places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children."

Section 11 places a duty on

*"local authorities and district councils that provide children's and other types of services, including children's and adult social care services, public health, housing, **sport, culture and leisure services**, licensing authorities and youth services";*

'Working Together to Safeguard Children', identifies a requirement for all such organisations, including sports organisations to put in place:

'arrangements to ensure that all staff undertake appropriate training to equip them to carry out their responsibilities effectively, and keep this up to date by refresher training at regular intervals; and that all staff, including temporary staff and volunteers who work with children are made aware of the establishment's arrangements for safeguarding and promoting the welfare of children and their responsibilities for this'.

In addition the guidance notes that

"37. Voluntary organisations and private sector providers play an important role in delivering services to children. They should have the arrangements described in paragraph 4 of this chapter in place in the same way as organisations in the public sector, and need to work effectively with the LSCB. Paid and volunteer staff need to be aware of their responsibilities for safeguarding and promoting the welfare of children, how they should respond to child protection concerns and make a referral to local authority children's social care or the police if necessary. "

In December 2007 the CPSU in partnership with the Department for Children, Schools and Families, sportscoach UK, Youth Active, Skills Active produced a 'Guidance Document for Roles, Skills, and Knowledge & Competencies for Safeguarding and Protecting Children in the Sports Sector'. This document is provided as

“A toolkit designed to provide guidance and practical assistance for those involved in developing implementation plans for safeguarding children and young people, including those tasked with education, training and workforce planning for staff and volunteers”

The toolkit assists organisations such as Northumberland Sport and National Governing Bodies of Sport which are required to achieve the Standards for Safeguarding and Young People in Sport (Child Protection in Sport Unit 2002) which include a requirement to evidence the development and implementation of appropriate learning opportunities for all staff and volunteers.

It also ensures that these organisations play a full part in broader strategies developed through 'Every Child Matters' principles and agenda including the children's workforce strategies and development of core skills and knowledge for the children's workforce. This sets out knowledge and skills to practise at a basic level in six areas of expertise:

- Effective communication and engagement
- Child and young person development
- **Safeguarding and promoting the welfare of the child**
- Supporting transitions
- Multi agency working
- Sharing information

Tailoring learning, skills and competencies to roles and functions

Provision of learning opportunities tailored to the needs and function of people in the workforce is identified as a key responsibility of employing organisations in sport. Northumberland Sport will work with its partners including the CPSU, Northumberland Safeguarding Children Board, local authorities and National Governing Bodies of Sport through the development of our workforce plans, future audits and future project development to ensure learning opportunities and other opportunities to raise awareness or affirm understanding are provided which ensure a skilled and informed workforce for children's sport in Northumberland particularly in relation to safeguarding.

Northumberland Sport will develop its understanding of training needs and programmes of provision based on "categories of learning" guidance identified in the 'Roles, Skills, Knowledge & Competencies for Safeguarding & Protecting Children in the Sports Sector' – Tool Kit.

Learning categories seek to reflect the learning needs of staff at various levels of organisations and responsibility for the management and provision of activities for children. This includes the responsibilities of senior managers and those with responsibility for governance within organisations with responsibility for “driving and overseeing the development and implementation of organisational policies, procedures and plans”

The learning categories are:

Category 1

All staff & volunteers working in a sports role or setting where they may have contact with children directly or indirectly

e.g. Assistant coach/Leader such as Level 1 Coach or trainee coach/ leader, volunteer helper

Category 2

All staff and volunteers working with children, young people and parents (including those who have irregular contact but whose role requires them to fulfil their duty of care

e.g. sessional Coach (Level 2+) where they are in sole charge or have overall responsibility for children they are working with

Category 3

Staff and volunteers with particular operational responsibilities for safeguarding and protecting children, including people with designated responsibilities

Category 4a

Staff and volunteers with strategic service management responsibilities and technical expertise

Category 4b

Organisational senior management responsibilities for governance, organisation purpose and values, strategy, administration of safeguarding policies, procedures and systems

Document 16:

Codes of conduct and behaviour

Agreed codes of conduct and behaviour are the foundations for measurement and evaluation of the quality of sports activities for children. They affirm the basic and fundamental rights of people involved in sport and the inherent values and expected standards of behaviour and interaction between individuals that, based on mutual respect, are the essence of sport. In this sense they are vitally important to the Every Child Matters outcomes and relate directly to key aspects of personal development including character and integrity.

Codes of conduct and behaviour are often assumed or implicit within sport and perceptions and understanding may vary between individuals, clubs or groups based on experience, training or personal views. For this reason agreeing the code of conduct and behaviour may be overlooked or taken for granted in the recruitment, employment and deployment of people working with children and indeed covering the expectations and behaviour of children and their parents taking part in sport. This not only varies the quality of experience young people, parents, coaches, officials and volunteers experience through sport it also presents increased risk to young people and adults for example where adults may be left open to allegations of poor practice or abuse.

Northumberland Sport believes it is imperative that everyone operates within agreed ethical standards and demonstrates high standards of behaviour and practice. This means that codes of conduct and practice should be clearly stated and made widely available including forming a compulsory and essential part of the recruitment process and inductions for staff, volunteers, children and parents.

Northumberland Sport has adopted a code of conduct for staff and volunteers. This should form a compulsory part of coach recruitment and inductions and be inherent to the safeguarding criteria contained with SLAs (see supporting information on Recruitment and Selection).

Full time personnel of Northumberland Sport will be expected to operate to the highest possible professional standards including the provisions in the code of conduct for staff and volunteers and additionally Northumberland County Council's Code of Conduct for Staff which can be viewed at; <http://pscm.northumberland.gov.uk/pls/portal92/docs/12038>

Northumberland Sport code of conduct for staff and volunteers

This code of conduct outlines good practice when working with children/young people. An environment that allows bullying, shouting, racism or sexism is not acceptable.

- Rights** Staff must respect the rights of children and young people and promote their welfare through and during their participation in sport
- Relationships** Staff should promote relationships with participants and others that are based on openness, honesty, trust and respect. They must not engage behaviour that is abusive inappropriate or victimises individuals. They must respond promptly to any concerns about a child's welfare, and work in partnership with other organisations in the child's best interests.
- Responsibilities** Staff must demonstrate proper personal/professional behaviour at all times promoting positive role models for the children and young people they are working with. Staff must ensure that the children and young people are provided with a safe environment, which minimises risks to them.
- Equality** All staff must demonstrate commitment to respecting differences between staff and participants in terms of gender, race, ethnicity, disability, culture and religious belief system and sexual orientation.

Code of conduct for staff and volunteers

I agree to:

- 1 Respect the rights and dignity of every young person regardless of their gender, ability, cultural background or religion.
- 2 Place the well-being and safety of participants above the development of performance.
- 3 Teach the participants that honest effort is more important than winning.
- 4 Consistently display high standards of behaviour and appearance and set a good example for others to follow
- 5 Always promote the positive aspects of sport (e.g. fair play) and never condone rule violations or the use of prohibited substances.
- 6 Never ridicule, shout or otherwise single out a child for making a mistake or losing
- 7 Stay up to date with procedures and practice including local safeguarding procedures in order to promote the welfare and development of participants
- 8 Ensure that my performers and I show respect for opponents, officials, opposing coaches and supporters and for each other.
- 9 Develop an appropriate working relationship with the participants, based on mutual trust and respect and not exert undue pressure on participants.
- 10 Encourage and guide participants to accept responsibility for their own behaviour and performance.
- 11 Ensure the activities I direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
- 12 Co-operate fully with other specialists (e.g. other coaches, officials, sports scientists, doctors, and physiotherapists) in the best interests of the performer.

13 Never transport participants or young people unassisted in a vehicle other than to safeguard their welfare or remove them from direct harm and wherever possible with the consent of my line manager

14 Avoid unnecessary physical contact with participants other than to protect their welfare and to gain consent where contact is deemed necessary. I understand it is the young person's right to decline or refuse.

Breaches of the Code of Conduct

Allegations that a member of staff including volunteers has broken the Code of Conduct may come to light through customer complaints and or other reports which may originate from fellow staff members of staff. Northumberland Sport operates Northumberland County Councils Whistle Blowing Policy and will support any member of staff who brings forward genuine concerns regarding the behaviour or conduct of a co-worker.

All such complaints will be with utmost seriousness and priority. Complaints will be managed via Northumberland Sport's complaints procedures and any, which on investigation, appear to concern serious breaches of the code will invoke the County's Capability and Disciplinary Procedure as well as possible consultation with statutory services. In all cases where complaints concern potential or actual allegations of abuse by members of staff the County's Local Authority Designated Officer (LADO) will be informed and will lead or advise on the subsequent investigation.

Appeals

The Capability and Disciplinary Procedure secure the rights of staff who are the subject of complaints, including specific allegations, to defend themselves and to appeal against any subsequent assessment and decision concerning their future employment or disciplinary record. This may include temporary suspension from duties pending a full investigation including restricted communication with colleagues or other individuals involved in any investigation.

I have read, understood and agree to abide by the above code of ethics & conduct.

Signature: _____ **Date:** _____

Name (please print) _____

Appendix: Codes of conduct and behaviour for participants and parents/spectators

Northumberland Sport has proposed the following guidance as a result of its commitment to the safeguarding of children in sport and in accordance with National Standards for Safeguarding Children in Sport produced by the NSPCC Child Protection in Sport Unit. The basic principle is respect for the rights and dignity of all individuals and as such the guidance should be used in direct association with Northumberland Sport's equity policy.

The "Codes of Behaviour Guidance" provides good practice advice to providers of sport concerning codes of behaviour for participants, parents and spectators when involved in any sporting activity delivered by the relevant organisation.

The "Codes of Behaviour Guidance" has been produced for consideration by all providers including voluntary, private and public sector organisations that do not have current agreed codes of behaviour in place covering the actions of people representing their organisation or otherwise accessing activities provided through their organisation.

Participants - Code of Behaviour:

- Always play by the rules.
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition.
- Control your temper. Do not use foul or abusive language. Verbal and physical abuse is not acceptable.
- Work equally hard for yourself and your team.
- Treat all participants in your sport as you would like to be treated. Do not bully or take unfair advantage of another competitor including singling people out based on performance or appearance.
- Show respect for your coach, manager, team-mates and opponents and take time to thank those who help you take part in your chosen sport/activity
- Participate for your own enjoyment and benefit, not just to please your parents and coaches.
- Do not leave the playing/training venue unless the coach or manager is aware.
- Always be on time and prepared for all activities.

Parents/Guardians - Code of Behaviour:

- Respect the rights and dignity of every person regardless of their gender, ability, cultural background or religion.
- Remember that young people participate in sport for their enjoyment, not yours.
- Encourage young people to participate, never force them.
- Focus on, and praise the effort and performance displayed, rather than the winning or losing.
- Encourage young people to play according to the rules and to settle disagreements without resorting to argumentative behaviour.
- Never ridicule a young person for making a mistake or losing a competition.

- Remember that young people learn best by example. Always show appreciation for good performances displayed by all participants.
- Support all efforts to remove verbal and physical abuse from all sporting activities.
- Respect coaches' and officials' decisions and teach young people to do likewise.
- Always show appreciation for the coaches, officials and administrators. Without them there would be no activity for your child to participate in.
- Always ensure you are punctual when dropping off and collecting your children, do not put the coach/club in a difficult position by arriving late.

Spectators - Code of Behaviour:

- Respect the rights and dignity of every person regardless of their gender, ability, cultural background or religion.
- Remember that young people participate in sport for their enjoyment and benefit, not yours.
- Acknowledge effort and positive attitudes from all individuals and teams not just the winners.
- Never ridicule a young player for making a mistake. Positive comments are always motivational.
- Congratulate all participants on their effort, regardless of the game's outcome.
- Respect the decisions of officials and teach young people to do the same.
- Condemn the use of violence, abusive language or behaviour in any form, whether it is by other spectators, coaches, officials or players.
- Show respect for your team's opponents. Without them, there would be no game.
- Encourage all players to follow the rules and the officials' decisions.
- Do not use foul language or harass players, coaches or officials.
- Do not attend games under the influence of alcohol

Document 17: Internal procedure for responding to telephone calls

On occasions concerns about the welfare of a child or specific complaints about the conduct of a member of staff or volunteer may be reported directly to the Designated Person by telephone. There is an internal procedure for Northumberland Sport Core Team staff concerning receipt of calls which involve disclosure, allegations or concerns about potential abuse or poor practice where the Designated Officer is not immediately available to deal with such calls.

Internal procedure for responding to telephone calls

The following guidelines are provided for Core Team personnel who may pick up a telephone call relating to a Child Protection issue or specific incident.

1. Where possible refer all calls or enquiries to the Core Team Lead Child Protection Officer or the Deputy Lead Child Protection Officer.

Lead Child Protection Officer: Malcolm Moore

Tel: 623521

Mobile: 07827896037

Deputy Lead Child Protection Officer: Lee Sprudd

Tel: 623518

Mobile: 07795014285

2. Explain to the caller that Northumberland Sport has procedures in place to respond to child protection enquiries, complaints or specific disclosures. These procedures are coordinated by our Lead Child Protection Officer who is the best person to assist with their call.
3. If the Lead or Deputy Child Protection Officer is not available ask the caller if you can take their number and get the Lead Child Protection Officer or Deputy to ring them back. Call back will be within 24 hours.
4. Do not offer the ring back as the only option. You will need to gauge how urgently the call requires a response or assistance. If it is a complaint or a young person you should:
 - A:** Offer reassurance that you can help and that they have done the right thing in ringing with their enquiry, complaint etc.
 - B:** Inform them that you will need to make a written record of what they are saying in order to make sure everything is clear and we can respond in the correct way. This may involve informing other agencies such as Children's Services and the Police. This does not necessarily mean they will be contacted or identified as part of any subsequent enquiry. However if they are a child and they are the subject of abuse we will need to tell other

people such as Children's Services who will provide help and prevent them suffering any further harm.

Listen and record what is said (see Incident Report Form – Appendix A). Try to focus on facts and remember to record the following;

- Caller's name
- Caller's telephone number
- Their role or position (e.g. coach, club volunteer, player)
- What has taken place?
- When the incident(s) took place?
- Where the incident(s) took place?
- Who is involved?
- How they know the people involved?
- Did they witness what happened or have they been told about it or heard from a third party?
- Whether anyone especially a child is in immediate danger?

N.B. If a young person is in immediate danger you should report the call to Children's Services immediately using the number below.

C: Confirm back to them what you have recorded and what will happen next

- The information will be treated in confidence – go back over what you have recorded and ask the caller to verify this is what they have said.
- The information will be passed to the Lead Child Protection Officer who will decide if Children's Services and the Police need to be contacted or what needs to be done internally within Northumberland Sport or with our partners.
- A letter will be sent to the caller confirming their call within 7 days.
- They may be contacted by Children's Services or the Police to verify information given subject to any investigation which is instigated by these agencies.

5. Once you have completed the call;

- Forward a copy of your recorded information to the Lead Child Protection Officer or the Deputy Child Protection Officer.
- Do not discuss the information with other Core Team staff other than to clarify internal procedures.
- Do not discuss the information with outside agencies or individuals unless there is an urgent need to inform Children's Services or the Police.

Remember

Customer Awareness	Personal Awareness
1. Reassure and inform the customer 2. Listen to and clarify issues and facts with the customer 3. Confirm details and what will happen next	1. Stay calm 2. Respect confidentiality 3. Don't pass judgement

Document 18: Duty of Care

4.3. Duty of Care

Duty of care means that a sports body needs to take such measures as are *reasonable* in the circumstances to ensure that individuals will be safe to participate in an activity to which they are *invited to* or which is *permitted*

A duty of care may be imposed by common law or statute, by contract, or by acceptance by an individual. In some cases the law imposes a duty of care. For example, the duty of care the police have when they arrest someone.

There is no general duty of care upon members of the public towards the public at large. If there is a formal relationship, however, for example between a club and a club member, or a coach and an athlete, there is a duty of care.

When children and young people are involved in organised sports activities and are to any extent under the care and supervision of one or more adults, the adult(s) have a duty to take reasonable care to ensure their safety and welfare.

The duty occurs in two ways:

A **Legal** Duty of Care

A **Moral** Duty of Care

The **Legal Duty of Care** has a strict definition. The most obvious example of this is in Health and Safety procedures where clear guidance is provided about what reasonable steps should be taken to minimise the hazards related to activities, substances or situations.

In many sports activities, given the health and safety considerations, it is recognised that a sports organisation or individual (e.g. coach) owes a duty of care to its members. However, it is also understood and recognised that accidents can and do happen, and that it is not possible to predict every eventuality. Liability for the legal duty of care would only arise when an incident occurs and it can be demonstrated that the risk was foreseeable but no action had been taken to remedy it.

In any subsequent legal action the courts would apply the following criteria to determining if an organisation or individual would be held responsible:

- Reasonable foreseeability of injury
- Proximity
- It is fair, just and reasonable to impose a duty of care?

The claimant would have to show:

- That they were owed a duty of care
- That the defendant breached this duty
- That the plaintiff suffered damage as a result of the breach

It is recognised that there is a higher duty of care owed to children and young people and this is something that those working with children and young people must reflect. An example of this is the Occupier's Liability Act 1957. This requires that an occupier must be prepared for children to be less careful than adults would be in a similar situation. This consideration should be even greater if a child is known to have learning difficulties or is known to have a medical condition which may make them more vulnerable than the average child to foreseeable risk of harm.

The **Moral Duty of Care** is more correctly a *responsibility* for safety and welfare. Members of staff have a responsibility for those children and young people, and other staff, who are under their control.

To determine if a breach of the duty of care has occurred the ordinary civil law of negligence would be applied. The question is whether the accused in acting, or omitting to act, has failed to reach the standard of *a reasonable person*.

In specialist sports activities the qualified instructor has a duty of care for all those taking part irrespective of their age or position. The key point here is that the individual administering the activity, whatever their status, should be appropriately trained and authorised.

In addition to this those in charge of children have an additional charge and that is to act "*in loco parentis*". This term is best explained as requiring the adult to act as "a reasonable parent". This is not necessarily the 'actual' parent and what the child's parent may permit the sport may not.

Within Northumberland Sport organised or funded activities the duty of care would start by ensuring the activity is authorised by the appropriate governing body and the relevant instructors are qualified for the task but additionally would go on to ensure that it is managed in a safe manner throughout.

Document 19: Promoting Good Practice

Promoting good practice

It is possible to reduce situations where potential grooming or abuse of children may occur, and help to protect staff/ volunteers by promoting good practice. The following is specific guidance which should be followed when working with children:

- Staff must respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
- Always be publicly open when working with children. Avoid situations where a member of staff and an individual child are completely unobserved (encourage an open environment).
- Wherever possible children should not be left unattended
- If any form of physical contact or support is required, it should be provided openly and according to any appropriate guidelines e.g. as issued by a sport's National Governing Body.
- It is important that the views and concerns of parents/carers/guardians and children are considered and an appropriate response taken to inform them of your actions.
- Where possible, parents/carers/guardians should take on the responsibility for their children in changing rooms. If groups have to be supervised in changing rooms, try to ensure staff where possible work in pairs, and do not enter changing rooms of the opposite sex.
- Where there are mixed groups, supervision should be by a male and female member of staff.
- The member of staff must always place the well-being and safety of the performer above the development of performance.
- Staff should build relationships which are balanced and based on mutual trust which empowers children to share in the decision-making process.
- Staff should keep up to date with technical skills, qualifications and insurance according to their National Governing Body

It is not safe practice to:

- Spend time alone with children away from others.
- Take children alone on car journeys, however short.

If these situations are unavoidable, they should only occur with the full knowledge and consent of your supervisor and the child's parents/carers/guardians.

You should never:

- Engage in rough, physical and sexually provocative games.
- Share a room with a child.
- Allow or engage in any form of inappropriate physical contact.
- Allow children to use inappropriate and / or offensive language unchallenged.
- Make sexually suggestive comments to a child even in fun.

- Reduce a child to tears as a form of control.
- Allow allegations made by a child to go unrecorded or not acted upon.
- Do things of a personal nature that children can do for themselves.
- Enter the changing rooms of the opposite sex.
- Take children to your home.

Document 20: Guidance on physical contact

Northumberland Sport advocates that physical contact between adults and young people involved in sport should be restricted to specific circumstances related to ensuring the safety and well-being of children. In general physical contact should be avoided unless absolutely necessary and with the expressed permission and understanding of the child.

The document 'Guidance for Safer Working Practice for Adults who Work with Children and Young People (DCSF 2007)' based on an original IRSC document 'Guidance for Safe Working Practice for the Protection of Children and Adults in Education Settings',² commissioned by DfES³ states:

"Adults who work in certain settings, for example sports drama or outdoor activities will have to initiate some physical contact with children, for example to demonstrate technique in the use of a particular piece of equipment, adjust posture, or perhaps to support a child so they can perform an activity safely or prevent injury. Such activities should be carried out in accordance with existing codes of conduct, regulations and best practice.

Physical contact should take place only when it is necessary in relation to a particular activity. It should take place in a safe and open environment i.e. one easily observed by others and last for the minimum time necessary. The extent of the contact should be made clear to the parent/carer and once agreed, should be undertaken with the permission of the child/young person. Contact should be relevant to their age or understanding and adults should remain sensitive to any discomfort expressed verbally or non-verbally by the child.

Guidance and protocols around safe and appropriate physical contact are provided by national organisations, for example sports governing bodies or major arts organisations, or the employing organisation and should be understood and applied consistently. Any incidents of physical contact that cause concern or fall outside of these protocols and guidance should be reported to the senior manager and parent or carer.

It is good practice if all parties clearly understand at the outset, what physical contact is necessary and appropriate in undertaking specific activities. Keeping parents/carers, children and young people informed of the extent and nature of any physical contact may also prevent allegations of misconduct or abuse arising."

Occasions may arise where a member of staff must provide intimate care for children, particularly if they are very young or have disabilities. These duties should only be carried out with the full understanding and written consent of parents/carers/guardians and the children involved. Northumberland Sport will ensure that any staff involved in such duties has access to any appropriate training required.

² September 2006. This document is still in use and has relevance for those working in education settings

³ Department for Education and Skills. now known as Department for Children, Schools and Families (DCSF)

Document 21: Managing Challenging Behaviours

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 to encourage a proactive response to supporting children to manage their own behaviour including seeking and including the views of children themselves. They suggest some strategies and sanctions which can be used and also identify unacceptable sanctions or interventions which must never be used by staff or volunteers.

These guidelines are based on the following principles:

- The welfare of the child is the paramount consideration.
- All those involved in activities (including children, coaches/volunteers and parents/carers) should be provided with clear guidelines about required standards of conduct, and the organisation/club's process for responding to behaviour that is deemed unacceptable.
- Children must never be subject to any form of treatment that is harmful, abusive, humiliating or degrading.
- Some children exhibit challenging behaviour as a result of specific circumstances, e.g. a medical or psychological condition, and coaches may therefore require specific or additional guidance. These and any other specific needs the child may have should be discussed with parents/carers and the child in planning for the activity, to ensure that an appropriate approach is agreed and, where necessary, additional support provided e.g. from external agencies, Children's Social Care services etc.
- Sport can make a significant contribution to improving the life experience and outcomes for all children and young people. Every child should be supported to participate and, only in exceptional circumstances where the safety of a child or of other children cannot be maintained, should a child be excluded from club activities.

Planning activities

Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual athlete within that group. As part of session planning, coaches should consider whether any members of the group have presented in the past or are likely to present any difficulties in relation to the tasks involved, the other participants or the environment.

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

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

Agreeing acceptable and unacceptable behaviours

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

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

Example codes of conduct and behaviour for participants, parents and spectators are included in Appendix I.

Responding to challenging behaviour

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

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking through with the child.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences e.g. missing an outing.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately e.g. referral for support to Children's Social Care, discussion with the child's key worker if they have one, speaking to the child's school about management strategies (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').

- Temporary or permanent exclusion

The following should never be permitted as a means of managing a child's behaviour:

- Physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Staff and volunteers should review the needs of any child for whom sanctions are frequently necessary. This review should involve the child, parents/carers and in some cases others involved in supporting or providing services for the child and his/her family, to ensure an informed decision is made about the child's future or continued participation. As a last resort, if a child continues to present a high level of risk or danger to him or herself, or others, he or she may have to be suspended or barred from the group or club activities.

Physical Intervention

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour.

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

The following must always be considered:

- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
- Any form of physical intervention should achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern.
- Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- The scale and nature of physical intervention must always be proportionate to the behaviour of the young person and the nature of harm/ damage they might cause.

- All forms of physical intervention should employ only a reasonable amount of force –i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to children or staff/volunteers.
- Staff/volunteers shall never use physical intervention as a form of punishment.
- Physical intervention should NOT involve inflicting pain
- Where children are identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with parents/carers and where necessary the club will seek advice from or to work in partnership with external agencies (e.g. Children’s Social Care) to ensure that a child or young person can be supported to participate safely. This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.

Any physical intervention used should be recorded as soon as possible after the incident by the staff/volunteers involved using the Incident Report Form and passed to the Club Welfare/Child Protection Officer as soon as possible.

Views of the child

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

A timely de-brief for staff/volunteers, the child and parents should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional well-being of those involved has been addressed and on-going support offered where necessary. Staff/volunteers, children and parents should be given an opportunity to talk about what happened in a calm and safe environment.

There should also be a discussion with the child and parents about the child’s needs and continued safe participation in the group or activity.

It is important that staff and volunteers are made aware of and understand the organisation/club’s guidance about managing challenging behaviour to ensure that they are aware of ways in which they may need to intervene and are clear about the practice guidance in this area.

Incidents that must be reported/recorded:

If a child is accidentally injured as a result of your actions, seems distressed in any manner, appears to be sexually aroused by your actions, misunderstands or misinterprets something you have done, report such incidents as soon as possible to another colleague and make a written note using the incident report form in Appendix B. The Designated Child Protection Officer should be informed of all such incidents.

Poor practice – action in the case of contravention of codes of practice

In the event of complaints being made against a member of staff which alleges poor practice and contravenes the codes of conduct an investigation of the complaint will be made which employs the complaints procedure which may result in recourse to the internal disciplinary procedures referred to in section 2.4. Where investigations show that the complaint may relate to potential abusive behaviour information will be exchanged with Children's Services and advice sought about future action and investigation.

The arrangements referred to in Disciplinary and Competence procedures (Supporting Document 6) and flow chart referred to in Supporting Document 25 outlines the process concerning treatment of complaints concerning the actions or behaviour of staff employed on or behalf of Northumberland Sport and should be viewed as an extension of the basic reporting process referred to in Document 1.

Where a complaint is received which relates to a member of staff employed by a partner organisation, but in relation to Northumberland Sport activities or projects funded through Northumberland Sport, information will be exchanged and discussed with the respective organisation as a Northumberland Sport complaint. The Lead Child Protection Officer will request that the employing partner undertakes their own internal investigation subject to their processes the outcome of which will be reported to Northumberland Sport. Where complaints relate to partnership working with voluntary sports clubs Northumberland Sport will inform the designated county, regional or national Governing Body Welfare Officer as well as the designated welfare officer of the particular club concerned.

Northumberland Sport will make it a condition of all funding secured on behalf of and redirected to partners that any instances where employees including volunteers are suspended subject to a complaint relating to alleged poor practice or serious misconduct must be notified to the Northumberland Sport Lead Child Protection Officer.

All information exchanged with partners concerning allegations of poor practice by staff or volunteers will be subject to the protocols for proper management of information.

Document 22: Guidelines for use of photographic and video recording equipment at sporting events

There is evidence that some people have used sporting activities including events as an opportunity to take inappropriate photographs or film footage of young and disabled sportspeople in vulnerable positions. Activities and events organised by Northumberland Sport will be subject to guidelines detailed below and completion of the form in Appendix I.

It is not the intention of Northumberland Sport to prohibit those with a genuine interest in filming or photographing young people participating in sport. The purpose of this guidance is to:

- Prevent unsuitable persons from exploiting sport to obtain images of young people.
- Prevent improper images of young people or an inappropriate portrayal of sport being produced.
- Protect the identity of young people from publication of their personal details and/or image.

These guidelines apply to all forms of technology that can be used to record images of young people, including mobile telephones.

Principles:

- The interests and welfare of young people playing sport and taking part in clubs and events is paramount.
- Parents/carers and young people have a right to decide whether their image is taken and how it may be used.
- Parents/carers and young people must provide written consent for their image to be taken and used.
- Images must convey the best principles and aspects of sport such as fairness and safety.
- Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation or misuse.

- Images should only be taken by authorised persons i.e. parents/carers or authorised press.
- All images of young people must be securely stored.
- In the case of images used on web-sites, particular care must be taken to ensure that no identifying details facilitate contact with a young person by a potential abuser.
- With adequate negotiation and planning it is possible to meet the welfare/protection and/or rights of young people and facilitate the making and portrayal of appropriate images for a range of purposes.

Practical approaches and solutions incorporating good practice

- Ask for parental permission to use a young person's image. This ensures that they are aware of the way the image is to be used.
- Ask for the young person's permission to use his/her image. This ensures that he/she is aware of the way in which their image will be used.
- If the young person is named in a publication do not use his/her photograph.
- If a photograph is used do not name the young person.
- Only use images of young people in appropriate dress to reduce the risk of inappropriate use and to promote a positive image of the young person.
- Encourage the reporting of inappropriate use of images of young people. If you are concerned, report your concerns to the Child Protection Officer.
- When playing other teams, the Child Protection Officer or other appropriate official should check with a representative of the opposing team as to whether there are young people present who should not have their image taken. (Please bear in mind that some young people may be the subject of a care order or listed with Children's Services as vulnerable and in need of protection).

Photography at events

- Achieving an agreement with press/other professional photographers prior to an event that protects the rights and interests of young people and provides

opportunities for appropriate press/photography coverage: Pre-planning meetings/briefings should be arranged between event organisers and members of the press/media to clarify the media/photography protocol – this process should begin at least 3-4 weeks prior to the event, with at least one further meeting/briefing within 1-2 weeks of the event.

- Professional photographers/video operatives wishing to record the event should seek permission from the event organiser by producing their professional identification - details of which must be recorded by the event organiser. Ideally this should be done prior to the event taking place using the form in Appendix I. The event organisers should consider issuing an identification label to such persons.
- Amateur photographers wishing to use video or camera equipment must register their intent with the event organiser/Club Welfare Officer or nominated person. The event organisers should consider issuing an identification label to such persons.
- Ensuring that media/photography protocols address the nature of the event and activities taking place: Protocols should encompass the types of risk associated with different venues, activities and level of performance, for example, increased vulnerability of open site venues.
- If event organisers are uncertain as to whether clubs have sought the appropriate parental/carer and young person consent prior to an event then consent should be included on any registration/medical forms distributed prior to the event. Information must also be included stating the purpose and use of the images intended to be taken at the event (for example local/national press coverage, training/coaching purposes or future event promotion).
- Publishing images with a young person's details is not recommended (particularly full names). Images should only be used or published in conjunction with the young person's name with specific permission from the young person and/or parent/carer. Care must be taken to ensure that information which could potentially lead to unwanted contact being made with the young person is not included.
- Event organisers may require large group/panoramic images to convey event atmosphere and scale: Young people/parent/carers should be advised ahead of the event where and when such shots will be taken, for example at

the opening or end of large events. Parents/carers/young people may then make an informed choice about whether the young person will be included. Event organisers may choose to issue a disclaimer to all parents/carers/young people related to these particular images, as it may not be practical to guarantee that the young person will not appear in such a shot.

- Press/other authorised photographers wishing to take images of specific activities during an event: Organisers will have identified from the registration process young people without photographic consents. It is likely that the numbers refusing will usually be very low. This information must be available to their team managers. Event planning should ensure that an easily identifiable member of staff at each event/match will hold information about which competitors should not be included in any photographs.
- Press photographers should not approach individual young people directly to seek their permission. It may be possible, prior to events, to identify groups of young people with the necessary photographic consent who would, through event staff, be available to photographers at agreed times.
- The more high profile the event and talented the athletes, the more likely it will be that both press and event organisers will want positive media coverage: At this level of sport it may not be possible to accommodate every individual's views regarding photography and press coverage. This should be made clear to parents/carers/young people in advance of the event.
- Consideration may be given to issuing the young person who should not be photographed with an identifying badge in order that event organisers are aware of whom they are.

Videoing as a coaching aid

- There is no intention to deter local coaches using video equipment as a legitimate coaching aid. However, the young person/parent/carer must be made aware of this intention and any parent/carer offered the right to remain present whilst this is carried out.
- Any video footage taken must be stored securely.

- The parent/carer/young person must provide written consent for the use of photography/video analysis as well as specific details of its storage and who is responsible for its management.

Northumberland Sport: Guidelines for the use of photographic and filming equipment at events

Part 1

Professional photographers/filming/video operators wishing to record the event should seek accreditation with the event organiser by producing their professional identification for those details to be recorded. Ideally they should request this at least five working days before the event.

Students or amateur photographers/film/video operators wishing to record the event should seek accreditation with the event organiser by producing their student club or registration card and a letter from their club/educational establishment outlining their motive for attending the event.

All other spectators wishing to use photographic/film/video equipment should register their intent with the promoter of the event.

Accreditation procedure:

A record should be made of the individual's name and address and club. Professionals should register prior to the event and their identification details should be checked with the issuing authority prior to the event. An identification label should be issued to be displayed on the day, which will serve to highlight those who have accreditation.

Public information: the specific details concerning photographic/video and filming equipment should, where possible, be published prominently in event programmes and must be announced over the public address system prior to the start of the event.

The recommended wording is:

In line with the recommendation in the Northumberland Sport's Child Protection Policy, the promoters of this event request that any person wishing to engage in any video, zoom or close range photography should register their details with staff at the spectator entry desk before carrying out any such photography. The promoter reserves the right of entry to this event and reserves the right to decline entry to any person unable to meet or abide by the promoter's conditions.

If you have concerns: if you are concerned about any photography taking place at an event, contact the event organiser and discuss it with them.

Part 2: Photographer Registration Form

In line with the recommendation in the Northumberland Sport's Child Protection Policy, the promoters of this event request that any person wishing to engage in any video, zoom or close range photography should register their details with staff at the spectator entry desk before carrying out any such photography. The promoter reserves the right of entry to this event and reserves the right to decline entry to any person unable to meet or abide by the promoter's conditions.

Event you would like to take photographs at:

.....

Name of company (if taking photographs in a professional capacity):

.....

Full name of person taking photographs:

.....

Address:.....

.....

Post Code.....

Telephone Number(s) H..... W.....

Date of Birth...../...../.....

E-mail address.....

Are you related to any participants taking part in the event: Yes No

Name of participant whom you are related to:

Signature:..... Date:.....

Thank you for your co-operation in completing and returning this form.

Document 23: Guidelines for Transport

It is the responsibility of the Northumberland Sport office to arrange transport to all events organised by Northumberland Sport. In the event of activities being organised by a partner of Northumberland Sport then it is the responsibility of that partner to make the appropriate transport arrangements including the provision of buses and coaches with appropriate safety specifications for the safe transport of children including wherever appropriate seats with individual seat belts.

In all cases the transport of children must comply with the latest guidance and standards operated by Northumberland County Council including appropriate checks and clearances for drivers with access to and responsibility for vehicles.

In some instances the transport of children may involve car Journeys. In such cases the key points are:

- When parents make the travel arrangements to and from an activity without the knowledge of the organising body it is the responsibility of the parents to ensure the arrangements are both safe and appropriate.
- When Northumberland Sport or one of our partners makes the arrangements for travel there must be a risk assessment undertaken by members of staff and volunteers. The risk assessment will need to cover the following areas:
 - Ensure all vehicles are appropriately insured
 - Ensure all drivers have a valid and appropriate license and CRB check
 - Ensure all safety measures are available i.e. seatbelts and booster seats
 - Ensure an appropriate child-adult ratio
 - Ensure all drivers have adequate breaks/rest periods
- It is also important that wherever possible children are in the back seat of a car. The legal requirements also state that there are seatbelts and booster seats.
- Where a journey is planned, written parental consent is necessary if a volunteer or member of staff is to be transporting children.

Along with safeguarding the children it is also important that any members of staff or volunteers are aware of good-practice that is required to protect themselves:

- A collection policy needs to be agreed with parents which will ensure a clear understanding of collection arrangements between all involved
- Always tell another member of staff that you are transporting a child, giving details of routes, length of journey and arrival times
- Take all reasonable safety measures (seat belts, booster seats)
- Take another member of staff with you wherever possible
- Call the child's parents to inform them you are transporting their child advising them of when you expect to arrive

Document 24: Guidelines for visits involving overnight stays

All visits involving an overnight stay are Category 2A visits as identified in the Northumberland County Council document, The Safe Management of Educational Off-Site Visits.

Category 2 visits comprise residential visits, trips abroad and those involving high-risk adventure activities or taking place in a remote environment.

Category 2A Visits including an overnight stay

All members of staff should be aware of the expectations placed upon them, and appreciate the nature of their relationships to the young people and other adults. They should fully understand and be comfortable with their role before accepting their place on the visit.

All members of staff must:

- Conduct themselves in a manner compatible with the safety and well-being of the young people.
- Inform the Party Leader if they are unsure of their ability to perform and supervisory function requested of them.
- Recognise the limits of their responsibilities, and act within these at all times.
- Recognise that greater levels of responsibility will normally be assigned to members of staff than to adult helpers, and consequently a higher standard of care is expected of them.

Responsibilities of the Group Leaders

Group leaders, whether members of staff or adult helpers, assume responsibility 'in loco parentis' for the young people in their care. For a group leader to discharge this responsibility, they will normally need to accompany the group of young people for the duration of the activity.

Group leaders must recognise their responsibilities for:

- Maintaining good order and discipline
- Ensuring the safety and well-being of the young people.
- Informing the Party Leader of any relevant incident or accident involving the young people in their care.

Responsibilities of the Party Leader.

The Party Leader must:

- Ensure that a risk assessment has been completed and appropriate measures are in place for the safety and well-being of all young people whilst on the visit.
- Ensure the overall maintenance of good order and discipline during the visit.
- Ensure that all staff are fully briefed as to their roles and responsibilities

- Ensure that group leaders are appointed with proper regard to their experience and competence to undertake the task assigned to them
- Ensure that participants conduct themselves with due respect for the environment and the local community

Party Leaders should be familiar with all the relevant policy and guidance contained within this document.

Staffing Ratios for Category 2A Visits.

For visits involving an overnight stay the minimum staff ratio is 1:10. There should always be 2 members of staff with the party and for mixed groups of boys and girls; supervision must include both male and female adults.

All adults must have been CRB checked prior to the commencement of the visit.

The party or group must be supervised at all times.

Parental Consent

Parents should always have written information concerning activities which involve all Categories of residential visit.

Parents should sign an acknowledgement consent form to indicate that they have received the information.

Briefing for Parents: Category 2 Visits.

For Category 2 visit it is necessary to give more detailed information to parents. This should in all cases be in written form, but it is also advisable to give parents the opportunity to talk to the Party Leader, either through a parent's briefing meeting or by other means to ensure that they fully appreciate the structure, organisation and expectations of the visit.

Parents need to be aware that all staff supervising the visit will be exercising the same care that a prudent parent would. The following information on matters that might affect young people's health and safety should be given to parents;

1. Date of Visit
2. Visit's objectives
3. Times of departure and return – parents must have agreed to meet their child on return.
4. The location where young people will be collected and returned.
5. Modes of travel including the name of any travel company.
6. The size of the group and the level of supervision.
7. Details of accommodation with security and supervisory arrangements on site.
8. Details of provision for special educational or medical needs.
9. Procedures for young people who become ill.
10. Names of Party Leader, other members of staff and accompanying adults.

11. Details of the activities planned and how the assessed risks will be managed.
12. Standards of behaviour expected in respect of, for example, alcohol, sexual behaviour, smoking and general group discipline including prohibited items. This information may take the form of a code of conduct that parents should sign.
13. What young people should not take on the visit or bring back.
14. Details of insurance taken out for the group as a whole in respect of luggage, accident, cancellation, medical cover, any exceptions in the policy.
15. Clothing and equipment to be taken.
16. The amount of money to be taken.
17. The information to be given by parents and what they will be asked to consent to.
18. Details of the cost of the visit.

Emergency Planning

All Category 2 visits must conform to the County Council's policy regarding emergency planning.

Emergency Procedures

All staff involved in the planning, approval and organisation of residential visits should recognise the risks involved. Risks will be minimised if due attention is paid to planning, preparation and supervision.

There may be three types of emergency:

- On the spot response by the Party Leader which may require a report on returning home.
- An emergency (injury, serious misbehaviour, transport problem) which requires liaison through Northumberland Sport's emergency contact.
- A serious incident (serious injury, young people seriously at risk, fatality or situation which will attract media involvement) in which the Party Leader and the group require immediate assistance.

The organising agency must nominate at least two emergency contacts as part of the initial planning of any off-site visit which involves an overnight stay.

During residential visits, arrangements should be made so that parents can contact the group in an emergency. Arrangements for after-hours contact to and from the group and the organising agency should be agreed.

Responsibilities of the Emergency Contact.

- A person to contact with regard to transport arrangements such as return times.
- Actions in the case of a breakdown in transport arrangements.

- Communications with parents and the Party Leader when a party member is involved in an accident, taken ill or hospitalised, but is able to return to the rest of the party
- Links with a person responsible for finances in case of financial problems, such as the party suffering significant loss of money.
- Arrangements in the event of staff/adult injury or illness and possible need for a replacement.
- Knowledge of who is on the staff/adult reserve list and how to contact them.



Customer Care & Complaints Policy and Procedures

Bringing Sport to Life

Northumberland Sport is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice and what our customers can expect from us.

Northumberland Sport has also introduced a complaints procedure as part of our Customer Care Policy.

Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff are responsible for providing an efficient, effective and professional service.

We will ensure that you are dealt with:

- Quickly, effectively and efficiently
- Without discrimination
- In a courteous helpful and respectful manner.

We will always:

- Keep you informed.
- Ensure that staff take responsibility for resolving or dealing with your query adequately.
- Provide as much information as possible to help you make informed choices.
- Ensure all our services are delivered within safe environments.
- Be responsive to the needs of our customers.
- Act in accordance with the law.

We would like you to:

- Provide us with the information we require to assist you.
- Treat all our staff fairly and with respect.
- Provide your views and suggestions to help us to improve our services.

Our customer care standards

Face to face contact

We will:

- Respect your privacy, offering complete confidentiality where possible.
- Listen to you and respond to your needs.
- Be welcoming, courteous and helpful at all times.

Contact by telephone

We will:

- Aim to answer the telephone within 20 seconds (six rings) during normal working hours (8:30am – 4:30pm, Monday to Friday).
- If a member of staff is not available, their telephone should be answered by a colleague within the target time.
- If your call is diverted to an answer machine we will reply to your message within 24 hours, except at weekends or during bank holidays.
- Attempt to resolve your query at the first point of contact. If this is not possible we will refer your query to someone who can help and ensure that you have the name of the staff member dealing with the query.

Contact in writing

We will:

- Aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will provide you with an approximate timescale in which you can expect a response from us.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

Contact by email

We will:

- Aim to respond to emails sent to the general Northumberland Sport email address northumberlandsport@northumberland.gov.uk within 24 hours, except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made if it is not possible to deal with the inquiry immediately.
- Aim to provide a full response to email inquiries within five working days of receipt, resolving the issues raised if at all possible.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

Delivering an effective service to customers with different needs

All our customers have the right to expect the same level of service.

Northumberland Sport is careful not to make assumptions about people's needs or abilities but will consult customers to identify individual needs.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

Complaints

We aim for most complaints to be dealt with informally to the satisfaction of the complainant, however, if this is not possible this procedure sets out how a complaint will be investigated.

If your complaint or concern is of a child protection nature please refer to the attached flowchart for the correct procedure.

What is a complaint?

A complaint is an expression of dissatisfaction about a Northumberland Sport service.

How does the complaint procedure work?

Stage 1

Initially, you should always take up your complaint with the person responsible for the service you want to complain about. You can make a complaint in a variety of ways;

- Call into the Northumberland Sport office
- Telephone
- Letter or email
- Through an advocate

All complaints will be acknowledged in writing within 5 working days.

On receipt of a complaint, the person assigned to investigate it will contact the complainant to clarify the issues raised and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded.

The complainant will be given a copy of the Northumberland Sport complaints procedure and advised of what will happen next and within what timescales.

Stage 2

If you are not satisfied with how your initial complaint has been handled we will adopt a formal procedure to investigate it further.

We will record your complaint in writing by asking you to fill in a form giving full details of your grievances and acknowledge we have received this within 5 working days.

The complaint will be investigated by a senior officer who will investigate the complaint in accordance with agreed Northumberland County Council standards.

We will write to you within 25 days with a full reply, or, if a more detailed investigation is needed, a progress report.

Stage 3

If you are still unhappy with the action we have taken your complaint can be referred to the Chief Executive Blyth Valley Arts & Leisure who will examine it thoroughly and review the actions taken to date.

The Executive Director or the Blyth Valley Arts & Leisure customer services officer will reply to you in writing explaining either what further action is being taken or you will receive a reply within 25 days or, if this is not possible, an estimate of how long it will take to complete the review.

How do I make a complaint?

You can make a complaint in the following ways;

In person to Northumberland Sport

At Northumberland Sport, Hepscott Park, Northumberland, NE61 6NF

In writing to Northumberland Sport

By using a Northumberland Sport complaint form (copy attached) and sending it to;

Northumberland Sport
Hepscott Park
Northumberland
NE61 6NF

Online

By contacting us through our website at www.northumberlandsport.co.uk

Telephone

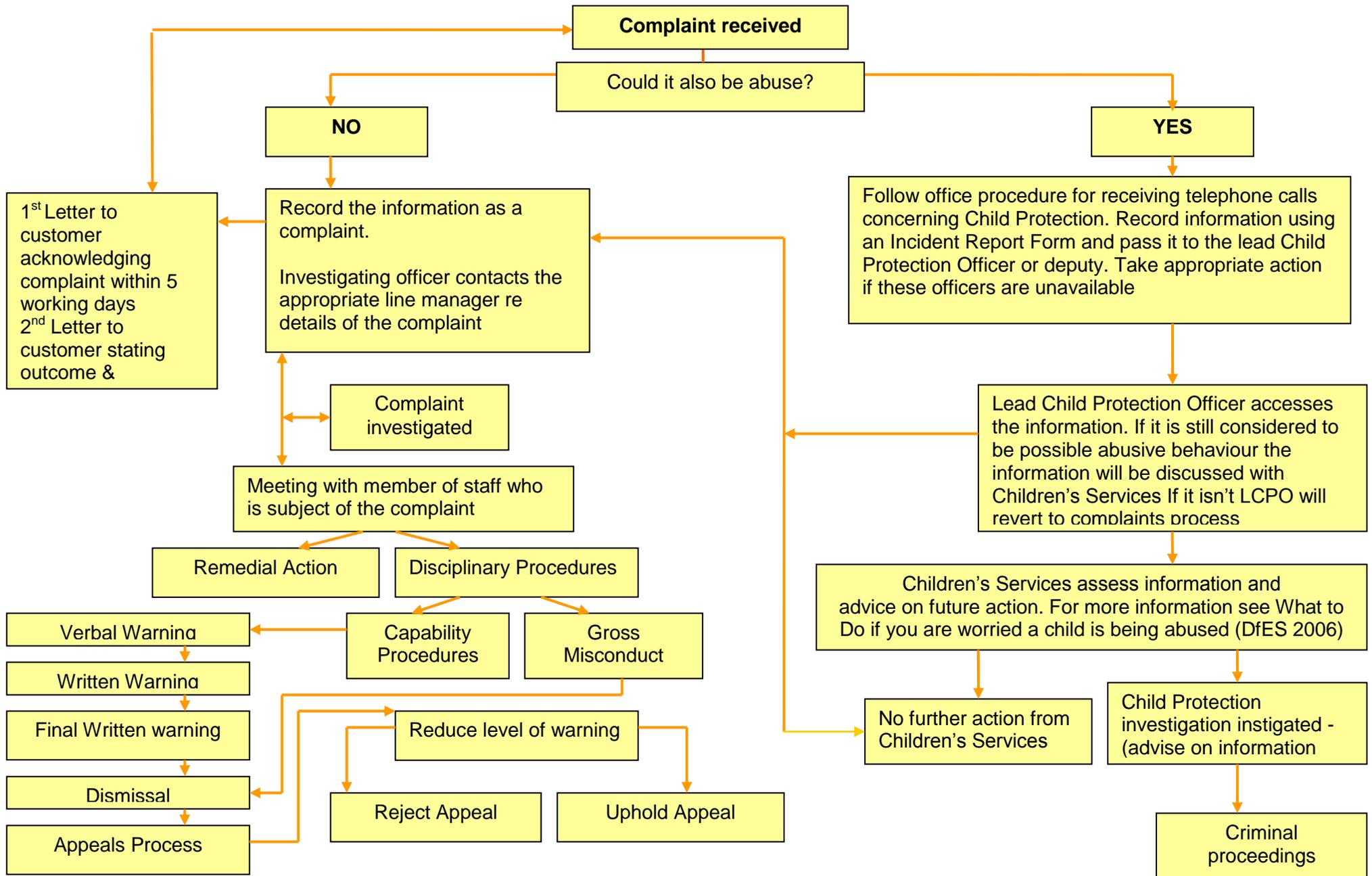
By contacting our office on 01670 623515

More information

You can find out more information about Northumberland Sport by:

Calling us on:	(01670) 623515
Emailing us at:	northumberlandsport@northumberland.gov.uk
Visiting our website at:	www.northumberlandsport.co.uk
Calling in to our offices at	Hepscott Park Stannington Northumberland NE61 6NF

Flowchart Internal process for dealing with complaints involving allegations against employees



Document 26

Monitoring and appraising Northumberland Sport's Safeguarding Policy and Implementation

Staff Feedback

At regular intervals (or following a programme), all staff or volunteers should be given the opportunity to receive and give feedback, to identify training needs and set new goals. Managers should be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

Wherever possible coaching programmes should include an evaluation which includes consideration of feedback and views of children by the Sports Development/Sports Co-coordinator and coaches involved in the organisation of programmes.

Feedback from Children and Parents/Guardians

Northumberland Sport will instigate and develop processes for communicating with young people, parents and our partners about our procedures and to ensure young people in particular inform our policies, staff training and awareness concerning safeguarding.

We will seek to collaborate with partner agencies and work within recognised participation protocols and good practice and through existing networks and structures wherever possible.

Review and continuous improvement of policies

Northumberland Sport will carry-out an annual review of its safeguarding policy and procedures in consultation with partners and key stakeholders. A comprehensive review will be undertaken every three years.