



# **Safeguarding Children, Young People and Adults at Risk**

**October 2020**

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## 1. INTRODUCTION

The objective of this document is to outline the National Ice Centre's (NIC's) policy on responding to concerns regarding the safeguarding and protection of children, young people and vulnerable adults otherwise known as Adults at Risk<sup>1</sup>. This policy, combined with the associated procedures, provides guidance to all employees who may come across concerns of this nature within the context of their work for the NIC. The policy applies to staff based at the NIC in Nottingham. National Merchandise staff employed away from the NIC site will comply with the relevant policies applicable to that site.

## 2. Policy Statement

The NIC recognises that we have a duty of care and we are therefore committed to safeguarding the welfare of children, young people and Adults at Risk who access our venue and services. All children, young people and adults are entitled to protection from harm and have the right to take part in venue activities in a safe, positive and enjoyable environment. The NIC is committed to working with relevant external agencies and local authorities on matters of a safeguarding nature.

## 3. Key Principles

The key principles on which this policy statement is based upon are:

- The welfare of the child, young person or adult at risk is paramount
- Everyone regardless of age, gender, ability or disability, race, faith, size, language or sexual identity, have the right to protection from harm
- Everyone will work in partnership to promote the welfare, health and development of children, young people and adults at risk
- All employees have an obligation to report any safeguarding concerns
- Through training and robust policies, all staff will be equipped to recognise and report safeguarding concerns, to enable appropriate action to be taken
- All safeguarding concerns will be taken seriously and responded to swiftly, fairly and appropriately

## 4. Definitions

### **Safeguarding vulnerable adults**

This policy and procedures is primarily written for the safeguarding of children and young people under 18 years (Scotland – for further information refer to the Definitions and terminology section). It does however; recognise that safeguarding policies and case management processes or procedures are equally relevant to those young people aged 18 years and over, who may be vulnerable under the definition of the relevant nation's guidance or legislation relating to vulnerable adults.

Where principles of good practice apply to both groups, this will be indicated by the terminology used. However, where there are significant differences you should refer to your own nation's guidance or legislation for vulnerable adults.

For example, in England, Wales and Northern Ireland the definition and processes to be adopted are described in guidance entitled, *No Secrets* (2000) (England); *In Safe Hands* (2006) (Wales);

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<sup>1</sup> See definitions

Safeguarding Vulnerable Adults (2006) (Northern Ireland). In Scotland it is described in *The Adult Support and Protection (Scotland) Act 2007*.

In the document the term 'parent' will be used but also refers to carers or guardians. 'Staff' refers to anyone in a paid or voluntary role in Ice Skating. The terms children and young people will be used interchangeably, recognising that in England, Wales and Northern Ireland the age of attaining majority is 18 years. In Scotland the age of majority is 16 years, but certain circumstances may affect this age and you are always advised to seek advice on this. Vulnerable adult – in England this term is now being replaced by Adult at Risk but continues to be used in the other UK nations.

## **5. Guidance and Legislation**

The practices and procedures within this policy and documentation are based on the principles contained within UK legislation and government guidance, and have been designed to take the following into consideration:

- The Children Act 1989 and 2004
- The Care Act 2014 and associated statutory guidance
- The Protection of Children Act 1999
- The Police Act 1997
- The Rehabilitation of Offenders Act 1974
- 'Working Together to Safeguard Children', 2018 HM Government
- The Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012

## **6. RESPONSIBILITIES**

### **SAFEGUARDING COMMITTEE**

The NIC have formed a Safeguarding Committee dedicated to the development and management of safeguarding across the business. The committee consists of Safeguarding Officers from key areas of the organisation who are committed to work in this field. Appendix 1 lists the current Safeguarding Officers and Key Contacts.

The Committee meets on a quarterly basis to discuss safeguarding policy and activity, training and development.

In addition, a monthly case management panel, attended by a sub-group of four Safeguarding Officers, takes place to investigate, review and update specific cases and take appropriate actions. This group will also have independent representation from the NIC Board and NCC Safeguarding Children Partnership.

### **Safeguarding Officer Responsibilities**

- To raise awareness of safeguarding matters and champion safeguarding across the business
- To deliver training on NIC safeguarding policies and procedures
- To adopt and positively promote NIC safeguarding policies, procedures and good safeguarding practice

- To be the first point of contact for any issue concerning safeguarding, poor practice or potential/alleged abuse or harm
- To ensure that all incidents are correctly reported to the safeguarding case management panel
- To investigate, manage and respond to concerns and disclosures
- Work in partnership with statutory agencies and make referrals where appropriate

### **Manager Responsibilities**

All managers and supervisors are expected to:

- Ensure that their team members always attend all required training and adhere to this policy
- Respond to any safeguarding concerns in an appropriate and timely manner and provide support to those reporting the concern
- Ensure all concerns are thoroughly documented and passed to a Safeguarding Officer

### **Employee Responsibilities**

All employees have a responsibility to:

- Be the 'eyes and ears' of the venue and report any safeguarding concerns they have, by completing a Safeguarding Incident Form (Appendix 2),
- Seeking advice from a Safeguarding Officer if they are concerned about a child, young person or adult at risk
- Actively participate in all required training activities
- Always adhere to this policy

### **Safeguarding Committee and Terms of Reference**

A Safeguarding Committee comprises a minimum of four people, with the exact membership determined by the nature of the meeting and availability of members.

A Safeguarding Committee will always involve a staff member from HR and the other members will be drawn from:

- General Manager
- Operations Manager
- Ice Sports staff
- Senior Manager

Purpose

1. To raise awareness of safeguarding matters and champion safeguarding across the business.
2. To adopt and positively promote NIC safeguarding policies, procedures and good safeguarding practice.
3. Monitor and review summary of cases and to identify any trends emerging which may require a review of current policies and procedures.
4. To identify training on NIC safeguarding policies and procedures.

Terms of Reference

1. A summary of safeguarding cases must be reported by the HR team to the Safeguarding Committee annually.
2. The Safeguarding Committee shall be appointed by the HR team.
3. The persons appointed shall be suitably experienced and/or qualified.
4. The Safeguarding Committee must review the Safeguarding Policies and Procedures every three years.
5. The Safeguarding Committee will operate independently of the National Ice Centre Board.
6. Any person appointed to the Safeguarding Committee shall declare immediately to HR team should they discover they are connected or have any conflict of interest in any safeguarding case which would disqualify them from participation in the Safeguarding Committee.
7. All documents to be held under the management and direction of the HR team.
8. All Child Protection and Welfare matters shall be regarded as highly confidential, not for disclosure outside of the Safeguarding Committee unless agreed by the group in the interests of safeguarding, and in line with the Data Protection Act and GDPR requirements.
9. Any member of the Safeguarding Committee who is accused of a criminal offence or poor practice misdemeanour shall be immediately suspended from his/her duties with the Safeguarding Committee, pending investigation.
10. A member appointed to the Safeguarding Committee may resign in writing addressed to the HR team. In the event of a resignation the knowledge, information and case details of any case shall remain confidential with a binding and permanent obligation.

### **Case Management Panel (CMP) and Terms of Reference**

A Case management Panel (CMP) comprises a minimum of three people, with the exact membership determined by the nature of the case and availability of members.

A CMP will always involve a staff member from HR and the other members will be drawn from:

- General Manager
- Operations Manager
- Senior Manager
- NIC Board Member
- External child protection 'advisor/practitioner/expert'
- Police/Social Care/LADO
- Legal advisor

Any additional persons may be called upon if the CMP feel their professional input is required.

#### **Purpose**

1. To make decisions as to what level each case should be dealt with.
2. To make decisions on all reported cases relating to the welfare of children, young people and adults at risk. These decisions will relate to the route the case will take either internally or via the external statutory agencies.

3. Monitor and review progress on all cases and to identify any trends emerging which may require a review of current policies and procedures.

#### Terms of Reference

1. All referrals of potential child abuse, child welfare, poor practice/misconduct or as a result of information received through a criminal record check (e.g. DBS) or disclosure must be reported directly to the HR team.
2. The Case Management Panel (CMP) shall be appointed for each case by the HR team.
3. The persons appointed shall be suitably experienced and/or qualified and will familiarise themselves with the relevant legislation, policies and guidance.
4. The HR team can directly advise the Police/Children's Social Care in the event of child protection allegations deemed urgent. The General Manager and CEO should then be informed.
5. The CMP will operate independently of the National Ice Centre Board.
6. Any person appointed to the CMP shall declare immediately to HR team should they discover they are connected or have any conflict of interest in any case which would disqualify them from participation in any matters relating to that particular case.
7. All documents to be held under the management and direction of the HR team.
8. The HR team on receipt of referral will notify members of the CMP within 48 hours. Upon receipt of the allegation the CMP must have an initial discussion within 5 working days.
9. Any case involving Police, Social Care or LSCB investigation will pend the outcome of any investigation by the statutory agencies. The CMP will decide in consultation with the statutory agencies whether or not to initiate a temporary suspension.
10. In the case of information received through criminal record check (e.g. DBS) the CMP will act as per point 7 above and decide on the action (or no action) to be taken. An initial discussion should be held with at least 2 members of the CMP to decide if the information could be relevant to ice skating. If either believe so, then:
  - Further information gathered from individual
  - CMP meeting held
  - Decide on if temporary suspension is necessary and subsequent investigation
11. All Child Protection and Welfare matters shall be regarded as highly confidential, not for disclosure outside of the CMP unless agreed by the group in the interests of safeguarding, and in line with the Data Protection Act.
12. Any member of the CMP who is accused of a criminal offence or poor practice misdemeanour shall be immediately suspended from his/her duties with the CMP, pending investigation. The HR team are the only people who can discharge any CMP member for whatever reason deemed inappropriate in any post connected to CMP appointment.
13. A member appointed to the CMP may resign in writing addressed to the HR team. In the event of a resignation the knowledge, information and case details of any case pending, completed or spent shall remain confidential with a binding and permanent obligation.

14. The CMP may decide to refer a matter to National Governing Body, CPSU, or to another organisation.

15. In the case of venue bans being implemented or revoked, this will be done in accordance with the NIC banning procedure.

## **INDUCTION & TRAINING**

All employees are advised of our policy and the process for reporting a safeguarding concern during their Company Induction day. Dependent upon the employee's role in the Company, role specific training is provided as follows:

<b>Training</b>	<b>Target group</b>
Nottingham City Safeguarding Children Partnership (half day)	Safeguarding Officers
NIC Safeguarding and Ice Sports Procedures (4 hour session): For employees who work 1:1 with children	Self Employed Coaches
Sports Coach UK Safeguarding training (3 hour session)	All Coaches
NIC General Awareness into Safeguarding (2 hour session)	All other employees
Additional ad hoc training and refresher training as required	Relevant staff

## **7. CONFIDENTIALITY**

When reporting or managing any safeguarding concerns everyone exposed to sensitive information is required to maintain the strictest confidentiality. Breaches in confidentiality can be very damaging to the adult, family, any investigation that might take place and the alleged abuser. It is important that the rights of the victim and the alleged abuser are fully protected by ensuring that only those who need to know are given relevant information. Employees found to have breached confidentiality regarding a safeguarding matter may be subject to disciplinary action, up to and including dismissal.

**When a child, young person or adult at risk discloses abuse or issues of concern, it is imperative that they are not promised confidentiality** as it may be necessary to share the information that they provide with the relevant safeguarding Officer who in turn may need to liaise with social care and/or the police.

## **SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

## **8. KEY DEFINITIONS**

**The information below provides definitions for key terminology used in this policy.**

### **Safeguarding**

Current statutory guidance defines safeguarding as:



- protecting from maltreatment
- preventing impairment of mental and physical health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

*Working together to safeguard children (HM Government March 2018)*

## **Child / Children**

Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection.

*Working together to safeguard children (HM Government March 2018)*

## **Employees**

This includes paid employees, in permanent, casual or temporary posts.

Volunteers and Self-employed coaches

Volunteers working directly on behalf of the NIC e.g. trainee coach, chaperone, School Skating Programme Assistant and self-employed coaches must comply and adhere to the NIC Safeguarding Policy and Code of Conduct.

For volunteers working directly on behalf of a club and/or National Governing Body (NGB), it is the responsibility of the club and/or NGB to ensure all volunteers working with Children and Adults at Risk comply and adhere to the NGB Safeguarding Policy and Code of Conduct.

For self-employed coaches it is the responsibility of the self-employed coach and the NGB to ensure all self-employed coaches working with Children and Adults at Risk comply and adhere to the NGB Safeguarding Policy and Code of Conduct.

## **Adults who work in a position of trust**

This is a person occupying a position of authority, such as a coach or team manager within any organisation.

## **Abuse**

A form of maltreatment of a child. 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 others (e.g. via the internet). **Abuse** commonly occurs within a relationship of trust or responsibility. A child may be abused by an adult or adults, or another child or children. Abuse can happen to a child regardless of their age, gender, race or ability.

*Working together to safeguard children (HM Government March 2018)*

## **9. TYPES OF ABUSE**

There are 5 key types of abuse as follows:

### ***Physical Abuse***

Includes hitting, shaking, throwing, burning, scalding, poisoning, drowning or suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

### ***Emotional / Psychological Abuse***

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a 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 seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), threats of harm or abandonment, forced marriage, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, withdrawal from services or supportive networks, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### ***Sexual Abuse***

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### ***Neglect***

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) or
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Many of these areas are addressed in your local multi-agency child or adult at risk safeguarding procedures. You may feel that these situations are so unlikely to arise that you would never be

required to respond. However, it is as well to be aware of these other related areas, just in case your suspicions are raised.

## **10. RECOGNISING ABUSE**

It is important to be able to recognise potential abuse and risks to children. Abuse can manifest itself in many ways. This list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place.

### Indicators of **PHYSICAL ABUSE**

#### **Bruises:**

- In children who are not independently mobile
- In babies should always be referred to Children's Social Care by a Safeguarding Officer
- That are seen away from bony prominences
- To the face, back, abdomen, arms, buttocks, ears and hands
- Multiple in clusters
- Multiple of uniform shape
- That carry an imprint – of an implement or cord
- With petechiae (dots of blood under the skin) around them.

#### **Bites:**

Differentiating between adult/child bite on size requires a specialist dentist. If an adult is suspected of biting a child a referral should always be made to Children's Social Care by a Safeguarding Officer. An oval or circular mark may indicate a bite.

#### **Burns or scalds:**

- With clear outlines which may match an implement
- That are multiple in nature
- On the body away from the hand e.g. back, shoulders or buttocks
- Small round which may be from cigarettes.

#### **Scars:**

Multiple, unusual shapes or that suggest a child did not receive appropriate medical treatment.

#### **Fractures:**

- In children under 18 months
- In children that are inconsistent with developmental stage
- Alleged unnoticed fractures – fractures cause pain and it would be difficult for a carer to be unaware

#### **Other injuries:**

Poisoning, injections, ingestion or other applications of damaging substances (including drugs and alcohol).

### Indicators of **NEGLECT:**

- Ignoring the child's need to interact

- Failing to express positive feelings to the child, showing no emotion in interactions with the child
- Denying the child opportunities for interacting and communication with peers or adults
- Inadequate provision of food
- Exposure to inadequate, dirty and/or cold environments
- Abandoned or left in circumstances without appropriate adult supervision which are likely to endanger them
- Prevented by their carers from receiving appropriate medical advice or treatment
- Living environment unsafe for child's developmental stage
- Poor standard of hygiene affecting child's health

Indicators of **SEXUAL ABUSE**:

- Recurrent genital or anal symptom (e.g. bleeding or discharge) without a medical explanation
- Genital, anal or perianal injury without a suitable explanation
- Anal fissure (tear), without medical explanation
- Unusual sexualised behaviour in a pre-pubertal child
- Pregnancy or sexually transmitted infection

Indicators of **EMOTIONAL ABUSE**:

- Persistently telling a child they are worthless or unloved
- bullying a child or frequently making them frightened
- persistently ridiculing, making fun of or criticising a child
- Abnormally passive, lethargic or attention seeking behaviour
- Specific habit disorders, e.g. faecal smearing, excessive drinking, eating unusual substances, and self-harm
- Severely delayed social development, poor language and speech development not otherwise explained
- Excessively nervous behaviour such as rocking or hair twisting
- Low self esteem

The following may occur to any children being abused but are particularly important in cases of sexual or emotional abuse where outward physical signs may not be present:

- Onset of wetting or soiling – day or night
- Sleeping disturbance e.g. excessive daytime tiredness
- Eating disturbance e.g. stealing food, hoarding
- Recurrent abdominal pains
- Recurrent headaches
- Social withdrawal
- Restlessness and aimlessness
- Inexplicable school failure
- Poor trust and secretiveness
- Indiscriminate and careless sexual behaviour
- Drug abuse
- Running away
- Self-mutilation and other forms of self-harm

- Medically unexplained fits, faints, etc.

**OTHER FACTORS IN PARENT/CARER** may potentially impact upon children. These include:

Drug or alcohol use, learning disability, disability or chronic ill health, mental ill health (concerning the parent/carer, child, or their living situation)

Acute family stress such as domestic violence, racism or other discrimination, homelessness, oppressive/disruptive behaviour by a child, can all seriously impact on a child's well-being

Employees should be mindful that safeguarding concerns do not relate solely to abuse. Safeguarding concerns can also arise if you have concerns regarding the welfare of a child. These can include:

- Self-harm and/or disclosure of harmful thoughts
- Eating disorders
- Weight loss
- Regular illness
- Being under the influence of alcohol or drugs

## **11. RESPONDING TO A CONCERN (CHILDREN AND YOUNG PEOPLE)**

An employee may find themselves in a situation where someone discloses information of a safeguarding nature. It is important to actively listen and take seriously, and in good faith, the information that is provided. Any discussions with a child or with a person raising a safeguarding concern, must take place on NIC property and efforts made to ensure that the conversation remains private, and not overheard by members of the public. Employees must not agree to any off-site meetings with children or persons raising safeguarding concerns without the express permission of HR.

It is important to note that children who are being abused will only tell people they trust and with whom they feel safe. Children rarely fabricate abuse. An employee must never promise to keep what the child tells them a secret. In order to help the child, and help keep them safe, the information that they give will need to be shared appropriately.

A safe environment for the child can be promoted by an employee taking the following steps:

- ***Stay calm***

It is important not to panic

- ***Remind***

Remind the child that you cannot always maintain confidentiality, in order to keep them safe. You must never promise to keep what they tell you a secret

- ***Listen***

Give the child time to say what they need to. Avoid leading the child and do not ask questions

- ***Reassure***

Tell the child that they have done the right thing

- **Record**

Record what has been said. Document the conversation accurately using the Safeguarding Incident Form (Appendix 2).

- **Report**

Report the concerns to a Safeguarding Officer/Senior Manager

**The primary responsibility of the person who first suspects or is told of abuse is to report it and ensure that their concern is taken seriously. It is not their responsibility to decide whether abuse has taken place.**

## **SAFEGUARDING ADULTS AT RISK**

### **12. KEY DEFINITIONS**

**The information below provides definitions for key terminology used in this policy.**

#### **Safeguarding**

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

#### **Adult at Risk**

An adult who:

- (a) Has needs for care and support
- (b) Is experiencing, or is at risk of, abuse or neglect, and
- (c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

**This replaces the term 'vulnerable adult'**

#### *Care Act 2014*

#### **Abuse**

Abuse and neglect can take many forms and the individual circumstances of a case should always be considered. The Care Act 2014 provides the following categories of abuse and neglect for adults at risk:

- Physical;
- Domestic violence (where the adult at risk criteria are met)
- Sexual;
- Psychological;
- Financial and material;

- Modern slavery
- Discriminatory;
- Organisational;
- Neglect and acts of omission;
- Self-neglect

## **Employees**

This includes both paid employees, in permanent, casual or temporary posts.

Volunteers and Self-employed coaches

Volunteers working directly on behalf of the NIC e.g. trainee coach, chaperone, School Skating Programme Assistant and self-employed coaches must comply and adhere to the NIC Safeguarding Policy and Code of Conduct.

For volunteers working directly on behalf of a club and/or National Governing Body (NGB), it is the responsibility of the club and/or NGB to ensure all volunteers working with Children and Adults at Risk comply and adhere to the NGB Safeguarding Policy and Code of Conduct.

For self-employed coaches it is the responsibility of the self-employed coach and the NGB to ensure all self-employed coaches working with Children and Adults at Risk comply and adhere to the NGB Safeguarding Policy and Code of Conduct.

## **13. POSSIBLE INDICATORS OF ABUSE**

The indicators below are by no means exhaustive and you should not wait until one of these factors become apparent.

If you are ever in doubt whether an adult at risk has been abused, you should raise the concern with your manager or a safeguarding officer

**Physical abuse** including hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions **may** be indicated by:

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the adult at risk;
- Bruises and / or welts on face, lips, mouth, torso, arms, back, buttocks, thighs
- Clusters of injuries forming regular patterns
- Burns
- Friction burns, rope or electric appliance burns
- Multiple fractures
- Lacerations or abrasions to mouth, lips, gums, eyes, external genitalia
- Marks on body, including slap marks, finger marks
- Injuries at different stages of healing
- Medication misuse

**Domestic Violence** including psychological, physical, sexual, financial, emotional abuse and honour based violence.

**Sexual abuse** including rape and sexual assault or sexual acts to which the adult at risk has not consented or is incapable of giving informed consent or was pressured into consenting. This may

involve contact or non-contact abuse (e.g. touch, masturbation, being photographed, teasing, and inappropriate touching).

**Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

**Financial or material abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern Slavery** encompasses slavery, human trafficking; forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory abuse** including racist, sexist, that based on a person's disability, culture and other forms of harassment, slurs or similar treatment.

**Organisational abuse (previously known as institutional abuse)** Neglect and poor professional practice in care settings also need to be taken into account. Repeated instances of poor care may be an indication of more serious problems.

**Neglect and acts of omission** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating **may** be indicated by:

- Physical condition of person is poor e.g. bed sores, unwashed, pressure ulcers
- Clothing in poor condition e.g. unclean, wet, ragged
- Inadequate physical environment
- Inadequate diet
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Malnutrition when not living alone
- Inadequate heating
- Failure to give prescribed medication
- Poor personal hygiene
- Failure to provide access to key services such as health care, dentistry, prostheses

**Self-neglect** this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

#### **14. RESPONDING TO A CONCERN (ADULTS AT RISK)**

An employee may find themselves in a situation where someone discloses information of a safeguarding nature. It is important to actively listen and take seriously, and in good faith, the information that is provided. Any discussions with a person raising a safeguarding concern, must take place on NIC property and efforts made to ensure that the conversation remains private, and not overheard by members of the public. Employees must not agree to any off-site meetings with a person or persons raising safeguarding concerns.



The following are useful pointers when someone, including the adult at risk or their carer, raises a concern with you:

- Assure them that you are taking them seriously
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can, but avoid asking too many questions at this stage
- Do not give promises of complete confidentiality
- If it is appropriate, ask the adult at risk what they would like to happen as a result of you passing on the concern however, you should
- explain that you have a duty to tell your manager or other designated person (i.e. safeguarding officer), and that their concerns may be shared with others who could have a part to play in safeguarding them
- Reassure them that they will be involved in decisions about what will happen
- If they have specific communication needs, provide support and information in a way that is most appropriate to them
- Do not be judgemental or jump to conclusions
- Do not discuss the concern with the person alleged to have caused harm

### **Record**

Record what has been said. Document the conversation accurately using the Safeguarding Incident Form (Appendix 2).

### **Report**

Report the concerns to a Safeguarding Officer/Senior Manager.

**The primary responsibility of the person who first suspects or is told of abuse is to report it and ensure that their concern is taken seriously. It is not their responsibility to decide whether abuse has taken place.**

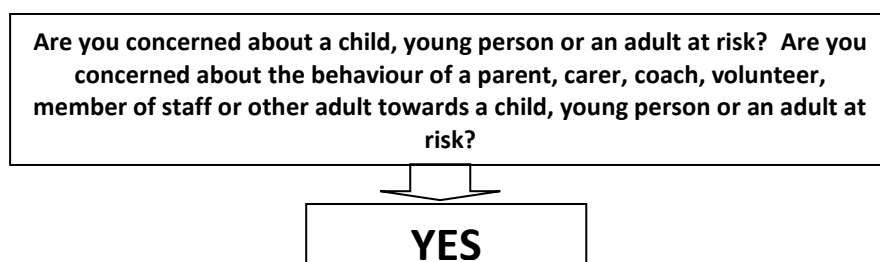
## **15. REPORTING A CONCERN (CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK)**

There is a responsibility upon all staff to act on any suspicions, concerns or disclosures by reporting these in the appropriate way.

**The NIC will always fully support any person raising a safeguarding concern.**

### Quick Reference Guide to Reporting Procedures

This guide is designed to inform the most appropriate action in relation to concerns about either an adult at risk or the behaviour towards an adult at risk of a parent, carer, volunteer, member of staff or other individual.





Use the 'Safeguarding Incident Form' available on the Safeguarding Intranet site and as Appendix 2 of this policy.

**Record:**

1. what the child, young person or adult at risk has said and/or
2. what has been seen
3. or the anonymous information received.

**Include dates and times.**

**Discuss your concerns and pass this form to a Senior Manager or to a Safeguarding Officer, as soon as possible, and at least by the end of your shift.**

**Don't discuss this information with anyone else as it is essential to maintain the strictest confidentiality.**

The following investigation procedures processes have been documented to provide advice and guidance:

- Dealing with allegations or concerns of abuse or inappropriate behaviour made against employees/coaches/contractors at the National Ice Centre (NIC)  
Should an allegation or concern of abuse or inappropriate behaviour be made against an NIC employee, coach, contractor or volunteer, HR must be informed as soon as possible.
- Safeguarding Investigation Procedure
- Safeguarding Investigation Toolkit

## **16. MANAGING A CONCERN (CHILDREN AND YOUNG PEOPLE)**

The NIC has a duty and responsibility to act upon all concerns raised. All reported concerns are passed to a Safeguarding Officer for consideration who will then follow the procedure below.

The NIC has a firm commitment to work in partnership with parents where there are concerns about their children and in most cases parents are asked to help clarify any initial concerns.

However, there may be circumstances in which a child may be placed at even greater risk if such concerns were shared (i.e. where a parent may be responsible for the abuse or not able to respond to the situation appropriately). In these situations, or where concerns still exist, any suspicion, allegation or incident of abuse will be referred to the appropriate agencies without parental involvement.

1. The Safeguarding Officer(s) will review the information received and may meet with the employee to discuss their report in more detail.
2. If appropriate, the parents may be invited to attend a meeting to discuss the concerns. Where it is believed the child may be placed at even greater risk if such concerns were shared (i.e. where a parent may be responsible for the abuse, or not able to respond to the situation appropriately), this meeting will not take place.
3. The Safeguarding Officer(s) will decide whether to refer the concern on to other agencies e.g. Children's Social Care or the police. If it is deemed that a child or young person is at immediate risk of harm then the police will be contacted immediately. Nottingham City Safeguarding Children Partnership business office may be consulted for advice on the most appropriate

agency and method for the referral. Where the concern or allegation relates to an Adult who works in a position of trust this will be communicated immediately to Nottingham City Safeguarding Children Partnership.

4. The Safeguarding Officer(s) will record the actions taken on the 'Safeguarding Incident Investigation Form' (Appendix 3).
5. The Safeguarding Officer(s) will work in partnership with the agencies involved as required.

Where the concern relates to an employee, coach or contractor the process for managing the concern is outlined in the safeguarding procedure:

#### Dealing with allegations or concerns of abuse or inappropriate behaviour made against workers at the NIC

The Safeguarding Officer is not qualified to determine whether abuse is taking place. Their responsibility is to seek external advice, refer where appropriate and support any further investigations as required.

The monthly case management panel, attended by a sub-group of four Safeguarding Officers, takes place to investigate, review and update specific cases and take appropriate actions. This group provides the NIC management oversight and monitoring of active cases.

Briefings provided to Strategic Management Team in respect of complex or potentially high-profile cases are minuted and the record agreed by those present.

### **17. MANAGING A CONCERN (ADULTS AT RISK)**

The NIC has a duty and responsibility to act upon all concerns raised. All reported concerns are passed to a Safeguarding Officer for consideration who will then follow the procedure below.

6. The Safeguarding Officer(s) will review the information received and may meet with the employee to discuss their report in more detail.
7. The Safeguarding Officer(s) will decide whether to refer the concern on to other agencies e.g. adult social care or the Police. If it is deemed that the Adult at Risk is at immediate risk of harm then the police will be contacted immediately. Nottingham City Safeguarding Adults Partnership business office may be consulted for advice on the most appropriate agency and method for the referral.
8. Where you have made a decision that a safeguarding referral is required, consent should be sought from the adult at risk. Whilst consent should always be sought, if there is an overriding public interest, or if gaining consent would put the adult at further risk, a referral to the relevant local authority must be made. This would include situations where:
  - Other people, including other adults at risk and or children, could be at risk from the person causing harm
  - It is necessary to prevent crime
9. The Safeguarding Officer(s) will record the actions taken on the 'Safeguarding Incident

Investigation Form' (Appendix 3).

10. The Safeguarding Officer(s) will work in partnership with the agencies involved as required.

Where the concern relates to an employee, coach or contractor the process for managing the concern is outlined in the safeguarding procedure:

Dealing with allegations or concerns of abuse or inappropriate behaviour made against workers at the NIC

The Safeguarding Officer is not qualified to determine whether abuse is taking place. Their responsibility is to seek external advice, refer where appropriate and support any further investigations as required.

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## **18. PHOTOGRAPHY & RECORDINGS**

The NIC have a NIC Photography and Filming Policy, this policy applies to:

- Customer use of photographic and video equipment which applies to all photographs/recordings within the NIC in all formats. The policy applies to all employees, customers and visitors to the venue
- Professional photographers or film crew using our venue to capture images and/or footage of our events, sporting activities or the venue itself. Both policies can be found in the safeguarding section on the staff intranet

Any person wishing to use any video/photographic equipment must seek prior authorisation and we reserve the right to view images should we feel that they may be inappropriate. We also reserve the right to ask the person taking pictures/video to stop and this will be at our discretion.

If we believe a child, young person or adult at risk has been photographed/recorded in a manner which may violate them, the police will be informed immediately. Breach of the policy may lead to eviction from the venue, the police being called or disciplinary action towards employees where the breach may be considered to be gross misconduct.

## **19. LOST AND UNACCOMPANIED CHILDREN OR ADULTS AT RISK**

The NIC have a comprehensive Lost and Unaccompanied Child/Adult at Risk Policy which fully documents the procedures in place in the event of a lost or unaccompanied child or adult at risk in the venue. The policy can be found in the safeguarding section of the staff intranet.

## **20. MEDIA ENQUIRIES**

The media are very quick to respond to hints of an allegation and will often make extreme attempts to obtain information. You must refer all enquiries or approaches by the media in the first instance to the Marketing Manager and/or General Manager who will communicate either an agreed statement

or a 'No Comment' response.

## **21. DOCUMENTATION**

To ensure adherence to Data Protection legislation, information is stored securely and with limited access to designated people only.

## **22. APPENDICES**

Appendix 1	Safeguarding Officers and Key Contacts
Appendix 2	Safeguarding Incident Form
Appendix 3	Safeguarding Incident Investigation Form