



SAFEGUARDING POLICY FOR THE PROTECTION OF CHILDREN AND VULNERABLE ADULTS

1. POLICY STATEMENT

This document is the Safeguarding Policy for the Protection of Children and Vulnerable Adults for King's Life Limited, trading as Kings Premier Health Club and Marina Court Investments Limited, trading as Marina Health & Leisure (collectively the "Club").

This policy applies to all staff that work for the Club regardless of their role and whether they work on a full-time or part-time basis, in a paid or unpaid capacity, or on a permanent, fixed-term, temporary, casual or voluntary basis (collectively the "staff").

The purpose of this policy is to outline the duty and responsibility of the Club and its staff for the safety and wellbeing of all children who are engaged in Club activities or utilising the Club's facilities. Their safety and welfare is paramount and we all have an ongoing duty to create an environment at the Club that protects them from harm.

NOTE: Whilst this policy refers specifically to children, it should be noted that when dealing with vulnerable adults the same principles apply.

All staff must make themselves aware of this policy which incorporates guidance on the standard of behaviour and good practice to be adopted by all staff and the procedures to be implemented in the event that child protection issues arise. This policy will be supplemented with appropriate training for staff relevant to their role with the Club.

The application of this policy and its guidance and procedures is not discretionary. All the requirements are obligatory and are to be enforced as indicated by the appropriate persons in all cases where there are any suspected instances of abuse or poor practice.

Through the application of this policy, the Club will seek to develop a positive and proactive welfare programme to enable all children who interact with the Club to do so in a safe and enjoyable environment.

The Club promotes awareness by all staff of this policy (and its related policies including, but not limited to: the Club's Physical Restraint Policy, Physical Contact Policy and Bullying & Harassment Policy) through its induction process in the case of new members of staff. Existing members of staff have been made aware of and have access to these policies via their access to the Club's intranet at <http://leisureintranet/>.

These policies are periodically updated and the latest versions will always be those that are available on the Club's intranet.

The Club's designated Welfare Officer with overall responsibility for the safeguarding of children at the Club is Zoe Blake. Group Club Manager, Sean Mills will deputise for Zoe Blake in her absence or

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unavailability. Anybody with a concern about a child's safety or welfare should contact the Welfare Officer on:

Zoe Blake

T: 01481 723366

E: zoeblake@cwgsy.net

Sean Mills

T: 01481 723366

E: sean.mills@kings.gg

For the purposes of this policy:

A “**child**” (collectively referred to as “**children**”) is any person under the age of 16.

A “**vulnerable adult**” is a person who is aged 16 years or over who is, or may be, in need of community care services; and who is or maybe unable to take care of him or herself, or unable to protect him or herself against harm or exploitation. This may be (without limitation) due to a learning or physical disability, age, a physical or mental illness chronic or otherwise (including addiction to drugs or alcohol), or a reduced level of physical or mental capacity.

References to “**activities**” are taken to include any activity or series of activities arranged by or in the name of the Club and with the Club's authority and permission, where there is interaction with children. This will include (but is not restricted to): all Club courses (including Les Mills Born to Move), programmes and facilities available to children at the Club from time to time.

2. AIMS & KEY PRINCIPLES

The aims of the Club's safeguarding policy are as follows:

- To safeguard all children who interact with the Club.
- To demonstrate best practice in the area of safeguarding children.
- To develop a positive and proactive welfare programme to enable all children to participate in an enjoyable and safe environment.
- To promote high ethical standards throughout.

The key principles underpinning this policy are:

- The child's welfare is, and must always be, the paramount consideration.
- All children have a right to be protected from abuse regardless of their age, gender, disability, culture, racial origin, religious beliefs, sexual identity or any other personal characteristics.
- All allegations of abuse will be taken seriously and responded to efficiently and appropriately.
- All staff who interact with or come in contact with children act as good role models of behaviour.

We will seek to safeguard children by:

- Listening to them, respecting them and valuing them.
- Adopting the best practice in the management of safeguarding.
- Ensuring all staff are recruited appropriately for working with children.
- Liaising effectively both within the Club and with external safeguarding agencies.
- Providing appropriate training for staff.
- Appointing a designated Welfare Officer with specific remit for safeguarding.

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3. WELFARE OFFICER

The designated Welfare Officer with responsibility for safeguarding at the Club is Zoe Blake. Group Club Manager, Sean Mills will deputise for Zoe in her absence or unavailability. The Welfare Officer will promote awareness of safeguarding best practice and develop appropriate links and relationships across the Club. The Welfare Officer will liaise with the Directors of the Club and all appropriate external agencies (where necessary) in matters of safeguarding and child protection.

Any person(s) with concerns about a child's welfare should contact Zoe or Sean, whose contact details can be found on page 2 of this policy.

4. RECRUITMENT & DISCLOSURE

As part of the Club's recruitment and selection process, offers of work for positions which involve working (or interaction) with children are subject to:

- A satisfactory Disclosure & Barring Service Criminal Records Check at the level deemed suitable for the position offered. In this regard, Basic Disclosure checks are obtained via Guernsey Police - Disclosure & Vetting Unit, and higher levels of checks (Standard and Enhanced) are obtained from the Disclosure and Barring Service (DBS) via the Guernsey Vetting Bureau.
- We may ask for appropriate references from two referees who can vouch for their character and suitability to be in a position of responsibility for children.

References will always be sought from the applicant's most recent employer, school/college as applicable and as and when required. All offers of work are subject to the outcome of the screening process and until such time as a satisfactory disclosure certificate has been received from Guernsey Police – Disclosure and Vetting Unit, the member of staff will not be left unsupervised with children. Police Checks and Disclosure documents for all staff are updated every 5 years.

5. TRAINING

In addition to pre-selection checks, all new staff will complete a detailed induction to the Club and this will include making sure they are aware of and understand the procedures and guidance in this policy. Suitable training will also be provided for staff relevant to their role and responsibilities.

6. RESPONSIBILITY OF SAFEGUARDING CHILDREN – POSITION OF TRUST

The Club acknowledges its responsibility to safeguard the welfare of every child who has been entrusted to its care and is committed to working to provide a safe environment.

All members of staff are accountable for the way in which they exercise authority, manage risk, use resources and protect children from discrimination and avoidable harm. To ensure best practice at all times staff must be fully aware of this policy and their responsibilities which form part of their employment with the Club.

All members of staff have a duty of care to keep children safe this can be exercised through the development of respectful, caring and professional relationships between staff and children. Behaviour by staff that demonstrates integrity, maturity and good judgement is essential. Any member of staff responsible for a child, whether solely or jointly, is in a position of trust which requires their behaviour to be in accordance with this policy.

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7. CODE OF GOOD PRACTICE FOR STAFF

All members of staff are required to adopt the highest standards of behaviour at all times in order that they maintain the confidence and respect of children, parents, carers, colleagues and Club members. **Any action members of staff take in respect of children must always be reasonable, appropriate, warranted, proportionate and safe and applied equitably.**

The following guidelines are intended to be a common sense approach to be observed and adhered to by all members of our staff where children are concerned in order to reduce opportunities for abuse and to protect our staff from any false allegations of abuse.

Good Practice:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Make the experience of the activity fun and enjoyable: promote fairness, confront and deal with bullying.
- Treat all children equally and with respect and dignity.
- Exercise caution when discussing sensitive issues with children.
- Always put their welfare first.
- Maintain a safe and appropriate distance and avoid unnecessary physical contact with children.
- Where any form of manual or physical support is required it should be provided openly and with the consent of the child. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the child's consent has been given. Please see the Club's **Physical Contact Policy** also in this regard, a copy of which can be found on the Club's intranet at <http://leisureintranet/>.
- If groups have to be supervised in changing rooms always ensure another adult is present.
- Be a good role model. For example, never smoke or swear in front them.
- Always give enthusiastic and constructive feedback rather than negative criticism.
- Challenge all unacceptable behaviour and report all allegations or suspicions of abuse.
- Operate within the guidance given in this code.

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Poor Practice:

- Unnecessarily spending excessive amounts of time alone with children away from others.
- Being alone in changing rooms, toilet facilities or showers used by children.
- Taking children alone in a car on journeys, however short.
- Taking children or vulnerable adults to your home where they will be alone with you.
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Allow or engage in inappropriate touching of any form.
- Allowing children to use inappropriate language unchallenged.
- Making sexually suggestive comments to a child, even in fun.
- Reducing a child to tears as a form of control.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature that the child can do for themselves.
- Take photographs, videos or other images of children without the express permission of their parents.
- Failing to operate within the guidance given in this code.

8. RECOGNITION – FORMS OF ABUSE

There are several recognised **forms of abuse** relating to children. In the context of this policy, abuse is a term used to describe what happens when a person, or a group of people, harm a child. Somebody may abuse a child by inflicting harm, or by failing to act to prevent harm. Abuse may occur in a family or in an institutional or community setting, by persons known to the victim, or more rarely by a stranger. They may be abused by an adult or adults, or another child or children.

There are five types of abuse to be aware of that are 'most likely' to arise in the context of our Club. They are as follows:

- Neglect
- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Bullying

A summary of these forms of abuse can be found at **Appendix 1** to this policy.

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9. WHAT TO DO IF YOU WITNESS ABUSE?

If you come across someone hitting, hurting or violently shouting or exacting some other form of abuse at a child, you should try to prevent the abuse if you can do so without unreasonable risk to the child and yourself.

You have to judge whether it is a fleeting incident, which warrants showing your disapproval or a threat of actual harm that requires someone to intervene. You also have to judge whether intervening is likely to stop the abuse or to inflame the situation. This can be even more complicated if a child is being abused by another child.

So long as you are mindful of the child's welfare, you are entitled to intervene by:

- Asking or telling the perpetrator to stop.
- Explaining that such behaviour is not acceptable at the Club's premises.
- Restraining them from abusing another.
- Saying that you will report the incident (as a matter of fact - not as a threat).
- Summoning help.
- Notifying the Welfare Officer or if appropriate (where there is immediate danger) the police.

You **should** remain calm and un-antagonistic, especially as you are probably dealing with an upset or angry adult as well as a distressed child.

You **should not** use or threaten physical force as this could inflame the situation and result in further violence.

With regard to **restraint**, you should remember that whatever the circumstances, physical restraint must be appropriate and reasonable otherwise it may be regarded as assault. Non-physical approaches should be used where at all possible such as (by way of example only) talking to the person, asking them not to move or standing in the way etc.

Please see also the Club's **Physical Restraint Policy**, a copy of which can be found on the Club's intranet at <http://leisureintranet/>.

10. WHAT TO DO IF ABUSE OR AN ALLEGATION OR SUSPICION OF ABUSE IS REPORTED TO YOU DIRECT?

Any suspicion, allegation or incident of abuse reported to you **must be** reported to the Welfare Officer as early as possible and **within 24 hours** in any circumstance. However, the Club recognises that a member of staff may need to respond to a situation immediately. With this in mind the following guidelines are intended to offer help and support in responding to any suspicion, allegation or incident of abuse reported to you.

Where the person making the disclosure to you is not the child in question (i.e. the victim) not all of the following guidelines will be applicable. They should be followed insofar as they are relevant depending on the circumstances.

Please note that it is not your responsibility to investigate. Nor should you concern yourself with looking for evidence of abuse. This requires expertise you are not expected to have. Your role is to follow the appropriate reporting procedure outlined in this policy.

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DO:

- Ensure the child's safety.
- Stay calm and listen carefully.
- Treat the allegation or concern reported to you extremely seriously and act at all times towards the child (or the person making the disclosure) as if you believe what they are saying, although do not directly say the words "I believe you".
- Tell the child (or the person making the disclosure) they are right to tell you.
- Communicate with the child (or the person making the disclosure) in a way that is appropriate to their age, understanding and preference.
- Reassure the child that they are not to blame.
- Obtain factual information about the child and the circumstances, by using sensitive and tactful means. Do not ask leading questions. You must merely try to establish the facts in order to report the matter in question.
- Be honest about your own position - explain that you will have to share the information but only with those people who need to know and who can help.
- Ask questions for clarification only and avoid asking questions that suggest a particular answer.
- Be careful not to frighten or question them excessively - it is important to be aware of their reactions at all times.
- Tell the child (or person making the disclosure) what you will do next.
- Seek medical advice if necessary.
- Record in writing as soon as possible the information reported/disclosed to you using the discloser's own words and, where possible using the **Cause for Concern Form at Appendix 2** of this policy.
Your written record should include details of the alleged abuse or incident reported to you; the date, time and place where the alleged abuse or incident happened; your name and the names of others present; the name of the person reporting the suspicion, allegation or incident of abuse, and where different, the name of the child who has allegedly been abused or involved in the incident; and a description of any injuries observed.
Ensure you sign and date your record.
Refer this information to the Club's Welfare Officer immediately thereafter.
- **A referral must be made as soon as possible to the Club's Welfare Officer and in all circumstances within 24 hours of the incident taking place or the allegation or suspicion of abuse being reported to you.**

DO NOT:

- Panic or allow your shock or distaste to show.
- Dismiss or cast doubt on the allegation or concern.
- Speculate or make assumptions.

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- Interrogate the child (or the person making the disclosure) - it is not your job to carry out an investigation, this will be up to the appropriate external agencies who have the requisite experience.
 - Make a discloser repeat the story unnecessarily.
 - Promise confidentiality or to keep it secret.
 - Say anything that makes the child feel responsible for the abuse.
 - Approach or contact the alleged abuser.
 - Make negative comments about the accused person.
 - Discuss or disclose this information to anyone other than the Welfare Officer – it is the Welfare Officer's job to follow this up and seek advice from the relevant external agencies.
- IF:**
- You feel you need expert support because of your involvement in any child safety and welfare issues you come across while working with the Club you should discuss this with the Club's Welfare Officer or a Director of the Club in her absence.

11. WHAT TO DO IF YOU SUSPECT ABUSE OR POOR PRACTICE HAS OCCURRED?

If you have any concerns or suspicions about the welfare of a child or you are concerned about an adult's behaviour towards a child (**including a work colleague's behaviour towards a child**) you **must** act. Do not assume that someone else will help them. Safeguarding children is everyone's responsibility. It is important that you report your concerns to the Club's Welfare Officer.

It is not your responsibility to investigate. Nor should you concern yourself with looking for evidence of abuse. This requires expertise you are not expected to have. Your role is to follow the appropriate reporting procedure outlined in this policy.

Taking no action is not an option. Swift and immediate action is required of all members of our staff where there is a concern for a child's safety and well-being. All members of staff have a duty and responsibility in respect of safeguarding concerns. Safeguarding concerns cannot be passed from one member of staff to another but must be brought to the attention of the Club's Welfare Officer immediately.

Do not let any anxiety that you might have jumped to a wrong conclusion deter you from reporting any genuine worries that you have. Procedures put in place will be used to follow up any such report, and the Club will not hold it against you should a well-intentioned but mistaken report be made.

Procedure for staff reporting suspicions or concerns of abuse or poor practice

- If you have a concern or suspicions about the safety or welfare of a child (including neglect, emotional, physical or sexual abuse or bullying), **this should be reported immediately to the Club's Welfare Officer.**
- You should complete the Cause for Concern Form at Appendix 2 to this policy (insofar as you can – as you will not be gathering information from the individual concerned you will not be able to complete all sections of the form) and pass it on to Welfare Officer **immediately.**

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- Thereafter, the Club's Welfare Officer will take over the investigation and gathering of accurate information from the individual concerned as appropriate, following the guidance on gathering information outlined in section 10 of this policy insofar as they are relevant. A body map may be completed if there is evidence of physical injury. Following this investigation the Welfare Officer, in consultation with the Directors of the Club, will decide what further action needs to be taken.
- If the Welfare Officer and the Directors of the Club determine that the concern needs to be passed on, the relevant external safeguarding agencies will be contacted immediately for advice and appropriate action. **Incidents should also be passed directly to the Police if a child has received or is at risk of significant harm.**
- Where appropriate the Welfare Officer will liaise with the child's parents/carer/legal guardian.

Misuse of this procedure

Malicious allegations of abuse and/or abuse of this safeguarding policy and procedures by any member of staff will not be tolerated and will be dealt with through the Club's disciplinary process a copy of which can be found at Appendix 1 of the Staff Handbook.

12. WELFARE OFFICER'S DUTIES WHERE A CONCERN/REPORT REQUIRES EXTERNAL REFERRAL

All matters regarding the safety and welfare of children need to be fully investigated and appropriate action taken. Such action may include referral to the Police and/or Social Services if seen to be required by the Welfare Officer or the Directors of the Club once the information has been gathered.

It is for the Welfare Officer or a Director of the Club to telephone and report the cause for concern to the appropriate external safeguarding agencies and to follow this up with a written report to them of the matters reported over the telephone.

The written report should include (some of this will be duplicated from the Cause for Concern Form) an accurate record of:

- The full name of the person(s) reporting the incident or allegation and to whom they reported it to.
- The date(s) and time(s) of the incident(s) and the disclosure.
- The parties who were involved (name, ages and dates of birth where known).
- Nature of the allegation (what was said and done and by whom).
- A description of any visible injuries or bruising.
- If the victim reported the incident, if it has been given, the victim's account of what has happened and how any bruising or injuries occurred.
- If it was not the victim who reported the incident, has the victim been spoken to and, if so, what was said.
- Details of any witnesses to the incident(s).
- Any special factors and other relevant information.

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- Have the parents/guardians/carers been contacted and, if so, what has been said.
- Any further action taken by the Club to investigate the matter.
- Where relevant, if the referral was not made immediately to the relevant external safeguarding agencies, the reasons why.

The written report should also include a copy of the Cause for Concern Form completed in accordance with sections 10 and 11 of this policy.

The report should be stored securely and shared only with those who need to know (see also sections 16 and 17 of this policy in this regard).

The relevant external safeguarding agency or agencies to whom the cause for concern was reported should acknowledge the Welfare Officer's report within 24 hours of receipt. Should they fail to do so, follow this up as it is vital they acknowledge the matter referred is being properly investigated.

The Welfare Officer should also keep a full record the staff at the relevant safeguarding agencies the concern was passed to, the date and time of the initial telephone call reporting the concern and all subsequent communications with them.

13. WHAT TO DO IF AN ALLEGATION OF ABUSE OR POOR PRACTICE IS MADE AGAINST YOU?

If an allegation is made directly to you, you should advise the Welfare Officer **immediately**, even if you think it is trivial or without merit. If the Club receives an allegation against you, you will be informed at the appropriate time. Any allegation will be scrupulously investigated with due regard for confidentiality. In itself, this should not be interpreted as indicating culpability.

The Club has a duty to protect its workforce from any unfounded allegation. If your behaviour contravenes this policy, it will be treated as gross misconduct. If you have concerns about how an allegation against you or anyone else is being dealt with, you should inform a Director of the Club.

14. USE OF PHOTOGRAPHY & VIDEO/FILM IMAGES

Before taking images of children, staff must obtain consent in writing from their parents or persons with legal responsibility for them and obtain approval in writing from Senior Management. In this regard, please ensure that the Club's Child Registration Form (which includes a consent section for the taking and use of photography or video/film images) has been completed for all children engaged in Club activities or utilizing the Club's facilities. A copy of the Club's Child Registration Form can be found on the Club's intranet at <http://leisureintranet/>.

All children featured in Club publications **must** be appropriately dressed and where possible, the image **should** focus on the activity taking place and **not** a specific child. Images of children **should be** used solely for the purposes they are intended and **must not** include any personal details (e.g. home address) or full names (i.e. first name and surname) of any child to accompany a photographic or video/film image, on the Club's website, in any Club publicity material, or any other electronic or printed publications.

If you become aware of any instances in which such images are being used inappropriately, you should inform the Welfare Officer immediately.

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15. MEDICAL CONSENT & EMERGENCY CONTACTS

You should ensure that you have full medical and emergency contact details for any child that is engaged in organised Club activities. In this regard, please ensure that the Club's Child Registration Form (which requests medical and emergency contact details) has been completed for all children engaged in organised Club activities. A copy of the Club's Child Registration Form can be found on the Club's intranet at <http://leisureintranet/>.

16. CONFIDENTIALITY AND SAFEGUARDING

Confidentiality is a key issue in safeguarding. Safeguarding children is more important than the privacy of another person. Information will need to be shared appropriately and sensitively with the relevant external safeguarding agencies. This will be the decision of the Welfare Officer or a Director of the Club and no such disclosure will be made without careful consideration.

Every effort shall be made to ensure that confidentiality is maintained for all concerned. Information shall be handled and disseminated on a need to know basis only. This includes the following people:

- the Welfare Officer and the Directors of the Club
- the parent(s)/guardian(s)/carer(s) of the person who is alleged to have been abused.
- the person making the allegation
- the relevant external agencies
- the alleged abuser

It will not be appropriate in all circumstances to share concerns and information with parent(s)/guardian(s)/carer(s).

For example, where sharing such concerns and information would result in serious harm to the child, or where parent(s)/guardian(s)/carer(s) may be responsible for or accused of the abuse or not able to respond to the situation appropriately.

The Welfare Officer will seek advice from the relevant external safeguarding agencies on who should approach the alleged abuser or if there is any doubt as to whom confidential information should be shared with.

If you are a member of staff that has access to confidential information about children or their family in order to undertake your responsibilities, you must observe and adhere to the following guidelines at all times:

- You must never use the confidential or personal information for your own or another person's advantage.
- You must never use the confidential or personal information to intimidate, humiliate or embarrass children or their family.
- You must never use the confidential or personal information about a child or their family casually in conversation or share it with any person other than on a need-to-know basis.
- Where the child's (or their family's) identity does not need to be disclosed, the information should be used anonymously.
- There are some circumstances in which you may be expected to share information about a child or their family, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass information on without delay, but only to the Welfare Officer and such other person as the Welfare Officer may direct.

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17. RECORD KEEPING

The Club will keep a record of all incidents and concerns reported to the Welfare Officer. Any such reports will be taken seriously, treated with respectful uncertainty and carefully recorded, acted upon where appropriate and confidentiality stored. All information collected must be stored in a secure place with limited access and treated with the utmost sensitivity and handled in accordance with data protection laws and guidelines.

18. RELATED DOCUMENTS

This policy should be read by all staff in conjunction with all other Club policies relevant to the safeguarding of children and vulnerable adults or the Club (including, but not limited to, the Club's **Diversity & Inclusion Policy, Physical Restraint Policy, Physical Contact Policy** and **Bullying & Harassment Policy**) all of which are available on the Club's intranet at <http://leisureintranet/>.

19. FURTHER INFORMATION

Further sources of advice and guidance on child welfare and safety in Guernsey can also be found online. By way of example only, see the following links on the websites hosted by Health and Social Care and the States of Guernsey which the Club recommends **all** staff take the time to read and familiarise themselves with periodically.

<http://iscp.gg/>

<https://www.gov.gg/cypp>

<http://www.gov.gg/childprotection>

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APPENDIX 1

SUMMARY OF DIFFERENT FORMS OF ABUSE

Forms of abuse include (without limitation):

NEGLECT: This is the persistent failure to meet a child's or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development, such as failing to provide adequate food, shelter and clothing (including exclusion from home or abandonment); failing to protect from physical or emotional harm or danger; failing to ensure adequate supervision (including the use of inadequate care-givers); or failure to ensure access to appropriate medical care or treatment. It may also include or neglect of, or unresponsiveness to basic emotional needs. In vulnerable adults this may appear to be as a result of self-neglect but still requires action.

PHYSICAL ABUSE: This is often the most recognizable form of abuse, as visible physical indications may be evident such as bruising, bites, burns, broken bones etc. Physical abuse includes (without limitation) hitting, shaking, throwing, poisoning, burning, scalding or otherwise causing physical harm, including by fabricating the symptoms of, or deliberately causing, ill health.

SEXUAL ABUSE: Involves forcing or enticing a child or vulnerable adult to take part in sexual activities, whether or not the victim 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 such as masturbation, kissing, rubbing and touching outside of clothing. They may include non-contact activities, such as involving the victim in looking at, or in the production of, sexual images, watching sexual activities, or encouraging them to behave in sexually inappropriate ways, or grooming the victim 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 children.

EMOTIONAL ABUSE: This is the persistent emotional ill-treatment of a child or vulnerable adult such as to cause severe and persistent adverse effects on the victim's emotional development or self-esteem. It may involve conveying to the victim that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the child or vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may involve age or developmentally inappropriate expectations being imposed, causing the victim frequently to feel frightened, or the exploitation or corruption of children or vulnerable adults. It may involve deprivation of contact, control, coercion, intimidation, harassment or bullying including cyber bullying. Some level of emotional abuse is involved in all types of maltreatment of a child or vulnerable adult, though it may occur alone.

BULLYING: Is commonly defined as deliberately hurtful behaviour. It may be repeated over a period of time, but it does not have to be a long running series of incidents – it can be any occasion when someone deliberately intimidates or harasses another. The bully is aware of the nature of the activity which always carries with it an element of self-gratification. Bullying may not always be face to face and can be done by letters, notes, electronically, by mobile phone or text messaging. Usually the behaviour is designed to undermine self-confidence and constitutes a form of harassment.

Bullying can take many forms – the main types are:

- Physical: hitting, kicking, pushing, pulling and pinching; taking possessions (e.g. bag, mobile phone, money); or using threats to force someone to do something against their will.
- Verbal: name-calling and teasing when not acceptable to the individual on the receiving end. Name-calling is the most common form of bullying that is reported. It can involve malicious comments about someone the individual is close to. It can include calling someone names

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because of their appearance, accent, because they are not good at something, because their parents are rich, for any reason – or even no reason at all.

- Non-verbal: being ignored or left out of the group. It can involve making offensive gestures or facial expressions. Indirect bullying may involve spreading rumours and malicious graffiti.
- Cyber-bullying: developments in information and communication technology have made possible more indirect forms of bullying via mobile phones and the internet. This is known as cyber-bullying. Cyberbullying can take place at any time and follows the bullied person wherever they go, so there is nowhere that they can feel private or safe. Cyber-bullies can communicate to a wide and unknown audience, often doing things they would not be prepared to do more directly. It includes (without limitation):
 - anonymous, silent calls or abusive messages;
 - text messaging containing threats or spreading rumours;
 - still images and video clips circulated by mobile phone or email to cause embarrassment
 - threatening emails;
 - instant messaging conveying threats or insults in real-time conversations;
 - hurtful or embarrassing messages/images on websites/blogs/personal/social networking sites;
 - menacing or upsetting responses in chat rooms.

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APPENDIX 2 CAUSE FOR CONCERN FORM

This form must be completed on all occasions where there is cause for concern in relation to the safety or welfare of a child or vulnerable adult and given to and discussed with the Club's Welfare Officer or a Director of the Club within 24 hours of you becoming aware of the cause for concern.

Date:

Time:

Name of individual cause for concern is about:

Age and Date of Birth (if known):

Address (if known):

Contact No. (if known):

Describe your concern and action taken:

Observations to support cause for concern and/or account given of allegation:

Description and location of any visible marks, bruising etc.:

Details of any witnesses to incident/cause for concern:

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CONTINUATION SHEET – CAUSE FOR CONCERN FORM

Name of alleged abuser, relationship with child (if known):

Any special factors and other relevant information:

Name of person completing form:

Signature:

Date:

Print Name:

Acknowledgement of receipt by Welfare Officer:

Signature:

Date:

Print Name: