

TBYC Safeguarding Procedures



(to be read in conjunction with TBYC Safeguarding Policy)

Revised May 2022

INTRODUCTION:

These procedures have been developed in accordance with the principles established by the Children Act 1989, Sections 175 and 176 Education Act 2002, The Care Act 2014 and related guidance including: The Framework for the Assessment of Children in Need and their Families, Working Together to Safeguard Children 2018 and RYA safeguarding guidelines.

Thorpe Bay Yacht Club (TBYC) takes seriously its responsibility to promote the welfare and safeguarding of all the children and vulnerable adults who engage in the Club's activities.

ROLES AND RESPONSIBILITIES:

TBYC is responsible for ensuring that all action taken is in line with agreed safeguarding protection procedures, while recognising the primary responsibility for the health, welfare and safety of children and vulnerable adults rest with the parent/guardian/carer, and not with the officers or members of TBYC. The role of the Club within this procedure is to contribute to the identification, referral and assessment of children and vulnerable persons in need. All adult members of the Club should be aware of the Safeguarding Policy and Guidelines and have a role to play in relation to:

- Protecting children and vulnerable persons from abuse
- Promoting the welfare of children and vulnerable persons
- Preventing children and vulnerable persons from being harmed

CLUB WELFARE OFFICER (CWO)

The CWO who has overall responsibility for child and adult safeguarding practice at TBYC is:

Lesley Dye, tel. 07598249494, email. lesleydye@sky.com

The CWO is also the named link person between TBYC & the RYA.

CLUB WELFARE OFFICER:

The Club Welfare Officer is responsible for:

- Co-ordinating child protection/adult safeguarding action at TBYC
- Liaising with other agencies where appropriate or required
- Ensuring that locally established procedures are followed including reporting and referral processes
- Making referrals as necessary
- Maintaining a confidential recording system of any reported incidents

If there is a concern, the Club Welfare Officer would:

- Be the first point of contact for any concerns or allegations, from children or adults, ensuring that confidentiality is maintained in all cases.
- Decide on the appropriate action to be taken, in line with the TBYC's procedures and in conjunction with the Commodore/Vice Commodore as appropriate.
- Keep the RYA informed as necessary (*as per attached flowcharts at Appendix B*).

Everyone at TBYC should know who the Club Welfare Officer is and how to contact them. (Posters with this information will be displayed at prominent locations)

RECOGNITION AND CATEGORIES OF ABUSE:

All Club members dealing with young people or vulnerable adults should be aware of the definitions and signs and symptoms of abuse. There are many categories of abuse and potential abuse:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect
- Bullying including online/social media bullying
- Child Sexual Exploitation
- Extremism

Detailed descriptions to aid understanding of the above are provided at Appendix A.

RESPONDING TO CONCERNS:

Concerns for a young person/vulnerable adult may come to the attention of Club Members in a variety of ways: for example, through observation of behaviour or injuries or disclosure. Any Club Member who has a concern for a young person however insignificant this might appear, should discuss this as soon as practicably possible with the Club Welfare Officer.

More serious concerns must be reported immediately to ensure that any intervention necessary to protect the child or vulnerable person is assessed as early as possible. If a child/vulnerable person make a disclosure of abuse to a Club Member they should firstly refer this to the Club Welfare Officer (or if unavailable may contact a Commodore or Flag Officers, or a Cadet Instructor). When contact is not possible the club member should follow the guidance set out at Appendix B (flowcharts) and Appendix C (Referral Form).

Guidance on Recording Information

- Allow the child/vulnerable person to make the disclosure at their own pace and in their own way
- Avoid interrupting except to clarify what the young person is saying (attentive/listening/reflective feedback)
- **Do not** ask leading questions or probe for information that the young person/adult does not volunteer
- Reassure the child/vulnerable person that they have been heard and explain what you will do next and to whom you will talk. Record the conversation as soon as possible, in writing (including time, and date, and sign)
- Inform the CWO

Information to be recorded

- Child/ vulnerable person's name and date of birth
- Child/ vulnerable Person's in normal context, e.g. behaviour, attitude, (has there been an extreme change)
- The incident(s) which gives rise for concern with date(s) and times(s)
- Verbatim record of what the child or vulnerable person has said.
- If recording bruising/injuries indicate position, colour, size, shape and time on body map.
- Action taken

These basic details are vital to the information gathering process and do not constitute an investigation. Written information should be recorded by the CWO or passed to the CWO.

REFERRALS:

It is the responsibility of the CWO in consultation with the Commodore/Vice Commodore as appropriate to decide when to make a referral to the RYA, Social Services or the Police. Advice may also be sought from Social Services who offer opportunities for consultation as part of the Child in need/child & adult safeguarding process. Issues discussed during consultations may include the urgency and gravity of the concerns for a child/vulnerable person and the extent to which parents/guardians/carers are made aware of these. Some concerns may need to be monitored over a period of time before a decision to refer to Social Services is made. In all but the most exceptional cases parents/guardians/carers will be made aware of the concerns felt for a child/vulnerable person at the earliest possible stage and in the event of this becoming necessary, their consent to a referral to Social Services will be sought.

If a child/vulnerable person is referred, the CWO will ensure the Club Administrator and Flag Officers will be informed as appropriate.

CONCERNS INVOLVING MEMBERS OF STAFF:

Any concerns that involve allegations against a member of staff should be referred immediately to the CWO and Commodore/Vice Commodore who will in addition contact the RYA Area Children's Officer (Child Safeguarding/Protection) to discuss and agree further action to be taken in respect of the child/vulnerable adult and the member of staff. If appropriate such a concern will also be referred to Social Services and/or the Police.

All staff need to be aware it is a disciplinary offence not to report concerns about the conduct of a colleague that could place a child or vulnerable person at risk.

CODE OF PRACTICE:

All members and staff should take care not to place themselves in a vulnerable position with regards to child/vulnerable safeguarding. It is always advisable for discussions or work with individual children/vulnerable persons or parents to be conducted in view of other adults. Physical intervention must only be used when the child/vulnerable person is endangering him/herself or others.

Any person dealing with a child or vulnerable person safeguarding issue, must never promise a child/vulnerable person to keep certain information confidential. It must be explained that the person has certain duties to help keep that child/vulnerable person safe, which may involve informing others. All members of the Club will have access to the TBYC Safeguarding Policy, TBYC Good Practice Guide (Appendix D), TBYC Parent Charter and TBYC Bullying Policy.

RECRUITMENT AND TRAINING:

At TBYC safeguarding is specifically identified and detailed here within the Safeguarding Procedures; the opportunity for any individual with poor intent towards children to gain access to TBYC or to abuse a position of trust should be minimised.

All applications, whether for paid or voluntary work, should be subject to an appropriate level of scrutiny. The level of checking carried out should be proportionate to the role and the level of risk involved and in line with relevant statutory requirements. The risk is obviously higher if the person will be in regular contact with the same child or children/vulnerable adult, in sole charge of children/vulnerable adult with no parents/carer or other adults present, and/or in a role involving authority and trust, such as an instructor/coach or volunteer helper.

TBYC will apply the below safeguarding practice and processes fairly and consistently:

- **who to check?**
 - paid staff and/or volunteers. (if they have the same level of responsibility and contact, they will be treated in the same way whether they are paid or not)
 - new applicants and existing volunteers/staff, to ensure consistent and continuous safeguarding checks depending on relevant roles.
 - those with specific responsibilities (e.g. Instructors, Commodore, Vice Commodore, Club Welfare Officer, Cadet Lead) and/or anyone who regularly helps with junior/youth activity or who is in a position of trust over children/vulnerable adults (Kitchen/Bar).
- the **level of check** to be conducted for each category
 - references
 - self-declaration
 - Enhanced Criminal Records Disclosure (and Barred List check if appropriate), if the role is eligible.

It is a criminal offence under the Safeguarding Vulnerable Groups Act 2006

- for a Barred individual to work in Regulated Activity/Regulated Work
- for an organisation to knowingly allow someone who has been Barred to work in Regulated Activity/Regulated Work, and
- for an organisation to fail to make a referral to the Disclosure and Barring Service/Disclosure Scotland if they have dismissed someone from Regulated Activity/Regulated Work for harming a child or vulnerable adult or placing them at risk of harm or would have dismissed them if they had not resigned.

Therefore, TBYC takes its role and safeguarding responsibility very seriously.

If a staff/member's role involves regularly training or supervising or children/vulnerable adults or is a position of trust or authority over children's/vulnerable adult's welfare and eligible for a Criminal Records check, TBYC will:

- request the member of staff/member to complete a self-declaration form. (Although they might make a false declaration, the fact that TBYC has these procedures in place may deter anyone with a criminal record related to their suitability to work with children/vulnerable adults from proceeding any further).
- request the member of staff/member to apply for an Enhanced Criminal Records Disclosure (with Barred List check if appropriate) or Protection of Vulnerable Groups scheme membership.

SAFEGUARDING TRAINING

TBYC will ensure that all staff or volunteers working with children/vulnerable adults access and undertake training appropriate to their role. This may be via formal training, an online course, induction, guidance or mentoring etc. Resources are available via RYA/other providers.

Online training

The RYA has developed an online safeguarding awareness course 'Safe + Fun' which is available through more than 60 RYA Training Centres. To find a centre, use the 'Where's my nearest' function on the RYA website. It is a mandatory requirement for those intending to qualify as RYA Instructors, Senior Instructors or Racing Coaches to complete the online course prior to their Instructor or Coach course. The course is also available to anyone wishing to gain a basic awareness of safeguarding issues, or to refresh their knowledge.

ORGANISING AND HOSTING EVENTS

Should TBYC host an open junior or youth event, it will be necessary to liaise with the relevant class association to ensure that all involved in the organisation of the event are operating to similar policies. It should be made clear to all young competitors and their parents/carers that there is someone

responsible for their welfare who can be contacted if they have any concerns.

TBYC CADET WEEK/REGATTA etc

The Cadet Lead will oversee arrangements to ensure all persons having responsibility for children/young people in any role during the event are subject to relevant safeguarding checks/supervision. They will also have access to guidance and the details of the safeguarding policy and procedures plus associated content. Arrangements will include the use of appropriate booking and parental consent forms, including consent regarding images and social media etc.

Such arrangements and assessment of risk etc will be separately collated and managed by the relevant lead and be readily available for scrutiny by the CWO/Commodore to ensure consistent and continuous safeguarding of children and vulnerable adults.

CLUB WEBSITE AND SOCIAL MEDIA

When promoting our club and encouraging members to interact online TBYC will:

- follow the RYA guidance on the use of images of children/vulnerable adults
- ensure that content and language on TBYC website/page, including contributions to blogs, forums etc, is not inappropriate for younger visitors and does not link directly to unsuitable material on other sites
- encourage parents/carers and others to report inappropriate content or online bullying to the Administrator to request that content is removed
- robustly manage and assess such a report or request and act promptly to remove the offending content.
- minimise the risk of anyone using images of children/vulnerable adults in an inappropriate way

When publishing images, TBYC will ensure they are appropriate and do not include any information that might enable someone to contact the child/vulnerable adult

- It is preferable to use a general shot showing participants on the water, or a group shot of the prizewinners, without identifying them by name.
- If recognising the achievement of an individual sailor and we wish to publish their name with their photo, WE WILL NOT publish any other information (e.g. where they live, name of school, other hobbies and interests) that could enable someone to contact, befriend or start to 'groom' them.
- Ensure that the young people/adults pictured are suitably dressed, to reduce the risk of inappropriate use.

Children and young people

Children and young people use modern technology as a matter of course, but they don't always understand the risks involved and their parents/carers are not always fully aware of their children's risky behaviour. Online communication and texting can often be used as a means of bullying. 'Cyberbullying' should be treated in the same way as any other form of bullying. www.thinkuknow.co.uk and www.childline.org.uk provide guidance and support for children and young people in different age groups, as well as for parents and carers, on matters such as online bullying, sharing images and 'sexting'.

Instructors/volunteers

When working with children and young people you are advised to:

- avoid using over-familiar language and try to copy in the child's parent/carer
- only communicate regarding TBYC matters, not for social or personal contact.
- do not allow young sailors to follow or be friends with your personal account
- set your privacy settings as high as possible on accounts

- challenge the way that young sailors post or comment to you or others on social media if it is inappropriate
- educate young sailors about the boundaries between them and their Instructor/volunteer

CHANGING ROOM AND SHOWERS

Both changing rooms at TBYC are open plan. Individual cubicles are available in the ladies changing room; however the men's shower area is also open plan. Children and adults often feel uncomfortable either showering and changing in front of others or being in a situation where they might be accused of watching children. Members should always respect the privacy of others as much as possible when using changing rooms and showers. Notices will be posted to remind members to respect the privacy of others.

If it is essential, in an emergency situation, for a male to enter a female changing area or vice versa, it is advised that they are accompanied by another adult of the opposite sex.

HANDLING CONCERNS, REPORT OR ALLEGATIONS

This section is primarily for the Club Welfare Officer, but everyone should be aware of the procedures to follow if there are concerns (see guidance and flowcharts at appendix B & C).

A complaint, concern or allegation may come from a number of sources: the child/vulnerable adult, their parents or carers, someone else within TBYC, a member of the public, or the statutory authorities (Police or Children's Social Care). It may involve the behaviour of one of a volunteer or employee, or something that has happened to the child outside the sport, perhaps at home or at school. Children may confide in adults they trust, in a place where they feel at ease.

An allegation may range from mild verbal bullying to physical or sexual abuse. If you are concerned that a child/vulnerable adult may be being abused, it is **NOT** your responsibility to investigate further **BUT** it is your responsibility to act on your concerns and report them to the appropriate statutory authorities. (For guidance on recognising abuse, see Appendix A).

If you are concerned:

If there are concerns about sexual abuse/violence or other harm in the home, talking to the parents or carers might put the child/vulnerable adult at greater risk. If you cannot talk to the parents/carers, consult the TBYC Welfare Officer or the person in charge. It is this person's responsibility to make the decision to contact Children's Social Care Services or the Police. It is NOT their responsibility to decide if abuse is taking place, BUT it is their responsibility to act on your concerns.

Handling an allegation from a child/vulnerable adult:

Always:

- stay calm – ensure that the child/vulnerable adult is safe and feels safe
- show and tell the child/vulnerable person that you are taking what he/she says seriously
- reassure the child/vulnerable adult and stress that he/she is not to blame
- be careful about physical contact, it may not be what the child/vulnerable adult wants
- be honest, explain that you will have to tell someone else to help stop the alleged abuse
- make a record of what the child/vulnerable adult has said as soon as possible after the event, using the child's/vulnerable adult's own words
- follow TBYC policy and procedure

Never:

- rush into actions that may be inappropriate
- make promises you cannot keep (e.g. you won't tell anyone)

- ask leading questions (see 'Recording and handling information' below)
- take sole responsibility – consult someone else (ideally the Club Welfare Officer or the Commodore or someone you can trust) so that you can begin to protect the child/vulnerable adult and gain support for yourself.

You may be upset about what the child/vulnerable adult has said, or you may worry about the consequences of your actions. Sometimes people worry about children being removed from their families as a result of abuse, but in reality, this rarely happens. However, one thing is certain – you cannot ignore it.

Recording and handling information

If you suspect that a child/vulnerable adult may have been the subject of any form of physical, emotional or sexual abuse or neglect, the allegation must be referred as soon as possible to Children's Social Care or the Police who have trained experts to handle such cases. **Do not** start asking leading questions which may jeopardise any formal investigation.

A leading question is where you suggest an answer or provide options that only need a 'yes' or 'no' answer, instead of allowing the child/vulnerable adult to explain things in their own words. An example would be asking 'did X hit you?' instead of 'how did you get that bruise?'. Use open questions such as 'what happened next?'. Only ask questions to confirm that you need to refer the matter to someone else. Listen to and keep a record of anything the child/vulnerable adult tells you or that you have observed and pass the information on to the statutory authorities (see Appendix B for flow chart and appendix C for Referral Form).

All information must be treated as confidential and only shared with those who need to know.

If the allegation or suspicion concerns someone within TBYC, only the child's/vulnerable adult's parents/carers, the Club Welfare Officer, the Commodore/Vice Commodore (unless any of these are the subject of the allegation), the relevant authorities and the RYA Safeguarding and Equality Manager should be informed. If the alleged abuse took place outside TBYC, the Police or Children's Social Care will decide who else needs to be informed, including the child's parents/carers. It should not be discussed by anyone within TBYC other than the person who received or initiated the allegation and as appropriate the Commodore.

Revised and approved by the General Committee 25/05/2022

Appendix A – What is child abuse?

(RYA) Revised Jan 2019

(Based on the statutory guidance 'Working Together to Safeguard Children' 2018)

NOTE – many of the abusive behaviours outlined below can be just as relevant to a vulnerable adult as well.

Abuse and neglect are forms 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 (including via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse may involve adults or other children inflicting physical harm:

- hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating
- giving children alcohol or inappropriate drugs
- a parent or carer fabricating the symptoms of, or deliberately inducing, illness in a child
- in sport situations, physical abuse might also occur when the nature and intensity of training exceeds the capacity of the child's immature and growing body.

Emotional abuse is 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, unloved or inadequate
- not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- imposing expectations which are beyond the child's age or developmental capability
- overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction
- allowing a child to see or hear the ill-treatment of another person
- serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger
- the exploitation or corruption of children
- emotional abuse in sport might also include situations where parents or coaches subject children to constant criticism, bullying or pressure to perform at a level that the child cannot realistically be expected to achieve.

Some level of emotional abuse is involved in all types of maltreatment of a child.

Sexual abuse. Sexual abuse involves an individual (male or female, or another child) forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening, to gratify their own sexual needs. The activities may involve:

- physical contact (e.g. kissing, touching, masturbation, rape or oral sex)
- involving children in looking at, or in the production of, sexual images
- encouraging children to behave in sexually inappropriate ways or watch sexual activities
- grooming a child in preparation for abuse (including via the internet)
- sport situations which involve physical contact (e.g. supporting or guiding children) could potentially create situations where sexual abuse may go unnoticed. Abusive situations may also occur if adults misuse their power and position of trust over young people.

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 involve a parent or carer failing to:

- provide adequate food, clothing and shelter
- protect a child from physical and emotional harm or danger
- ensure adequate supervision
- ensure access to appropriate medical care or treatment
- respond to a child's basic emotional needs
- neglect in a sport situation might occur if an instructor or coach fails to ensure that children are safe, or exposes them to undue cold or risk of injury.

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity in exchange for something the victim needs and wants (e.g. attention, money or material possessions, alcohol or drugs), and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation can also occur online without involving physical contact.

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to: sow division between communities on the basis of race, faith or denomination; justify discrimination e.g. towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Bullying

(not included in 'Working Together' but probably more common in a sport situation than some of the other forms of abuse described above)

Bullying (including online bullying, for example via text or social media) may be seen as deliberately hurtful behaviour, usually repeated or sustained over a period of time, where it is difficult for those being bullied to defend themselves. The bully is often another young person. Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight or physically small, being gay or lesbian, having a disability or belonging to a different race, faith or culture.

Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation or the continual ignoring of individuals
- posting of derogatory or abusive comments, videos or images on social network sites
- racial taunts, graffiti, gestures, sectarianism
- sexual comments, suggestions or behaviour
- unwanted physical contact.

The acronym STOP – Several Times On Purpose - can help you to identify bullying behaviour.

Recognising Abuse

It is not always easy, even for the most experienced carers, to spot when a child/vulnerable adult has been abused. However, some of the more typical symptoms which should trigger your suspicions would include:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- sexually explicit language or actions
- a sudden change in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- the child/vulnerable adult describes what appears to be an abusive act involving him/her
- a change observed over a long period of time (e.g. the child/vulnerable adult losing weight or becoming increasingly dirty or unkempt)
- a general distrust and avoidance of adults, especially those with whom a close relationship would be expected
- an unexpected reaction to normal physical contact
- difficulty in making friends or abnormal restrictions on socialising with others.

It is important to note that a child/vulnerable adult could be displaying some or all of these signs, or behaving in a way which is worrying, without this necessarily meaning that they are being abused. Similarly, there may not be any signs, but you may just feel that something is wrong. If you have noticed a change in the child's/vulnerable adult's behaviour, first if you can talk to the parents/carers. It may be that something has happened, such as a bereavement, which has caused the child/vulnerable adult to be unhappy.

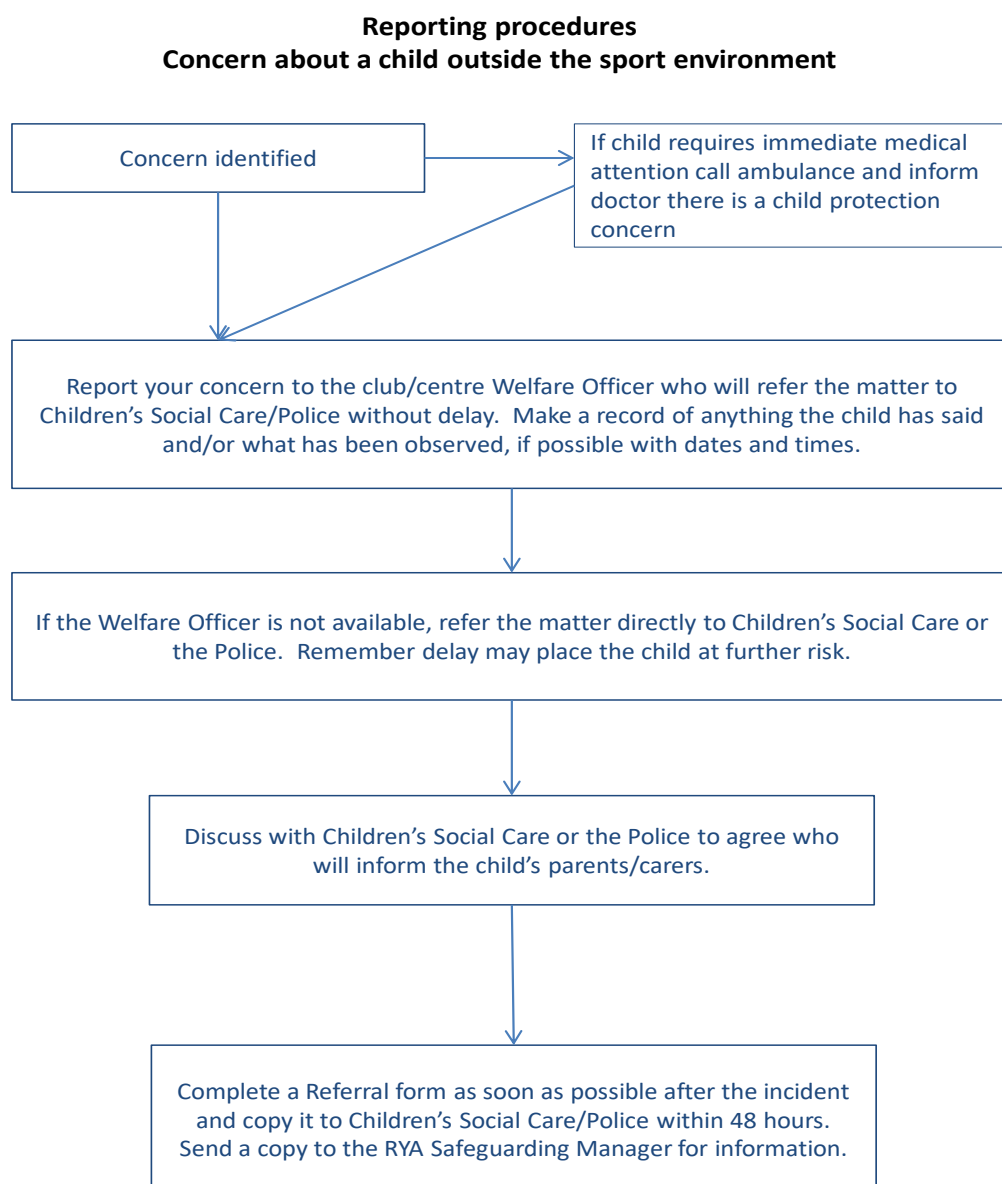
Appendix B – Reporting Procedures

(taken from the RYA Safeguarding and Child Protection Guidelines Feb 2018)

If you are uncertain what to do at any stage, contact the RYA's Safeguarding and Equality Manager on 023 8060 4104 or the NSPCC free 24-hour helpline 0808 800 5000.

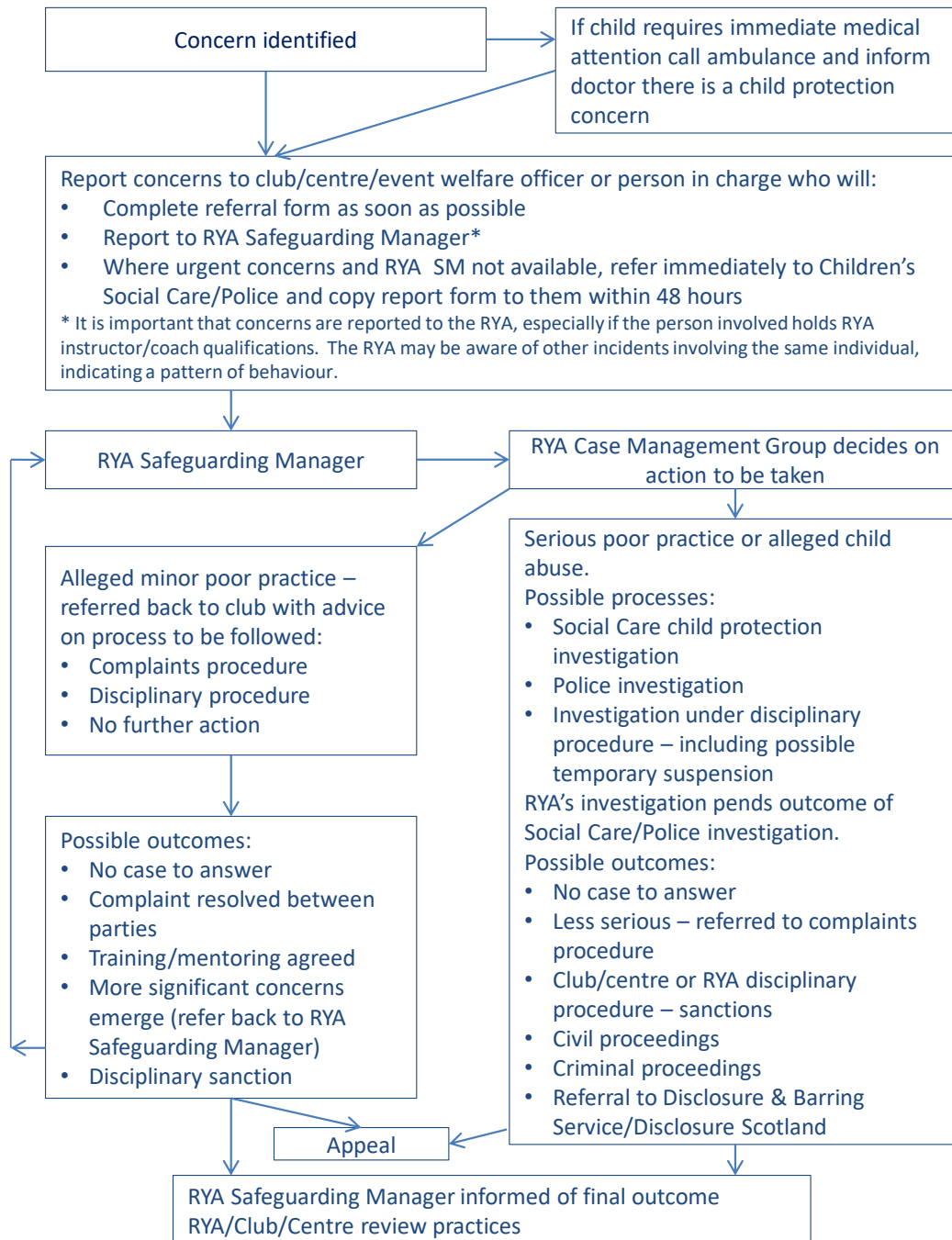
Details of Children's Social Care departments and emergency duty teams are listed on local authority websites and in local phone books. If you are unable to find the appropriate contact number, call the RYA's Safeguarding and Equality Manager or, if a child is at immediate risk call the Police via 101 or 999. Report concerns to TBYC Club Welfare Officer

Flowchart 1



Flowchart 2

Reporting procedures Concern about the behaviour of someone at a club/centre



Appendix C – Safeguarding Referral



TBYC Safeguarding referral form

Revised May 2022

Date and time of incident	
Name and position of person about whom report, complaint or allegation is made	
Name and age of child/vulnerable adult involved	
TBYC or organisation (as relevant)	
Nature of incident, complaint or allegation (continue on separate page if necessary).	
Action taken by TBYC/organisation (continue on rear/separate page if necessary)	
If Police or Children's Social Care Services contacted, name, position and telephone number of person handling case	
Name and position of person completing form	
Contact telephone number and e-mail address	
Signature of person completing form	
Date and time form completed	
Name of child protection/welfare officer or person in charge (if different from above)	
Contact telephone number and e-mail address	

This form should be copied, marked 'Private and Confidential', to the RYA Safeguarding and Equality Manager, Jackie Reid, RYA House, Ensign Way, Hamble, Southampton, SO31 4YA, e-mail safeguarding@rya.org.uk and to the statutory authorities (if they have been informed of the incident) within 48 hours of the incident.

TBYC Good Practice Guide for Instructors, Coaches and Volunteers



Revised May 2022

This guide only covers the essential points of good practice when working with children, young people and vulnerable adults. You should also read TBYC Safeguarding Policy and Procedures which are available for reference at all times.

- Avoid spending any significant time working with children/vulnerable adults in isolation
- Do not take children/vulnerable adults alone in a car, however short the journey
- Do not take children/vulnerable adults to your home as part of your TBYC activity
- Where any of these are unavoidable, ensure that they only occur with the full knowledge and consent of someone in charge of TBYC or the child's/vulnerable adult's parents/carers
- Design training programmes that are within the ability of the individual child/vulnerable adult
- If a child is having difficulty with a wetsuit or buoyancy aid, ask them to ask a friend to help if at all possible
- If you do have to help a child/vulnerable adult, make sure you are in full view of others, preferably another adult
- Restrict communications with young people/vulnerable adults via mobile phone, e-mail or social media to group communications about organisational matters. If it's essential to send an individual message, copy it to the child's/vulnerable adult's parent/carer.

You should never:

- engage in rough, physical or sexually provocative games
- allow or engage in inappropriate touching of any form
- allow children/vulnerable adult to use inappropriate language unchallenged, or use such language yourself when with children/vulnerable adults
- make sexually suggestive comments to a child/vulnerable adult, even in fun
- fail to respond to an allegation made by a child/vulnerable adult; **always act**
- do things of a personal nature that children/vulnerable adult can do for themselves.

It may sometimes be necessary to do things of a personal nature for children/vulnerable adult, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the child/vulnerable adult (where possible) and their parents/carers. In an emergency situation which requires this type of help, parents/carers should be fully informed. In such situations it is important to ensure that any adult present is sensitive to the child/vulnerable adult and undertakes personal care tasks with the utmost discretion.