

Active Luton Safeguarding and
Protection of Children and
Vulnerable Adults

Policy and Guidance

July 2015



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1. Glossary of Terms

Child / Children Vulnerable Adults	Anyone under the age of eighteen years Someone aged 18 or over: <ul style="list-style-type: none">• Who is, or may be, in need of community services due to age, illness or a mental or physical disability• Who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation
Employee	Anyone working for Active Luton, paid or unpaid, either volunteers or staff
Active Luton	Not for profit distributing organisation (NPDO) responsible for the management of the Active Education, Active Communities, Health & Well-Being Teams, Active Training & Development Team, and Leisure Facilities including Dell Farm
Self disclosure	Giving information of any previous criminal record
SPCVAP	Safeguarding and Protection of Children & Vulnerable Adults Policy
Welfare Officers	Designated officers appointed by Active Luton to act as liaison between any statutory authority and Active Luton
Safeguarding Teams	Luton Borough Council's Safeguarding Teams (Adults & Children), Specialist teams who are trained to deal with specific issues associated with the safety and protection of Children and vulnerable adults.
NSPCC	National Society for the Prevention of Cruelty to Children Childline Confidential phoneline for children needing Help / advice
LADO	Local Authority Designated Officer
LSCB	Luton Safeguarding Children Board

2. Introduction to Policy

The aim of this document is to help employees (both staff and volunteers) to feel sufficiently informed and aware of possible abuse, and to enable them to act on any suspicions. By following these procedures, employees should then be able to deal competently, and confidently, with suspected abuse. The policy contains guidance on the principles of good practice with regard to the conduct and behaviour of employees whilst children and vulnerable adults are in their care. The policy also contains guidance on what constitutes unacceptable practice by employees.

The terms 'young person' and 'child(ren)' referenced within this document also refer to persons with disabilities and vulnerable adults.

The guidance contained within this policy document will also apply to self-employed individuals, clubs and other hirers working within any facilities operated by Active Luton as well as those working / volunteering as a representative of Active Luton on any outreach projects. Active Luton will endeavour to ensure that all appropriate checks are made and that relevant information is provided by these persons prior to supervising / delivering activities within Active Luton facilities or outreach facilities on their behalf.

3. Policy Statement

Active Luton is committed to the safety of all children and vulnerable adults and will operate in ways which promote good practice at all times. Every employee has a moral and legal responsibility to protect the rights of children and vulnerable adults, and safeguard their physical and psychological well-being.

Active Luton considers:

- The welfare of children and vulnerable adults is paramount and they have an equal right to protection from abuse whatever their age, culture, ability or disability, gender, language, racial origin, religious beliefs or sexual identity.
- Everyone has the right to be safe and to be treated with dignity and respect.
- All employees will undergo an interview and selection process which includes Self-disclosure. Where required employees will undergo and criminal records check – Data Barring Service (DBS) clearance .
- All employees will be informed of their responsibilities under the Active Luton Code of Conduct and will undertake a thorough workplace Induction and will be issued with a summary of the Safeguarding and Protection of Children and Vulnerable Adults Policy.
- Employees will be aware of their responsibilities regarding the welfare of children, and the need to reduce the risk of adults using their position of trust to abuse children. It is also important to minimise the risk of false allegations being made, often as a result of unacceptable practice.
- All employees will undergo training to help promote good practice.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All employees have a duty and responsibility to record and report concerns to the appropriate officer **(see Appendix B)**
- There will be an opportunity during the investigation of an allegation for the employee to respond to any allegations made against them.

4. Promoting Good Practice

Abuse, particularly sexual abuse, can arouse strong emotions in people. It is important to understand these feelings, and not allow them to interfere with any judgement about the right action to take.

Abuse can occur anywhere, including the home, school and in sport. Some people will actively seek employment or voluntary work with children or vulnerable adults in order to harm them. Abusers can be from any background.

Many employees will have regular contact with children and vulnerable adults and are an important link in identifying cases where protection is needed. All concerns including unacceptable practice or abuse should be reported following the guidelines in this document (**see Section 7.1**).

Following disclosure from a child or vulnerable adult, employees should write down, as soon as possible after the discussion, what they have been told. This does not have to be a verbatim account although it should cover the key elements of the disclosure using the Incident Report Form (Appendix A) and report the situation to the Welfare Officer (The child should not be asked to write it down for themselves)

4.1 Good Practice by Employees

Employees should:

- Always put the welfare of the child or vulnerable adult first.
- Treat all children / vulnerable adults equally with respect and dignity.
- Work openly, avoiding private or unobserved situations.
- Wherever possible supervise mixed activities with a female and male member of staff present.
- Use as little manual / physical support as necessary; use explanations to guide participants as much as possible.
- Gain the consent of the participant involved if they need help of a personal nature, and also the consent of parents / carers where at all possible (explain what you are doing at all times).
- Not smoke, drink alcohol, or use drugs in the company of children.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs of children and vulnerable adults. Ensure all activities are appropriate for their age, maturity, ability and experience of the participants.
- Be aware of any medical condition or existing injuries that may affect children / vulnerable adults in your care.
- Keep a written record of any injury, along with details of any treatment given.
- Work at all times observing the guidance provided by Site / Activity specific Risk Assessments, and good practice guidelines and policies. (Refer to Appendix H – Further Reference Sources)

4.2 Incidents involving employees

If any of the following incidents occur, they must be reported immediately to the person responsible for the activity/facility and a record of the incident should be completed in writing.

- You witness an employee act inappropriately towards a child/vulnerable adult
- An employee accidentally hurts a child / vulnerable adult.
- A child / vulnerable adult seem distressed in any manner.
- A child / vulnerable adult appear to be sexually aroused by your actions.
- A child / vulnerable adult misunderstand or misinterprets something an employee has done.

In most instances the parents / carers of the child or vulnerable adult should also be informed. However, where it is suspected that the incident relates to a protection issue, reference must be made to the Welfare Officer before any action is taken.

4.3 Photography

Refer to Active Luton Management Procedure (QMS Photography) for further information regarding the use of photographic equipment.

Some people may use sporting events as an opportunity to take inappropriate photographs or video footage of children. Photography is not allowed, except where it is needed for promotional or teaching purposes. Parental permission must be sought in advance by the organiser of each session / activity.

Sessions or activities: If employees have any concerns about inappropriate photography during sessions or activities, they should contact their immediate manager who will contact the Welfare Officer.

Events: Photography by spectators at events will be governed by the accreditation procedure (Appendix F) If employees have any concerns about inappropriate photography at events, they should contact the event organiser who will contact the Welfare Officer.

IMPORTANT: photos should never be taken of children whilst they are in a stage of undress or photos which might be considered indecent.

4.4 Social Media

The following is guidance to employees in regards to the use of social media and texting to communicate with children and vulnerable adults

Social Media (Personal)

- Do not use personal pages (facebook, Twitter, Instagram etc) to communicate with children / vulnerable adults, all communication should be done via the relevant Active Luton pages
- Do not allow children or vulnerable adults to follow or be friends with your personal pages
- Set your privacy settings as high as possible on personal pages
- Educate children / young people and vulnerable adults about the boundaries between an employee (e.g coach) and customers / participants

Mobile Devices

Extreme care must be taken to ensure that employees do not communicate between customers / participants using their personal devices. A business phone or another business communication system must be used (e.g Active Luton facebook / twitter pages)

Where possible avoid communicating with an individual always try to send information to a group

Avoid over familiar language or “xx”

Where possible copy in a parent / carer to demonstrate transparency

Employees should be mindful of the growing trend of sexting and aware that these images are illegal even if shared willingly and sent by anyone under the age of 18 years (Time to Listen – NSPCC 2015)

Where any employee becomes aware of such practice(s) on either personal or business devices it is to be reported immediately to the Welfare Officer using the appropriate Incident Report Form

5. Recognition of Unacceptable Practice, Abuse and Bullying

Employees are not expected to be experts in abuse, and it can be very difficult to recognise. But employees do have a responsibility to act if they have any concerns at all about the behaviour of someone (adult or child) towards children / vulnerable adults, or if a child / vulnerable adult tells an employee about possible abuse. Employees should use the guidelines in this policy to take immediate and appropriate action (Appendix C). It is also important to understand that allegations may also be made some time after the event – these are still recordable incidents and must be reported.

5.1 What is Unacceptable Practice?

Employees should follow the Code of Conduct guidance when dealing with children / vulnerable adults. Anyone not following these guidelines would be guilty of unacceptable practice and would lead to investigation. Employees should not behave in the ways described below, or let anyone else behave in this way without challenging them.

Employees must never:

- Ridicule, make fun of, or demean a child / vulnerable adult.
- Engage in rough, physical or sexually provocative games, including horseplay.
- Allow or engage in inappropriate touching in any form.
- Allow children or vulnerable adults to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child or vulnerable adult, even in fun.
- Allow allegations a child or vulnerable adult makes go unrecorded or not acted upon.
- Do things of a personal nature that children or vulnerable adults can do for themselves.
- Leave participants in an organised activity alone.
- Spend time alone with one participant, away from others.
- Abuse their position of trust by engaging in sexual activity with a child or vulnerable adult.

5.2 Unacceptable Practice by an Employee

Where an employee of Active Luton is suspected of unacceptable practice, this must be reported immediately to the person responsible for the activity / facility, who will then contact the Welfare Officer.

The following action will then be taken:

- Where it is established that there is a case to answer the employee will be dealt with under the appropriate Active Luton Policy or Procedure (as outlined within the Active Luton Staff Handbook).
- If the person involved is senior to you, report directly to the Welfare Officer.

5.3 Suspected Abuse by an Employee

Criteria for referring to Local Authority Designated Officer (LADO)

Where it is alleged (or there are concerns) that an employee or volunteer has:

- Harmed a child / vulnerable adult
- Committed a criminal offense in relation to a child / vulnerable adult
- Behaved in a way which suggests they pose a risk to children or vulnerable adults.

This must be reported immediately to the person responsible for the activity / facility, who will then contact the Welfare Officer.

The following action will then be taken:

- The person may be suspended depending upon the circumstances of the case pending further inquiries.
- Where it is established that there is a case to answer the employee involved will then be dealt with under the rules outlined in the Active Luton Disciplinary Policy and Procedures.

6. What is Abuse?

Abuse can take many forms and can be broadly separated into five categories.

- **Emotional** The persistent lack of love and affection, being threatened, taunted or criticised
- **Sexual** When adults use children or vulnerable adults to meet their own sexual needs, physically, or show children pornographic material
- **Physical** Being physically violent to a child or vulnerable adult, giving children alcohol or drugs, excessive or inappropriate training regimes
- **Neglect** Failure to meet basic needs (e.g. food, warm clothing) leaving participants alone unsupervised, failure to give love/affection
- **Bullying** Deliberate, hurtful behaviour, usually repeated over time. It may be physical, verbal, emotional or sexual and may be committed by another child, or adult.

6.1 Effects of Abuse

Abused children / vulnerable adults can suffer long term damage that may affect them in later life, for example, prostitution, suicide, or abusing others. There is some evidence that children with disabilities are at increased risk of abuse. Children from ethnic minorities, who also experience racial discrimination, are even more powerless.

6.2 Identifying Signs of Abuse

Situations where abuse or neglect may occur, or where it has already taken place, are often difficult to recognise. Employees are not expected to be “experts” in this field, but they should know the common signs and indicators that abuse may be taking place (**Refer to section 6.1 and Appendices D - E**).

6.3 Indications that a Child / Vulnerable Adult is Being Abused

Indicators include the following:

- Unexplained, untreated or suspicious injuries (particularly on non-bony areas), such as cigarette burns, scalds, finger / hand marks (see Appendix D).
- An injury for which the explanation seems inconsistent.
- Self inflicted injury.
- Sexually explicit behaviour – towards other children or adults.
- A child / vulnerable adult describes what appears to be an abusive act towards him / her.
- An adult or child expresses concerns about another child / vulnerable adults welfare.
- An unkempt appearance, hunger, or being inappropriately dressed for the weather.
- A noticeable loss of appetite/overeating, or loss of weight.
- Unexplained changes in behaviour, particularly being withdrawn or aggressive.
- Inappropriate sexual awareness.
- Distrust of adults, afraid of going home.
- Difficulty in making friends or socialising with others.
- A child is prevented from socialising with other children.

6.4 Identifying Signs of Bullying

Although anyone can be the target of bullying, victims are often shy, sensitive, anxious or insecure. Sometimes they are singled out for physical reasons, (for example, being overweight, small for their age, of a different race, or having a disability). Close supervision of children / vulnerable adults during activities will help reduce the amount of bullying, but it will still occur outside of organised activities. Take all signs of bullying very seriously.

A bully may be:

- A parent / carer / teacher / coach who pushes too hard.
- A coach / teacher who wants to win “at all costs”.
- Another child who intimidates verbally, physically or sexually.
- An official who places undue pressure on a child or vulnerable adult.

Indicators include the following:

- Behavioural changes, reduced concentration, becoming withdrawn.
- Emotionally unsettled, reluctance to go to school or to sports activities.
- Clingy, depressed or tearful.
- A drop in performance or standard of play.
- Physical signs such as stomach ache, headache, sleeping problems, scratching or bruising, damaged clothes, over or under-eating.
- Often short of money, loses possessions frequently.

If you observe one or more of the indicators in 6.3 or 6.4, it is not proof that abuse is actually taking place. However, proving abuse is taking place is not the responsibility of employees. Employees must take action if they have any suspicions at all, or if a child / vulnerable adult indicates he/she is being abused.

7. Responding to Disclosure, Suspicions or Allegations

Abuse takes place both inside and outside of sporting activities. Anyone could be an abuser or bully - parent, friend or colleague – and you might find it difficult to believe that anyone you know could be an abuser. It is essential that all employees remain objective at all times and put aside personal feelings, the safety of the child or vulnerable adult is of paramount importance. If a child / vulnerable adult chooses to confide in an employee of Active Luton it is because they consider that person to be someone they can trust or consider a friend. You must act.

See Appendix C, for a flow chart summary of the advice given below

7.1 Action to Take

The person dealing with a disclosure should:

- React calmly so as not to frighten the child or vulnerable adult.
- Tell the child he / she was right to tell and is not to blame.
- Take them seriously.
- Keep questions to a minimum – do not ask leading questions such as “what happened next?”
- Reassure the child / vulnerable adult, but do not promise to keep the information given a secret.
- Make a full written account on the Incident Report Form of what has been said, heard and seen.

Never confront an alleged abuser, or try to deal with a disclosure on your own.

The Incident Report Form, Appendix A will guide you through the information needed, and this will include:

- What the allegation is.
- Description of any injuries.
- The child /vulnerable adults account.
- Any witnesses to the incident.
- Relevant times and dates.
- Clarify what is fact, or your opinion.

You will then:

- Tell your immediate manager about the incident immediately, they will then contact the Welfare Officer.
- Hand in an Incident Report Form within 24 hours.
- Maintain confidentiality and not discuss with colleagues, family or friends.

CONFIDENTIALITY: remember how important confidentiality is in dealing with suspected abuse. Do not discuss any incident with anyone, (including other employees), only those who need to know.

7.2 Reporting Procedures

Working in schools: Inform the head teacher or their nominated representative who will follow the school's Child Protection Guidelines. Give the head teacher the Incident Report Form within 24 hours and copy to Welfare Officer.

Working in Leisure Facilities: Inform your immediate manager who will contact the Welfare Officer. Submit an Incident Report Form to the Welfare Officer within 24 hours.

Working at other sites - Inform your Welfare Officer and submit an Incident Report Form to the Welfare Officer within 24 hours.

If your immediate manager is not available (or in schools, the head teacher), contact the Welfare Officer immediately.

If the Welfare Officer is not available contact Luton Borough Council's Safeguarding Team (Adults / Children) or the Police.

Emergency Contact Numbers (including the Welfare Officer) are available in Appendix G

7.3 Informing Parents

All employees have a responsibility to be open when working with children and vulnerable adults and their parents / carers. Sometimes, it may be helpful to ask parents /carers why there has been a change in a person's behaviour. There may be a reasonable explanation, for example, a family bereavement. However, a child / vulnerable adult may also be placed at greater risk if concerns are shared with the parents / carers. Where an employee considers a child / vulnerable adult will be put at risk by discussing an issue with a parent / carer then before taking any action refer to your immediate manager straight away, and follow the reporting procedures in Section 7.2.

8. Recruitment, Selection and Training

8.1 Recruitment and Selection

Active Luton's policy is to recruit the most appropriate and best-qualified personnel to work with children and vulnerable adults, in line with the policy statements relating to Equal Opportunities Recruitment and the Code of Conduct.

8.2 Training

Employees have ongoing needs in relation to Safeguarding and protection of Children and Vulnerable Adults training. They need to improve their knowledge and understanding of the issues associated with abuse.

Training is required to help employees:

- Help employees to reduce the risk of adults using their position of trust to abuse children or vulnerable adults
- Analyse their own practice according to the guidelines set down in the Safeguarding and Protection of Children and Vulnerable Adults Policy.
- Protect themselves from the possibility of false allegation by using the recommendations in the policy document.
- Identify unacceptable practice or abuse and report any concerns.
- Deal with a child / vulnerable adult's disclosure.
- Work safely and effectively with children and vulnerable adults.

Safeguarding and Protection of Children and Vulnerable Adults Training:

- During their induction period, all contracted employees will be given guidance on the Safeguarding and Protection of Children and Vulnerable Adults Policy.
- All contracted employees will undertake a recognised Safeguarding and Protection of Children and Vulnerable Adults course within 12 months of employment.

<p>Appendix A CONFIDENTIAL Safeguarding and Protection of Children and Vulnerable Adults Incident Report Form</p>
Your Name
Your Position
Child / Adult's Name
Parent / Carers names and address
Date of Birth
Race / Ethnic Origin
Date and time of the incident
Your Observations – what you saw
Exactly what the child /adult said and what you said
<p>Signature</p> <p>PRINT NAME</p> <p>Date</p>

CONFIDENTIALITY: Remember to maintain confidentiality. Do not discuss this incident with anyone other than those who need to know. Discussing this incident with other staff, or making it public knowledge, may add to the child / vulnerable adult's or family's distress.

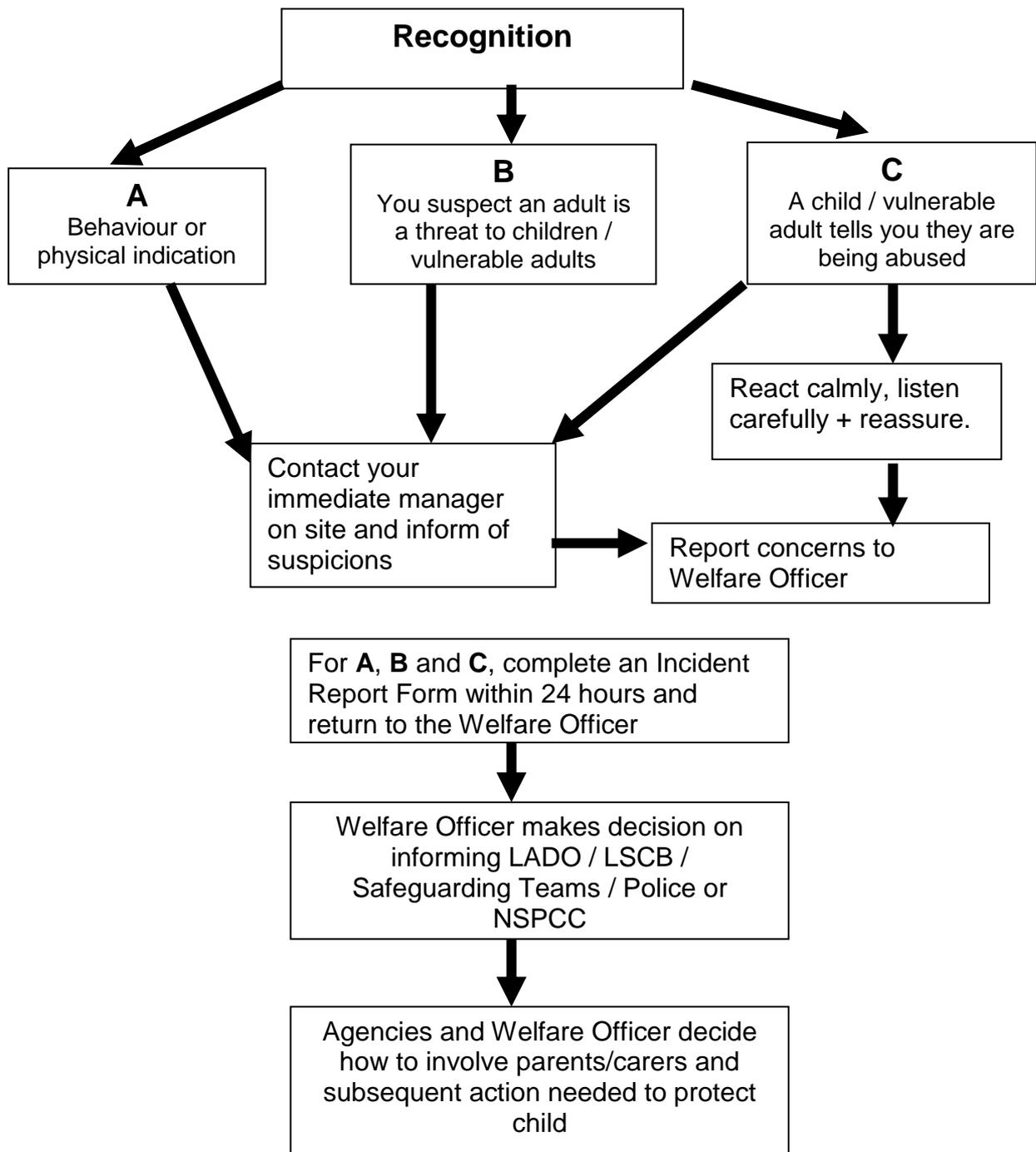
Please return this form to the Welfare Officer at Active Luton, Wigmore Hall (Marked Private & Confidential)

carol.trower@activeluton.co.uk

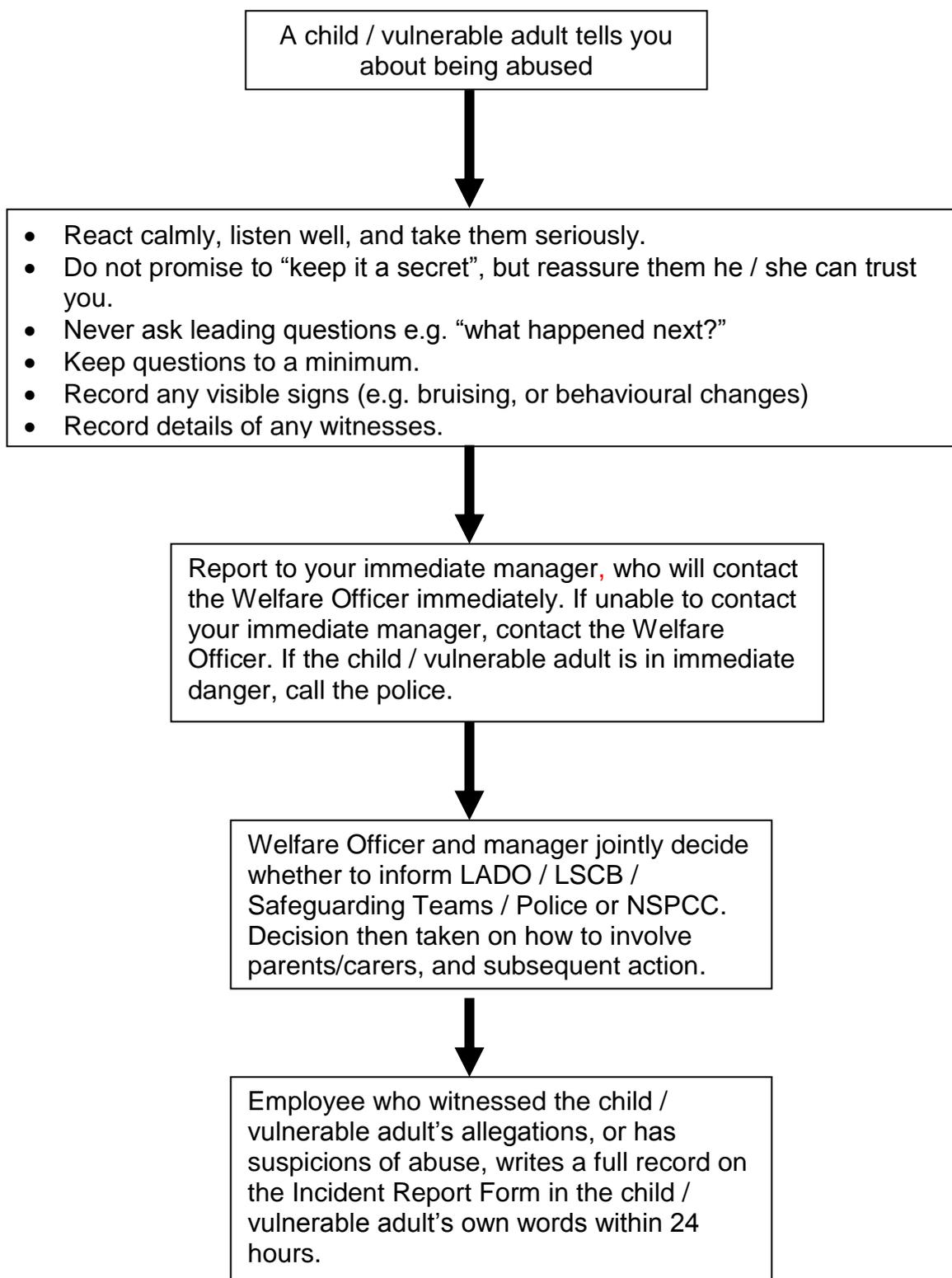
matthew.wells@activeluton.co.uk

Appendix B Action to take if you suspect abuse

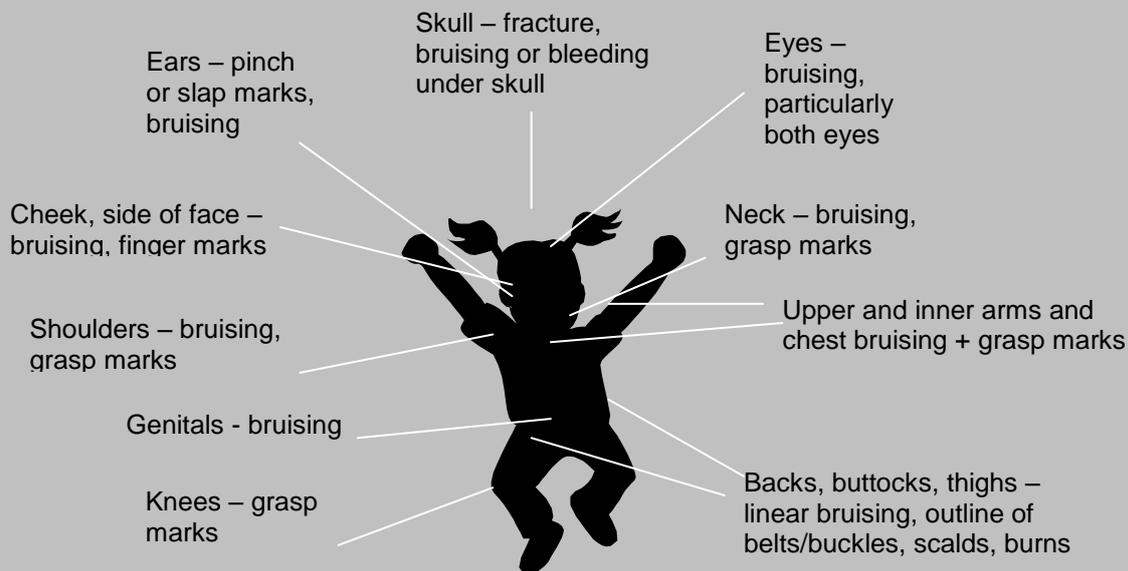
This is a basic guide to the actions you should take.
Please refer to the Safeguarding and Protection of Children and Vulnerable Adults Policy for more detailed information.



How to respond to a disclosure



Appendix D Common Sites for non-accidental injury



Common sites for non-accidental injury

- skull
- cheek/side of face
- eyes
- neck
- mouth
- shoulders
- upper and inner neck
- back, buttocks, thighs
- ears
- eyes
- neck
- mouth
- chest
- genitals
- knees

Bruises: likely to be frequent, patterned, old and new in same place, in unusual position (see chart)

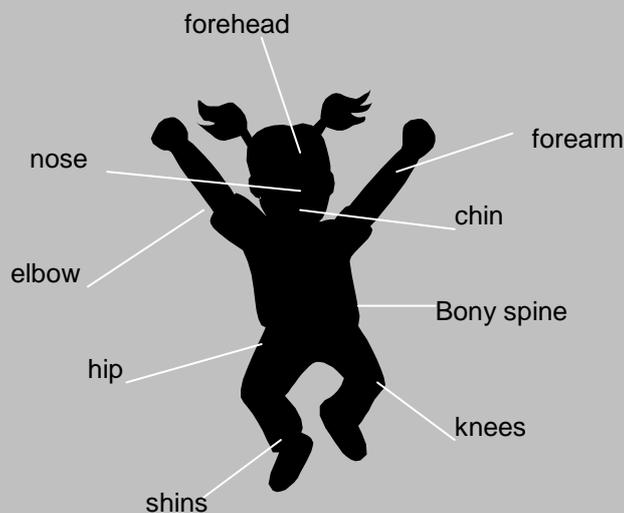
Burns + scalds: clear outline, splash marks around outline, unusual position (e.g. back of hand), shaped e.g. cigarette burns

Fractures: likely to be numerous

Genital area: sexual abuse may lead to soreness, bleeding or injury in genital or anal area

Injuries: suspicious e.g. bite marks, incisions, large + deep scratches

Appendix E Common Sites for accidental injury



Common sites for accidental injury

- forehead
- nose
- elbows
- chin
- forearm
- bony spine
- hip
- shins
- knees

Bruises: likely to be few, scattered, no pattern, same colour and age

Burns + scalds: already treated, easily explained

Fractures: likely to be of arms and legs,
rare in very young children

Genital area: injury may be accidental (seek expert opinion),
soreness may be irritation/allergic reaction e.g. to bathing
products / soap powder

Injuries: likely to be superficial, treated, easily explained

Appendix F **Guidelines on the use of Photography / Filming at Activities and Events Involving children**

Reference should also be made to the Active Luton Management Procedure Photography [Z:\AL Shared Data\Quality Management System\2 People\Photography\Photography \(Issue 4, Sept 2014\).pdf](Z:\AL Shared Data\Quality Management System\2 People\Photography\Photography (Issue 4, Sept 2014).pdf)

There is a possible risk to children through the improper use of photographic equipment at events. This includes digital cameras and those using film, as well as mobile phones and camcorders.

Any photographic image could be used for:

- Identifying children who could then be “groomed” by potential abusers.
- Placement on child pornography websites.

Professional photographers should:

- Register their name and contact organisation.
- Wear identification provided by the organiser.
- Not be given unsupervised access to children.
- Not be allowed to take photographs outside the event.

All other spectators / parents / carers should:

- Register their name and address.
- Wear identification provided by the organiser.
- Not be given unsupervised access to children.
- Not be allowed to take photographs outside the event.

Public information

The guidelines above should be available prior to the event and displayed prominently. Names and addresses of photographers will need to be recorded at the event.

Employees Concerns

Any concerns regarding inappropriate photography or non-registered photographers should be reported by the employee to the event organiser, and an Incident Report Form completed. The event organiser will contact the Welfare Officer. For concerns at all sites where other activities take place, follow the guidelines in **Section 7.2**.

Emergency Contact Numbers

Welfare Officer Carol Trower	01582 400 272 07796 302 820	Office Mobile 24 hour
Welfare Officer Matt Wells	01582 400272 07768 287 893	Office Mobile 24 hour
LBC Safeguarding Team (Adults)	01582 547 659 08702 385 465	Office Hours Emergency / Out of office hours
LBC Safeguarding Team (Children)	01582 547 653 08702 385 465	Office Hours Emergency / Out of office hours
Paul James (LADO)	01582 548069	Office Hours Out of hours – refer to LBC Safeguarding Team above
Police	01582 401 212 999 101	Luton Police Station Emergency Non urgent police
NSPCC	0808 800 5000	24 hour helpline
Childline		0800 1111

Active Luton Resources:

Individual Site / Activity Risk Assessments – Available from Line Managers

Active Luton Health & Safety Manual <Z:\AL Shared Data\Quality Management System\3 Operations\Health & Safety\Active Luton H&S Manual>

Active Luton –Staff Handbook <Z:\AL Shared Data\Staff Handbook>

Whistle-Blowing Policy (2006) - [Z:\AL Shared Data\Quality Management System\2 People\Personnel Manual\Policies and Procedures\Whistleblowing \(Issue 2, October 2006\).pdf](Z:\AL Shared Data\Quality Management System\2 People\Personnel Manual\Policies and Procedures\Whistleblowing (Issue 2, October 2006).pdf)

Active Luton Activity Resource Pack – Issue 2 (April 2009)

Active Luton Early Years Activity Manual - Issue 1 (August 2009)

Active Luton Guidance for Safe Practice in Schools Swimming Lessons – Issue 2

Website Information:

www.everychildmatters.gov.uk/safeguarding

www.sportengland.org/index/get_resources/resources_ul.htm#governing

Child Protection in Sport Website: www.cpsu.org.uk Unit CPSU)

Guidance for Safer Working Practice for Adults who work with Children and Young People (2009)

Working Together Practice Guidance (March 2015)

Working together to safeguard children - A guide to inter-agency working to safeguard and promote the welfare of children March 2015

Standards for Safeguarding and Protecting Children in Sport - Child Protection in Sport Unit

Time to listen (NSPCC) (2015)