



# CHILD PROTECTION POLICY

April 2008

## Contents

Introduction	3
Policy Statement	4
Policy aims and Objectives	5
What is Abuse?	6
Indicators of Abuse - Recognising Abuse	7
Good Practice	8
Responding to Disclosure, Suspicions and Allegations	10
Allegations Against Staff	12
Bullying	13
Confidentiality	14
Minimising Opportunities	15
Recruitment and Selection	17
Induction and Training	18
Section Guidelines and Good Practice Policies	19
Appendices	21
1 Acknowledgement Form	22
2 Incident Form	23
3 Policy at a Glance	24
4 Induction Module	25
5 Quick Guide to Allegations Against Staff	26
6 Useful Contacts	27
7 Photographic and Filming Equipment Guidelines	28
8 CPO Incident Form	29
9 Lost/Found Child Policy	31

## **Introduction**

Children get abused regardless of age, gender, disability, racial origin, religious beliefs or sexual identity. Generally, someone they know abuses them and this can be a member of their family, a friend, an instructor or any person in a position of trust. However, opportunistic strangers can carry out abuse.

It is the responsibility of all staff members to protect children (people under eighteen years of age) from abuse. It is the purpose of this policy to give guidance in dealing with this sensitive issue.

## **1. Policy Statement**

The B.I.C/Pavilion business unit is fully committed to ensuring that children attending our facilities are protected and kept safe from harm.

To this end the BIC/Pavilion will provide a clear, concise child protection policy and will distribute it to all staff and users of the facility (Appendix 1). Staff will undergo policy training as part of their induction process and existing staff will undergo awareness training. User groups will receive a copy of the policy before using the facilities and will return a receipt/comprehension form to the directorates CPO. All external groups utilising the facility will hence be expected to adhere to the policy.

## 2. Policy Aims and Objectives

### Aims

- To provide a safe environment for children, keeping them from harm.
- To ensure staff and external user groups/contractors who have direct access to children are kept informed, supported and protected.
- To ensure children are respected, taken seriously and listened to.
- To provide support and encouragement to parents/guardians/volunteers etc to address the welfare of children.

### Objectives

The specific objectives that the BIC/Pavilion will do to achieve its aims are:

- To raise the awareness of staff through training.
- Ensure training is delivered to contract staff by their nominated trainer.
- To implement effective procedure for recording and responding to incidents, complaints and alleged or suspected incidents of abuse.
- To nominate a CPO and provide the necessary training.
- Apply the policy's aims and objectives to external groups, contractors and organisations using the directorate's facilities.

### 3. What is Abuse?

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional or community setting by those known to them or, more rarely, by a stranger. Adults or other children can abuse children. There is growing evidence to suggest that peer abuse is an increasing concern for young people.

- **Neglect** - where adults fail 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. It may also include refusal to give children love, affection and attention.
- **Physical abuse** - where someone physically hurts or injures children by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing physical harm to a child. Physical harm may also be caused when a parent, guardian or carer feigns the symptoms of, or deliberately causes ill health in a child who they are looking after.
- **Sexual abuse** - where children are used to meet person/s own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing children pornographic material is also a form of sexual abuse.
- **Emotional abuse** - is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn. Some level of emotional abuse is involved in all ill treatment of a child.

The above definitions were adapted from department of HEALTH (1999) Working Together to Safeguard Children - A guide to inter-agency working to safeguard and promote the welfare of children.

#### **4. Indicators of Abuse - Recognising Abuse.**

The following list highlights some indicators for recognising that a child may be suffering abuse.

- 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.
- An injury for which the explanation seems inconsistent.
- The child describes what appears to be an abusive act involving him/her.
- Someone else (a child or adult) expresses concern about the welfare of another child.
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Inappropriate sexual awareness.
- Engaging in sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Has difficulty in making friends.
- Is prevented from socialising with other children.
- Displays variations in eating patterns including overeating or loss of appetite.
- Becomes increasingly dirty or unkempt.

The list is not exhaustive, and one child may present more than one of the above. It is the responsibility of all staff members or contractors to ensure that if they believe abuse is occurring they take the necessary action.

## 5. Good Practice

### 6.1 Good Practice

Good practice creates a positive child protection climate and assists in protecting staff from false allegations of abuse. Good practice means:

- always working in an open environment (e.g. avoiding private or unobserved situations) and encouraging an open environment (e.g. no secrets).
- treating all young people equally, with respect and dignity.
- always putting the welfare of each young person first.
- maintaining a safe and appropriate distance (e.g. it is not appropriate to have an intimate relationship with a child or to share a room/cubicle with them).
- building a balanced relationship based on mutual trust which empowers children.
- ensuring that any form of manual assistance or physical support is provided openly. Children and parents, guardians or carers should be consulted and their agreement gained.
- involve parents, guardians and carers wherever possible (e.g. for the responsibility for children in the changing rooms). If groups have to be supervised do so in pairs.
- Being an excellent role model - this includes not smoking or drinking alcohol in the company of young people.
- record any injuries sustained accurately according to the directorates accident policy.

## 6.2 Practice to be Avoided

- Avoid spending time alone with children away from others.
- Avoid association (outside the work environment) with children you have met at work.

## 6.3 Practice never to be Sanctioned

You should never:

- engage in rough, physical or sexually provocative games, including horseplay.
- share a room/cubicle with a child.
- allow or engage in any form of inappropriate touching.
- allow children to use inappropriate language unchallenged.
- make sexually suggestive comments to a child, even in fun.
- reduce a child to tears as a form of control.
- allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- do things of a personal nature for children that they can do by themselves.
- invite or allow children to stay with you at your home unsupervised.

## 6.4 Poor Practice

Poor practice involves any behaviour that contravenes the Business Unit's Code of Ethics and Conduct.

## 6. Responding to Disclosures, Suspicions and Allegations.

False allegations of abuse do occur, but they are rare. Disclosures, suspicions and allegations should always be taken seriously and if the information gained causes concern action should be taken immediately.

### 7.1 Responding to Disclosure.

The person receiving information concerning disclosure should:

- react calmly so as not to frighten the child.
- tell the child he/she is not to blame and that he/she was right to tell.
- take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language.
- keep questions to a minimum but ensure a clear understanding of what has been said.
- reassure the child but **do not** make promises of confidentiality which might not be feasible in the light of subsequent developments.
- make a full record of what has been said, heard and/or seen as soon as possible (Appendix 2).

The person receiving the disclosure should not:

- panic.
- allow their shock or distaste to show.
- probe for more information than is offered.
- speculate or make assumptions.
- make negative comments about the alleged abuser.
- approach the alleged abuser.
- make promises or agree to keep secrets.

### 7.2 Suspicion of abuse

It is not the responsibility of those implementing this policy to decide whether a child is being abused or not. However, as the welfare of children

is of paramount importance, it is necessary to act to protect children whenever possible.

Social services have a statutory duty to ensure the welfare of children. When a child protection referral is made, the social services have a legal responsibility to investigate.

It is important to work with parents, guardians or carers where possible. Certain indicators, such as being withdrawn, could be caused by legitimate problems for example a close bereavement. By consulting with parents, guardians or carers this would become apparent.

However, there are times when consulting with parents, guardians or carers is not advised for example if the consultation process places the child at even greater risk (e.g. if the parent, guardian or carer is the abuser or is unlikely to react in the appropriate manner). In this situation the CPO or Duty Manager should be contacted and they will then seek further guidance from the duty social services team.

All details and actions should be recorded on the relevant child protection incident form (Appendix 2). When recording an incident it is necessary to include the following:

- The nature, date and time of the allegation.
- A description of any visible bruising or other injuries.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Witnesses to incident.
- Any times, dates or other relevant information.
- A clear distinction between what are facts, opinions and hearsay.

## **7. Allegations Against Staff**

The term 'staff' encompasses any person working within the Business Unit regardless of capacity i.e. full-time, part-time, casual, contractors, and event organiser's etc.

Allegations of child abuse made against staff must be taken seriously and be reported immediately to The CPO or Duty Manager. If the allegation is against The CPO or the Duty Manager then a Senior Manager must be contacted. The actions to be taken are the same as responding to disclosure (7.1). It is important to note the name of the staff member on the 'Incident Record Form' (Appendix 2).

The investigation will be conducted as quickly and accurately as possible. The Business Unit's Disciplinary Procedure may be utilised, the police and social services may also be involved.

Any enquiries regarding the incident must be directed to the Managing Director Mr P Gunn c/o the BIC. The actions to be taken with regard to allegations against staff etc are shown in the 'policy at a glance' (Appendix 3).

## 8. Bullying

Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It should be noted that abusers might not always be adults, bullying is a form of abuse that can be carried out by a young person. There are three main types of bullying:

- Physical - e.g. hitting, kicking and theft.
- Verbal - e.g. racist or homophobic remarks, threats and name-calling.
- Emotional - e.g. isolating an individual from the activities and social acceptance of the peer group.

Bullying can also be sexual e.g. unwanted physical contact or abusive comments.

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, physically small, having a disability or belonging to a different race, faith or culture.

Girls or boys can be bullies although it seems to be more conspicuous in boys. Bullies come from all walks of life; they bully for a variety of different reasons and may even have been abused. Typically, bullies can have low self-esteem, be excitable, aggressive and jealous.

Damage inflicted by bullies causes considerable distress, to the extent that it affects the abused persons health and development or, at the extreme, causes significant harm (including self-harm). There are a number of signs that may indicate that a young person or disabled adult is being bullied:

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

## 9. Confidentiality

It is essential that confidentiality be maintained when dealing with an incident. Only those individuals dealing with the incident need to be informed. This means the member of staff reporting the incident, the CPO or Duty Manager and Social Services (who will be contacted by the CPO or Duty Manager).

Carers, Parents or Guardians may ask questions regarding an incident; these enquiries need to be directed to the CPO or Duty Manager. Where necessary the CPO or Duty Manager will recommend that they contact the Social Services Officer who is dealing with the incident.

At no point must any individual pass information on an incident to a third party or a representative of the media. If an incident has drawn attention on this scale a Senior Manager will be appointed to deal with the media. All requests must be directed to the Senior Manager and any further questions that are asked replied by saying 'No Comment'.

All information gained is subject to the conditions of the Data Protection Act (1998).

## 10. Minimising Opportunities

It is essential that all staff members, group leaders, teachers or coaches consciously work toward reducing opportunities where abuse can occur. Following good practice will protect you from allegations and provide a safer environment for young people.

You should:

- Always be publicly open when working with children. Avoid situations where a member of staff etc and an individual child are completely unobserved.
- Where possible children should not be left unsupervised. However this will depend on age and circumstances.
- If any form of personal contact is required, it should be provided openly and with the permission of parents/guardians and the child being lifted etc.
- Where possible, parents should be responsible for their children in the changing/dressing rooms and toilets. If groups have to be supervised, try to ensure staff, leaders/coaches work in pairs, and do not enter changing areas and toilets of the opposite sex.
- Staff should treat all young people equally and with respect and take notice of children's reactions to tone of voice and manner. The use of ridicule and sarcasm can be particularly upsetting to the individual, and should not be used.
- Make sure that any allegations or suspicions are recorded and acted upon.

You should never:

- Engage in rough, physical or sexually provocative games.
- Use inappropriate language or make sexually suggestive comments, even in jest.
- Touch a child in an intrusive or sexual manner.
- Share a room with a child
- Do things of a personal nature that a child can do for itself (If a child needs assistance consult with their parents/carer and if possible let them carry out the task).

- Allow allegations made by a child to be ignored, unrecorded or not acted upon.
- Enter the changing rooms or toilets of the opposite sex.

As a general rule everyone should be aware that it is not good practice to:

- Spend unreasonable amounts of time alone with children away from others.
- Take children alone on car journeys, however short.
- Take children to your home, whether they will be alone with you or someone else will be present.

## **11. Recruitment and Selection**

During the recruitment and selection process the Business Unit's recruitment and selection policies are implemented. The 'Criminal Record Checking' policy is specifically used when dealing with individuals who are applying for a position that has a direct access, through the position, to vulnerable people.

Reference checks and a check on the full employment history also aid checks on an individual. Offers of employment should not be made until all checks have been undertaken and satisfactorily concluded.

Individuals undertaking recruitment and selection should attend the relevant course to ensure that they familiar with the process and the reasons for adhering to it.

## **12. Induction and Training**

All staff, as a part their induction process, should complete the Child Protection Module (Appendix 4). The training session covers four major elements of the Child Protection Policy:

- Policy Aims and Objectives.
- What is Abuse? - Effects and Recognition.
- BIC/Pavilion Child Protection Policy procedures.
- Conduct - Good Practice, Bad Practice and Practice to be Avoided.

The training should ensure that staff feel supported when dealing with an incident. They should be aware that abusers cannot always be easily identified. Staff should understand the policy and the importance the Business Unit places upon its adherence.

## 14. Sectional Guidelines and Good Practice Policies

All sections, Entertainment, Conference and Exhibition, have individual guidelines that are designed to ensure children are safe and secure whilst attending events at any of the BIC/Pavilion Business Unit venues.

### 14.1 Entertainment

- A Parent and Carers concert guide (designed in conjunction with The National Arenas Association).
- Age certification of events where relevant.
- Advice leaflet instructing parents to ensure that unaccompanied children stay in the venue until they are collected.
- Seated Concert Regulation:
  - No age restriction unless specified i.e. an X rated comedian.
  - Children under 14 must be accompanied by an adult (Supervision ratio of 1 adult for up to 10 children).
  - 14 years and over are able to attend without an accompanying adult, at parents/guardians discretion.
- Standing Concert Regulations:
  - No under 12's to stand.
  - 12-13 years old must be accompanied by an adult (Supervision ratio of 1 adult for up to 4 children).
  - 14 years and over are able to stand without an accompanying adult, at parents/guardians discretion.

### 14.2 Exhibition/Conference

- Police checks carried out on individual entertainers working with children.
- Copies of health and safety policies retained.
- Age certification of events where relevant.
- Found child meeting point.
- Children under 16 years of age must be accompanied by an adult, maximum of 6 children per adult.

The BIC/Pavilion also operates a Lost/Found child policy (Appendix 9) that instructs staff on the actions to be taken should they find a lost child or receive a report of a lost child.

## Appendices



**BIC / PAVILION**  
CHILD PROTECTION POLICY

I have received, read and understood the BIC/Pavilion Child Protection Policy. I understand that it is my responsibility to ensure that whilst my organisation uses the BIC/Pavilion Facilities all our representatives will be made fully aware of and adhere to its requirements.

PLEASE PRINT DETAILS

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Date of Event: From: \_\_\_\_\_ To: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Completed forms to be submitted to Mr. S Turner, BIC Operations Manager & the Business Unit's Child Protection Officer.

## CHILD PROTECTION - INCIDENT RECORD FORM

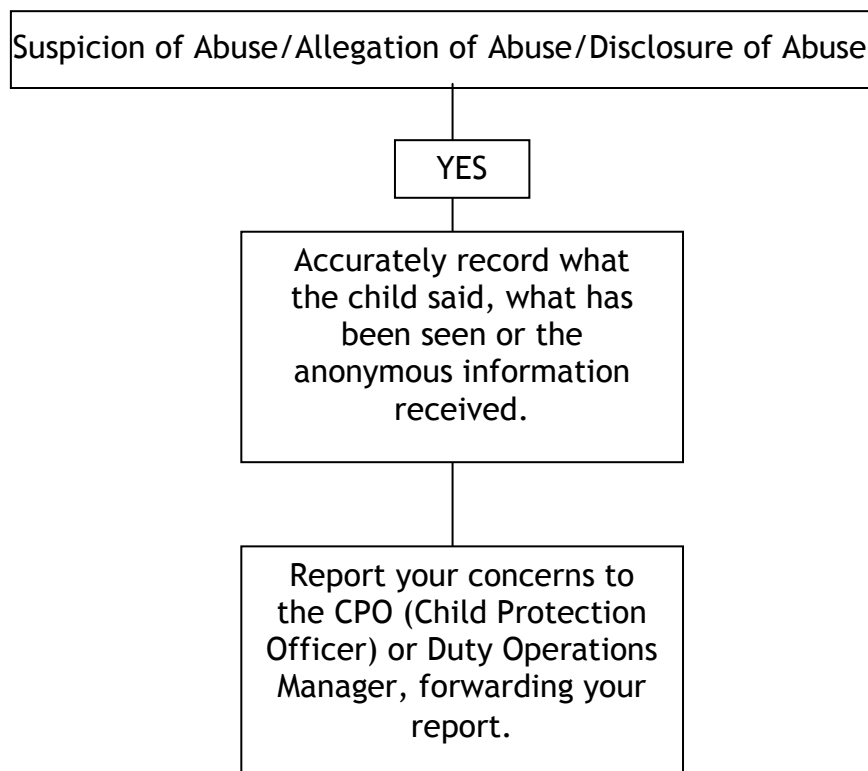
To be completed by member of staff

Your name:	
Your position	
Child's name:	
Child's address	
Parent/guardian/carers name and address:	
Child's date of birth:	
Date and time of incidents:	
Your observations (name of alleged abuser if known):	
Exactly what the child said and what you said: (Remember; do not lead the child - record actual details. Continue on separate sheet if required.)	
Action taken so far:	
Signature:	
Print name:	
Date:	Time:

Inform CPO or Duty Manager immediately.

### Child Protection Policy - Procedure at a Glance

The procedure should be adhered to when there is a concern for the welfare of a child, the way a child is being treated by a guardian, carer, group leader/assistant, staff member or any other individual.



**Note:**

- The incident must be dealt with in line with the guidelines in the Child Protection Policy.
- The CPO or Operations Manager will decide whether to contact the social services duty team.
- Confidentiality should be maintained at all times.

BIC CHILD PROTECTION TRAINING

I agree that I have received the following training and instructions regarding my employment at the BIC/Pavilion.

BIC/PAVILION CHILD PROTECTION POLICY

EMPLOYEES TO ATTEND

TUTOR: \_\_\_\_\_

POSITION: \_\_\_\_\_

ITEMS TO BE COVERED:

- 1. Policy Aims and Objectives.
  
- 2. What is Abuse - Effects and Recognition?
  
- 3. BIC/Pavilion Child Protection Policy procedures.
  
- 4. Conduct - Good Practice, Bad Practice and practice to be avoided.
  
- 5. Confidentiality, data protection, recruitment and selection.

Name of Employee: \_\_\_\_\_

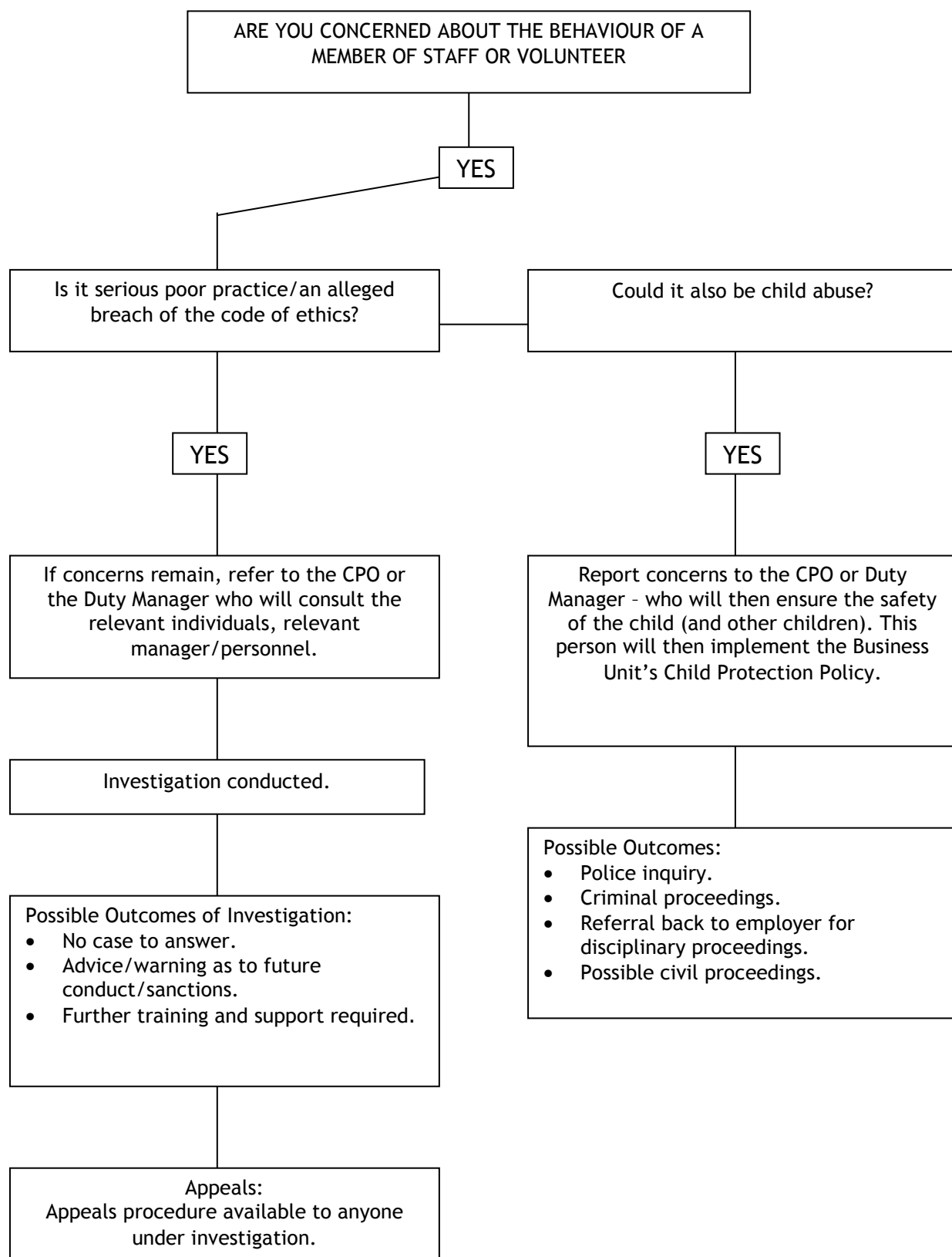
Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Tutor: \_\_\_\_\_

Date: \_\_\_\_\_

Quick guide to action to take when concerns are raised about the behaviour of a member of staff or volunteer.



If you do not know who to turn to for advice or are worried about sharing your concerns with the CPO or Duty Manager contact social services on 01202 458101/02.

Contacts

**Social Services**

Duty team tel: 01202 458101/02

Out of hours duty team tel: 01202 657279

**The NSPCC (National Centre)**

42 Curtain Road

London EC2A 3NH

Tel: 0207 825 2500

Helpline: 0808 800 5000

**Police**

via switchboard and  
CPO or duty operations  
manager.

**Childline UK**

Freepost 1111

London N1 0BR

Tel: 0800 1111

**Note:**

Social Services and Police should only be contacted by the CPO or Duty Manager.

PHOTOGRAPHIC AND FILMING EQUIPMENT GUIDELINES

No unauthorised filming or photography should take place in the BIC/Pavilion without the person first gaining accreditation to do so. Permission is generally reserved for official photographers conducting BIC/Pavilion business.

CHILD PROTECTION  
CPO/OPERATIONS MANAGERS INCIDENT RECORD FORM

Your name:	
Your position:	
Child's name: (as on incident record form)	
Child's address (as on incident record form)	
External agencies contacted (date & time)	
Police  Yes/No	If yes - which:  Name and contact number:  Details of advice received:
Social Services  Yes/No	If yes - which:  Name and contact number:  Details of advice received:

Other (e.g. NSPCC)  Yes/No	Which:  Name and contact number:  Details of advice received:
Further action taken:	

Signature:  Print name:	
Date:	Time:

Note:

A copy of both forms should be sent to social services immediately after the telephone report (within 24 hours).

### FOUND CHILDREN

The following measures will be taken in the event that a child or children become separated from their parent/guardian and a member of BIC staff is made aware:

1. The found child must be immediately escorted to the BIC security office.
2. On arriving at the security office the child should be taken into the office and the security officer should be asked to return if not present. Two members of staff must stay with the child at all times (ideally one male and one female member of staff).
3. The security officer will then inform the Duty Manager and complete the found child log.
4. The following announcement will be made over the public address system:  
**'Ladies and gentlemen may I have attention please, this is a public announcement will XXXXXXXX (the parent or guardian) please come to the reception desk situated in the main foyer'.**
5. The Duty Manager will then go to the reception desk in the main foyer to meet the parent/guardian. When the parent/guardian arrives the Duty Manager will complete the 'found child collection form'.
6. When the Duty Manager is satisfied that the child has been positively identified the parent/guardian will be escorted to the security office.
7. When all parties are reunited the security officer will complete the 'lost/found child log' ensuring parent/guardian has shown sufficient identification i.e. driving license, credit card etc.
8. All relevant paperwork should then be amalgamated and filed for reference purposes.
9. In the unlikely event that a parent/guardian can not be located the Police will be notified.

## LOST CHILDREN

The following measures will be adhered to when a report of a missing child is made to a member of BIC staff:

1. The member of staff receiving the report of a lost child must notify the duty security officer immediately and give their location, they should then remain with the person who reported the lost child.
2. On receiving notification of a lost child the security officer will collect a 'lost/found child log' form and proceed to the relevant location to meet the individual reporting the missing child and collect the necessary information.
3. The security officer should then notify the duty operations manager, if they are not already aware of the situation, and with assistance from other staff members conduct an initial search of the local area.
4. If the initial search is unsuccessful the security officer will notify all radio users that a child has been reported missing specifying the last known location and giving a brief description (gender, age, description of clothes being worn).
5. All BIC staff must then check the area in which they are working, including toilets.
6. BIC staff should remain vigilant in case the child leaves or is taken from the venue. In the event that this occurs the member of staff should immediately report their location to control, request assistance and approach the child/escort addressing them in a professional manner.
7. If all attempts to find the child prove unsuccessful the duty security officer will escort the parent/guardian to the security office where CCTV coverage can be viewed.
8. If the child is not located the security officer will contact the Police and seafront services informing them of the relevant details.
9. On arrival of the Police the security officer will assist as and when required. All relevant paperwork should then be amalgamated and filed for reference purposes.

NOTE: Adherence to the procedures specified in the BIC/Pavilion Child Protection Policy must be maintained at all times.