



Safeguarding Children & Vulnerable Adults Policy and Guidelines

Nov 2023 (updated annually)

1. Policy Statement

Indirock recognises that all children and vulnerable adults have the right to be protected from harm and live in a safe environment.

Indirock has a duty of care to safeguard all children and vulnerable adults from harm who are involved in our activities. All children and vulnerable adults have the right to protection and the needs of children and vulnerable adults from all backgrounds and abilities must be taken into account. This includes young people of all ages, ethnicity, social backgrounds, abilities, sexual orientation, religious belief and political persuasion. Indirock will ensure the safety and protection of all children and vulnerable adults involved in its activities through adherence to its Safeguarding Children & Vulnerable Adults Policy and Guidelines.

Indirock will support anyone who, in good faith, reports his or her concerns that a child or vulnerable adult is at risk of, or may actually be, being abused.

2. Principles

The following principles underpin Indirock's Child Safeguarding Policy:

- To provide children, young people and vulnerable adults with appropriate safety and protection whilst in the care and responsibility of Indirock.
- All managers and senior staff should promote a culture that ensures children and vulnerable adults are listened to and respected as individuals.
- To allow all staff/volunteers to make informed and confident responses to specific child safeguarding and child protection issues.
- All suspicions of child abuse will be taken seriously and responded to swiftly and appropriately.
- A child is defined as an individual under the age of 18 (The Children Act 1989).
- To help and support all individuals involved in providing activities for young people on behalf of Indirock.
- To give guidance and support, when required, to all organisations and individuals involved in providing climbing and mountaineering activities for young people.

- That all children, regardless of their age, ethnicity, abilities, social background, sexual orientation, religious beliefs, or political persuasion, have the right to live in a safe environment.
- That any sanctions used must be non-violent and must not involve humiliating children and young people.
- That the welfare of the child is paramount and will underpin all guidance.
- This guidance is mandatory for all staff and volunteers.

3. Recognising How Children Can Be Harmed

'Child abuse' is a term used to describe ways in which children are harmed. Abuse may result from action or inaction by a volunteer or paid helper, family member or another young person. The Children Act (1989) states that there are four main types of abuse: Physical, Emotional, Sexual and Neglect. These are outlined below:

3.1 Physical Abuse

Where adults physically hurt or injure children. In a climbing situation this might occur if the child is forced to train or climb beyond his or her capabilities. It may also occur if the training disregards the capacities of the child's immature and growing body. In more extreme cases this can take the form of physical attack i.e. hitting, shaking, burning or biting them.

3.2 Emotional Abuse

Occurs when a child is not given love, help and encouragement and is constantly derided or ridiculed. It can occur, conversely, if a child is overprotected, preventing them from socialising. In a sporting/climbing context this may be present in the unrealistic expectations of what a child can achieve by parents, coaches or even fellow climbers. This can also occur in the undermining of a young person through ridicule. This abuse often manifests itself in the form of bullying (See section '[What is bullying](#)').

3.3 Sexual Abuse

Occurs when a child knowingly or unknowingly takes part in an activity which meets the sexual needs of another person or persons involved. It could range from sexually suggestive comments to physical sexual activities. Exposing young people to pornography is also a form of sexual abuse. In a sporting context this may take the form of photography or videoing for the sexual gratification of the viewer. Coaches and volunteers are often placed in a position of great trust and it is when this trust is abused that sexual abuse can occur. (See section '[Guidelines for the Use of Photography](#)').

3.4 Neglect

This includes situations in which adults fail to meet a child's basic physical needs (e.g. food, warm clothing) or emotional needs (love, attention, care). This may involve the lack of medical attention or consistently leaving children alone and unsupervised or monitored. Neglect can also occur if a staff member fails to ensure children are safe or exposes them to undue risk of injury.

Abuse in all its forms can affect a child at any age. The effects can be so damaging that if not treated they may follow an individual into adulthood.

Indirock will support anyone who in good faith reports his or her concerns that a child is at risk.

4. Possible Signs of Abuse

Even for those experienced at working with child abuse it is not always easy to recognise a situation where abuse may occur or has already occurred. Indirock acknowledges that its staff and volunteers are not necessarily experts at such recognition. We therefore expect our staff to discuss any concerns they may have with regards to the welfare of a child immediately with one of our experienced safeguarding volunteers (see section '[What You Should Do Next](#)'). If this is not practical and the situation is deemed to be too serious to delay then advice can be sought from Social Services or the Police.

It is important to recognise that some children or vulnerable adults may face additional barriers or difficulties in communicating any concerns or problems because of their race, gender, age, abilities, religion, sexual orientation, or political persuasion. Our staff need to recognise this and be particularly sensitive should concerns be raised by such children or vulnerable adults or in relation to them.

Below are listed some of the characteristics which may be evidence of abuse. These are by no means exhaustive and are only indicators of potential abuse, not confirmation.

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to injury.
- An injury of which the explanation seems inconsistent and /or the child is unwilling to discuss.
- The child describes what appears to be an abusive act involving them.
- Unexplained behaviour changes e.g. becoming very quiet, withdrawn, or displaying sudden outbursts of temper.
- Inappropriate sexual awareness.
- Distrustful of adults, particularly those with whom a close relationship would normally be expected.
- Difficulty making friends.
- A child being prevented from socialising with other children.
- Displaying variation in eating patterns including overeating or loss of appetite.
- Becoming increasingly unkempt or dirty.
- Staff becoming overly friendly with children or vulnerable adults, exchanging private messages over text or WhatsApp.

It must be recognised that the presence of one or more of these indicators is not proof that actual abuse is taking place. It is not the responsibility of

those involved in Indirock activities to decide whether child abuse is occurring but it is their responsibility to act upon any concerns (see section [‘What You Should Do Next’](#)).

5. Raising Awareness

It is understandable that people who are well motivated, caring individuals with a commitment to climbing are reluctant to believe that children may be suffering harm in a climbing environment or at home. It may be difficult to accept that children could be at risk because of the way an organisation or its events are run.

Levels of awareness need to be raised without creating an atmosphere of anxiety or suspicion. However a basic principle should be:

If you become aware of anything which causes you to feel uncomfortable, you should speak to one of our safeguarding volunteers to report the situation and agree on the next steps. In the event of a safeguarding volunteer not being available, or if the matter concerns them directly, you should contact one of the founders (Emily Vermont and Gordon Conroy) or go directly to the police or one of the agencies listed in the appendix.

It is important to be aware of attitudes of staff and volunteers and of the interactions between them. Certain modes of behaviour may be excused by comments such as:

“He/She is always like that”

or

“We have just come to expect that from him/her but what can you do?”

If the behaviour gives rise to concern or is directly contrary to accepted good practice then some type of action must be taken.

Adults should also seek to help and support each other in avoiding situations of bad practice. This is achievable the more open and co-operative a working environment is.

If a young person behaves in a way that gives rise to concern then this may be an indicator of a problem. There may well be a perfectly acceptable explanation for this behaviour. It is however important to act on a concern and ascertain that this is the case. If it is still felt there may be a problem it is important to seek further help.

6. Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only, which may include the following people:

- Indirock’s safeguarding volunteers
- Indirock’s Centre Manager
- Indirock’s CEO
- Indirock’s Board
- The parents of the child
- The person making the allegation
- Social Services/Police

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

7. What is Bullying?

Bullying is one of the most common forms of abuse. Many people have been a victim of bullying in some form at one time or another. For some children bullying can be taken to the extreme and can make their lives intolerable. Bullying is something that needs to be taken very seriously. It is not acceptable for adults to dismiss bullying as a simple part of growing up. There is sufficient evidence to show that the consequences of bullying can be devastating both to the victim and their family.

There are three main types of bullying:

- Physical, e.g. hitting, kicking or theft
- Verbal, e.g. racist or homophobic remarks
- Emotional, e.g. persistent negative feedback.

All these will include:

- Deliberate hostility and aggression towards the victim.
- A victim who is weaker and less powerful than the bully or bullies.
- An outcome which is painful and distressing for the victims.

Bullying behaviour may include:

- Forms of violence
- Sarcasm, spreading rumours, persistent teasing
- Torment, ridicule, humiliation
- Racial taunts, graffiti, gestures
- Unwanted physical contact or abusive, offensive comments of a sexual nature
- Unacceptable comments, posts or images about other young people on social media sites.

Within climbing there are potential situations where bullying can take place:

- A parent who pushes too hard
- A coach who adopts a “win at all cost” philosophy
- A climber who intimidates others
- Unwanted peer pressure from other climbers to do routes that are too hard or dangerous
- Discouragement and/or negative comments on social media

It is important that all those involved in Indirock’s activities are aware of bullying and do everything in their power to ensure it is not allowed to happen within our facility.

8. How to Respond to a Disclosure, Suspicion or Allegation

If there is a concern about a child or vulnerable adult’s welfare, or the behaviour of a potential abuser, the one thing not to do is do nothing.

A child in your care may indicate to you that they are being abused in some way or information may come to you of possible abuse. On receiving this information you should:

- react calmly - do not rush into inappropriate action. What you are told may be very shocking but it is important that you keep your own

emotions to a minimum and you give the child a calm and measured response;

- reassure the child that you believe them, they are not to blame and that they did the right thing to tell someone, i.e. you, about the incident;
- take the child seriously and listen carefully to them. Recognise how difficult it was for them to tell you;
- only ask questions which help to clarify the situation, not out of your own nosiness. Do not question any more than is strictly necessary. The law is very strict when it suspects a child has been led or ideas have been suggested to them during disclosure;
- if possible, allow only one adult to talk to the child to begin with. It is possible that discrepancies in the account of what has happened can lead to legal complications later, in the event of the allegation being referred;
- try not to make the child repeat their account unnecessarily;
- do not make promises you cannot keep. Explain that you may have to tell other people in order to stop what is happening but that you will endeavour to keep the incident as confidential as possible; and
- make a full record of what has been said, heard or seen as soon as possible.

Do not:

- Take sole responsibility for further action
- Show outrage or otherwise stir the emotions of the child further
- Approach or try to contact the alleged abuser
- Ignore what has happened
- Make promises you cannot keep

9. Recording information

Information that is passed on to Indirock, Social Services and the Police must be as helpful as possible. Hence there is a necessity for making as detailed a record as possible. This should endeavour to contain:

- the nature of the incident;
- a description of any visible injuries;
- the child's account;
- times, dates or other relevant information;
- a clear distinction between what is fact, hearsay and opinion; and

- a record using Indirock's safeguarding incident form (see Appendix 2).

After obtaining this information do not hesitate to pass it on to the relevant organisation.

Storage, Access to and Retention of Recorded Information

Information passed to Indirock in accordance with this policy must be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties. These records are to be retained for 30 years.

10. Allegations of previous abuse

Allegations of abuse may be made a long time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children). Where such an allegation is made the procedures outlined here should be followed and when appropriate Social Services or the Police will be informed. This is important as other children may still be at risk from the accused individual should the allegation be proved to be correct.

11. What You Should Do Next

Concerns about poor practice and possible abuse under Indirock's supervision

This relates to all those involved within Indirock activities.

Concerns and allegations about child abuse require very careful handling and should be treated with the strictest confidence. Any form of abuse can ultimately result in a criminal conviction. It is important to keep an open mind and that all allegations are kept in the strictest practical confidence. It is important you act on your concerns.

If the concern is clearly about poor practice see the Codes of Practice "[Poor Practice](#)" section.

If the concern/allegation is suspected abuse and relates to a member of Indirock staff, volunteer, freelancer or official it should be reported to one of Indirock's safeguarding volunteers, who may in turn refer it to Social Services or the Police. Concerns over members of the public should also be referred to a safeguarding volunteer if non-urgent, or may be referred directly to Social Services or the Police.

In addition, Indirock's Centre Manager and Chief Executive should be informed, unless the allegation is against one of these two people, in which case the report should be handled by a volunteer only. In any cases concerning a member of staff or volunteer, they will be notified by an appropriate member of the team or Board that an allegation has been made and where appropriate they will be suspended from their duties.

Where there is concern for the safety of the child, Social Services or the Police will contact the child's parent(s) or carers. Where there is an allegation against a parent, the Police or Social Services will contact the family.

12. Concerns about abuse outside an Indirock setting

If this happens you should ensure the safety of the young person. If he or she requires immediate attention, call an ambulance or inform a doctor of your concerns and ensure that they are aware that this is a child safeguarding issue.

Indirock procedures should then be followed.

If a formal referral is made, make it clear that it is a safeguarding issue. All the Police forces have a specialised Child Safeguarding Units which deal with allegations of abuse within the family and by people in positions of trust. In a real emergency, or if completely unsure as to what to do, telephone 999.

Parents/carers should only be contacted after advice from Social Services.

In all cases it is important that the welfare of the child is paramount and that every effort is made to maintain confidentiality.

13. Codes of Practice and Behaviour

13.1 Positions of trust

All adults who work with young people are in a position of trust which has been invested in them by the parent(s) / carers and the young person. The adult is in a position of power and influence by virtue of their role. In climbing most adults recognise that there are certain boundaries in the coach/climber relationship which must not be crossed. The relationship is no different between a school teacher and pupil.

13.2 Good Practice

Indirock staff, particularly those involved in climbing activities, will be working in an environment where a hands-on approach may sometimes be necessary. Ensure that such contact is kept to the safe minimum, done openly, in response to the child or vulnerable adults's needs, and is within the knowledge and consent of them and their parent/guardian.

There may, in extreme circumstances, be situations where reasonable force may be used as restraint i.e. self-defence, preventing risk of injury or damage to property. Please record any such incident and report it to Indirock's Duty Manager or Chief Executive.

Below are outlined guidelines, ideas and suggestions that help to create a safe environment for youth and vulnerable adults. They should also help in ensuring that a child or others do not misinterpret the behaviour of adults. In the first section, Indirock's responsibilities and the responsibilities of any club directly involved with working with young people are outlined.

Coaches also need to read both sections in Appendix 2 in addition to the good practice procedures below.

13.3 Good practice procedures

Indirock is responsible for its own child and vulnerable adults safeguarding policy and implementation.

Indirock will publicise its policy to show its commitment to providing a safe environment for young people.

Indirock will provide guidance and training for adults who work with young people.

Indirock staff will never exchange personal messages with a child or vulnerable adult directly, whether via text, WhatsApp, social media or other. Communication will always go through their parent or guardian.

Parent(s) / carers should be clear what Indirock is doing and that the activities are being run in relation to accepted good practice.

All adults who work with young people on a regular basis and are unsupervised should be Disclosure and Barring Enhanced Service (DBS) checked.

Indirock will ensure that its guidelines on the use of photography are adhered to.

Indirock will monitor coaches and provide them with feedback with respect to good practice guidelines.

Good practice for adults working with young climbers

- Staff and volunteers must respect the rights, dignity and worth of all. They must also treat everyone with dignity, respect, sensitivity and fairness as well as with equality.
- Climbing coaches and all staff members should ensure that the welfare of any young or vulnerable climber is paramount and that the activity should be fun.
- They should think about:
 - I. Not over-climbing, or over-training, young climbers.
 - II. Young people climb because they enjoy it. Remember winning a competition may be only part of that enjoyment.
 - III. Motivate young people through positive feedback and constructive criticism.
 - IV. Ensure young climbers climb in an environment where inherent risk is kept to a minimum and is within accepted guidelines.
 - V. Never allow young climbers to climb when injured.
 - VI. Ensure all equipment is appropriate and in good condition.
- It is important when supervising young people to avoid situations where an adult and an individual child are completely unobserved
- If physical support is required e.g. spotting, or support when bouldering, ensure the individual is aware of what is happening and has consented to this physical help.
- Indirock staff should never enter a changing cubicle where a minor (or customer or any age) is changing.
- Indirock staff should never accompany a child to the toilet, unless it is an emergency. In which case, a second member of staff should be called to observe from a distance.
- Encourage an open environment, always explain why you are doing something and try to facilitate, as far as is practical, an open and inclusive approach to Indirock activities. People often respond better if they feel they are part of the process.

The following must never be sanctioned:

- Taking young people alone to your home.
- Allowing young people to engage in the use of inappropriate language.
- Making sexually suggestive comments to a young person even as a joke.
- Doing things of a personal nature for a young person that they can do themselves.
- Allowing allegations made by a child to go unchallenged, not acted upon or not recorded.
- Allowing young people to consume alcohol or take illegal recreational drugs.
- Allowing any physically rough or sexually provocative, contact or games.

13.4 Poor Practice

Poor practice constitutes anything that is contradictory to Indirock's Child and vulnerable adults Safeguarding Policy document. Poor practice may also be a failure to follow event guidelines, so putting children in danger, or emergency procedures where an accident has occurred or is deemed likely to occur in the future. A combination of minor incidents could also be regarded as poor practice.

All concerns should first be brought to the attention of Indirock's experience safeguarding volunteers (contact details in appendix).

If, following consideration, the allegation is clearly about poor practice by a volunteer, parent or member of staff, Indirock's Centre Manager will deal with it as a misconduct issue.

If the allegation is about poor practice by Indirock's Centre Manager or if the matter has been handled inadequately and concerns remain, it should be reported to the Chief Executive or a Board member who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

A Child Safeguarding Incident Form (See Appendix 2) should be completed and a copy sent to the Chief Executive.

In the event of Indirock being informed of an allegation of poor practice, bullying or abuse against a person involved in Indirock activities, the Indirock Chief Executive will arrange a meeting of the Board to discuss it. This group will decide which of these categories the incident falls within and what action is to be taken. The person accused may be asked to stand down pending the outcome of any investigation by the statutory authorities. It should be made clear to this person that this is only a precautionary measure and will not prejudice any later disciplinary procedure.

Irrespective of the findings of any criminal and child safeguarding or child protection enquiries, the Board will assess all individual cases to decide

whether a volunteer or member of staff will be reinstated and how this can be handled.

This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the Police. The Board will need to base its decision on the facts of the case and the findings of any investigation by the Social Services department and where applicable the outcome of a prosecution by the Police.

In cases where there is insufficient evidence for prosecution the Board may consider that on the balance of probability an incident has / has not occurred. The Board must attend to the facts as reported by the investigating authority and their reasons for taking or not taking the matter further. The responsibility of the Board is to agree the best way forward and to carry out whatever disciplinary measures they consider to be appropriate. In this they will have to regard the welfare of the young person/s above all else. It is important that Indirock provides support to an individual where an accusation of abuse has been shown to be false.

13.5 What happens if you are accused of an abusive action.

In the event of an accusation:

- Make notes of all your actions/contacts with the child in question as soon as possible.
- Seek access to professional and legal advice.
- Ensure that you are no longer working with the child/children making the allegation.
- Follow the procedures laid out in the Child Safeguarding Policy and supporting documents.
- Accept that colleagues may not be in a position to discuss the matter with you while the investigation is underway.
- Accept that you may be suspended from working with any young people.

Such events are difficult for all concerned. Indirock will do its utmost to remain impartial in all matters relating to an accusation. The main concern with any incident is the child or vulnerable adult's welfare. For an individual against whom an allegation has been made, this will be a difficult time. It is important that you seek help and support.

14. Recruitment of Staff and Volunteers

Indirock highly values all the work its staff and volunteers do with young people and vulnerable adults. As part of the recruitment process it is important that all those concerned with this work are confident that recruitment procedures are as comprehensive as possible. The vetting of individuals to varying degrees is a necessary part of the recruitment process. This procedure in no way reflects any element of distrust.

The rules governing checking of individuals that work or volunteer with young people changed following the Protection of Freedoms Act 2012. These guidelines have been written to take account of those changes. They are:

1. Supervised access – where no check is required
2. Those requiring a DBS (Disclosure and Barring Service) check, unsupervised access and Regulated Activity

To ensure individuals go through the correct vetting procedures the following guidelines are to be used.

14.1 Supervised access – where no DBS check is required

Supervision

The new Act is clear that a worker (including a volunteer) who is being supervised when working with children does not need to be DBS checked. This is because, in the terminology of the Act, they are not doing a Regulated Activity.

So what does it mean to say someone is supervised? In terms of climbing activities, a worker or volunteer is supervised when they are in direct sight or hearing of someone who is both over-seeing them and has been enhanced DBS checked.

If no one is overseeing the worker, or if the person overseeing the worker does not have a DBS check, then the worker may need to be DBS checked.

It is important to note that supervision must take place on an on-going basis and so it must not tail off as time goes by.

14.2 Those requiring a DBS check

Under the 2012 Act, only people undertaking work considered to be a Regulated Activity are to be DBS checked. Regulated Activity is work that a barred person must not do. Organisations can therefore check if a person is on the barred list.

So what is Regulated Activity? These are activities that include the following: Teaching, training, instructing, caring for or supervising children; or providing guidance / advice on well-being; or driving a vehicle only for children, on a frequent basis.

Frequency: Regulated Activities are undertaken at least once a week or more often, or happen intensively on 4 or more days in a 30 day period, or overnight.

Anyone working, which includes volunteering and overseeing those who work or volunteer, with children in any of the above Regulated Activities is to be checked to see that they are not on the barred list – this is done through an enhanced DBS check.

Additionally, the Government guidance suggests using the following steps when deciding whether someone will be supervised to such an extent that they are not in Regulated Activity – and so do not required a DBS check:

- Consider whether the worker / volunteer is doing work that, if unsupervised, would be Regulated Activity. If the worker / volunteer is not, then the remaining steps are unnecessary as the worker will not need to be DBS checked.
- Consider whether the worker will be supervised by a person in Regulated Activity who has been enhanced DBS checked, and whether the supervision will be regular and day to day.

- Consider whether the supervision will be reasonable in all the circumstances to ensure the protection of children.

15. Late collection of a child or vulnerable adult

If the person responsible for collecting a child or vulnerable adult is late for their collection, a member of Indirock staff should be allocated to look after that child/vulnerable adult until they are collected.

Ideally a member of staff of the same gender as the child/vulnerable adult should be chosen to supervise them, although this will not always be possible.

The child/vulnerable adult should be reassured and supervised in an appropriate location where they are not let out of the sight of the allocated member of staff.

The adult in charge of collection should be contacted immediately, and again for updates as appropriate.

Late collection is acceptable once or twice but if it happens three times or more, a late fee will be charged. If collection is 10 minutes late, £10 will be charged + £1 for every additional minute.

In the occurrence of collection being persistently late, the Centre Manager and / or safeguarding volunteers should take a call whether social services should be called.

16. Guidelines for the Use of Photography

It is not the intention of this document to prevent the use of video or photography equipment. Video used in an appropriate way is a valuable coaching aid and family photographs of young people are to be expected. However there is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled sports people in vulnerable positions. It is advisable that all individuals be vigilant with any concerns to be reported to Indirock representative or responsible person at an event.

Indirock's Centre Manager or event organisers will brief any professional photographer(s) on the range of acceptable activities when filming to cause the least disruption to any child competing or climbing at the facility.

Photographers' briefing:

If you are commissioning professional photographers or inviting the press to an activity or event it is important to ensure they are clear about your expectations of them in relation to child safeguarding.

1. Ensure all individuals involved are aware of what is appropriate in terms of content and behaviour.
2. Indirock's Duty Manager must ensure they are aware of all individuals taking photographs. They may decide, in the interests of safety, to insist all official photographers wear identification.

3. All participants and parents should be informed if there is to be a photographer present, through the use of a photo consent form. Parents should also be given the opportunity to object if they do not wish images of their child to be used.
4. Event co-ordinators and organisers should not allow unsupervised access to young climbers or one to one photo sessions at events.
5. If a photo shoot is arranged outside an Indirock event but is in any way connected to Indirock activities, or photographs are to be used within Indirock literature, then the child's parents must be informed by Indirock.
6. Avoid the use of the first name and surname of individuals in a photograph. This reduces the risk of inappropriate, unsolicited attention from people outside the sport. Easy to remember rules of thumb are the following:
 - If the climber is named, avoid using their photograph.
 - If their photograph is used, avoid naming the climber/participant.
 - In situations where it is necessary for climbers in photographs or films to be named, ensure there is permission from both the climber and parent(s) or carer.

At Indirock events that are open to the general public where young people are climbing the following guidelines should be used:

Use of photography will be explained during the induction process and monitored during floor walking. Anyone wishing to take photography should register their intentions with Indirock representative.

APPENDIX 1

1. Support Information

Advice, support and supervision for people receiving a disclosure

If you have personally received a disclosure you may wish to speak to someone confidentially to help you deal with what you have heard. In the first instance you will be able to discuss the disclosure with Indirock's experienced safeguarding volunteers and they will keep you informed of the case as its progress. However you may also wish to speak to someone outside Indirock. Please see the 'Useful Contacts' section in this appendix.

Confidentiality is essential and so when seeking support or guidance from a recommended source below you will be expected to keep the personal details confidential.

2. Advice and support for those who have reported concerns or incidents

Once you have reported a concern to someone within Indirock it will be reported directly to Indirock's Chief Executive. You may find the following information regarding the process of the case and what you can expect useful as a form of support and guidance.

- The issue will be treated with a fair and transparent process at all times.
- You will be kept informed with the progress of the case.
- You will be provided with a copy of Indirock Safeguarding Children & Vulnerable Adults Policy & Guidelines.
- A young person or parent may have concerns, questions, or problems that may have arisen as a result of allegations. See the list of useful contacts below for specialist organisations which can offer advice.
- The NSPCC offers excellent advice as do Childline (where calls are treated confidentially). However, should you suspect danger or a threat to life, you should contact Social Services.

Information for those against whom a complaint of poor practice or an allegation of abuse has been made:

If you have been notified by Indirock that there has been a report that causes concern regarding your behaviour towards or with young people, you may find the following information regarding the process of the case and what you can expect useful as a form of support and guidance.

- You will be treated with a fair and transparent process at all times.
- You will be kept informed with the progress of your case.
- You will be provided with a copy of Indirock Safeguarding Children & Vulnerable Adults Policy & Guidelines.
- If you are suspended from your role it is important to remember that this is a neutral act. It protects all parties in the case.
- You may find some of the contact information given below useful in obtaining further advice and support.

3. Useful contacts:

Indirock's safeguarding volunteers can be contacted on 07519 298899

Southend City Council Multi-Agency Safeguarding Hub + (MASH+) Team

mash@southend.gov.uk

01702 215007 then option 1

Southend City Council Out of Hours Emergency Duty Team

0345 6061212

Southend City Council LADO

01702 534539

Samaritans - 116 123

Childline

An entirely confidential helpline

Phone 0800 1111 Web www.childline.org.uk

NSPCC:

Phone 0808 800 500 Email help@nspcc.org.uk

Child Protection in Sport Unit

Phone 0116 366 5590 Web www.thecpsu.org.uk Email cpsu@nspcc.org.uk

Essex Police emergency - 999

Essex Police non-urgent - 101

Crimestoppers - 0800 555 111

The Mix

If you're under 25, you can call The Mix on 0808 808 4994 (3pm–midnight every day), request support by email [using this form on The Mix website](#) or [use their crisis text messenger service](#).

Papyrus HOPELINEUK

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call [Papyrus HOPELINEUK](#) on 0800 068 4141 (24 hours, 7 days a week), email pat@papyrus-uk.org or text 07786 209 697.

Shout

24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Text 85258.

4. Useful Apps

Kooth: <https://www.kooth.com/>

There are many more apps recommended on the CAMHS website:

<https://www.camhs-resources.co.uk/apps-1>

5. Useful Websites

www.thebmc.co.uk

www.gov.uk/government/organisations/disclosure-and-barring-service

www.sportscoachuk.org

APPENDIX 2

For detailed questions, use a separate sheet if necessary

EVENT DETAILS	
Name of event	
Date of event	
Co-ordinator	
YOUR DETAILS	
Name	
Your position	
Contact tel	
CHILD'S DETAILS	
Name	
Address (inc. post code)	
Tel	
Date of Birth	
PARENTAL/GUARDIAN DETAILS	
Name(s)	
Address (inc. post code)	
Tel (if different to above)	
WITNESS DETAILS	
Name (1)	
Address (inc. post code)	
Tel	
Name (2)	
Address (inc. post code)	
Tel	

INCIDENT DETAILS	
Date and time of incident	
Your observations (i.e. what is the nature of the allegation (including dates, times and any special factors or other relevant information (make clear distinction between what is fact, opinion or hearsay). Describe any visible bruising or other injuries, behavioural signs or indirect signs. Use additional sheets.	
The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred (remember, do not lead the child – record actual details). Use additional sheets if necessary.	
Actions taken so far (including whether anyone else has been contacted and if so who?)	
Has anyone been alleged to be the abuser?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes give name:	
OTHER PROFESSIONALS CONTACTED	
Have any external agencies been contacted (i.e. Police, Social Services, NSPCC, Indirock). If yes, please provide details below.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Police?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, which?	
Name and contact number	
Details of advice received	
Social Services?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, which?	
Name and contact number	
Details of advice received	
Indirock?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Name	
Details of advice received	
Other (e.g. NSPCC)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, which?	
Name and contact number	
Details of advice received	

Further information:

YOUR SIGNATURE	
Signed	
Print name	
Date	

REMEMBER to maintain confidentiality on a *need to know* basis – only if it will protect the child. Do not discuss this incident with anyone other than those who need to know.

A copy of this form should be sent to emily@Indirock.co.uk

Staff: Please sign and date to confirm you have read and understand the attached Indirock Safeguarding Policy.