

Untold Operations Ltd

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After each review the following steps must be taken:

1. An updated PDF must be saved and the Version History Recorded (for example – “First Aid SOP (v1)”.
2. The Operating Procedure Review Log must be updated. This can be found in the Accident Management Folder.

Child Safety Policy

Overview

The company takes seriously the responsibility to safeguard and promote the welfare of clients of all ages. Encounter Expeditions recognises its responsibilities for child protection understanding that clients must be able to participate in a safe and caring atmosphere. As part of this care our staff will swiftly and efficiently deal with any concerns that we may have about individuals with whom we work.

Throughout this document abuse will be considered as physical, emotional, neglect, sexual or harassment because of race, religion and/or gender. It includes bullying of any kind whether perpetrated by adults or pupils.

Our aim of this document is to ensure

- We provide environments in which children and young people feel safe, secure, valued and respected, and feel confident and know how to approach adults if they are in difficulties, believing that they will be effectively listened to.
- We manage events and sessions in such a way that protects clients.
- That all employees and volunteers with access to children have been checked as to their suitability using safe recruitment procedures.
- We promote good practice and protect our staff and clients from the risk of allegation of improper conduct.

Policy Procedures

Managing

Staff Checking

DBS checks and references will be taken for all members of staff that come into contact with children / vulnerable adults and before being able to work with clients. We operate a portability process which means that a CRB/DBS check can be completed by Encounter Expeditions or any other company if the check has been registered with the DBS update system and the original check has been seen by our child protection officer. Encounter Expeditions requires all staff to be a member of the DBS update service, and this is checked 6 monthly to ensure that the disclosure remains clean.

The child protection officer is responsible for deciding if an applicant should be employed in the case of a disclosure in any section of the check.

New staff, contracted and freelance, will have references called before they are employed by the company.

Any company providing a subcontracted service e.g., bus drivers, will be subject to a company child protection check in order to ensure they have their own child protection policy in place.

Reviewing

This policy will be reviewed annually, and any changes made disseminated to all staff.

Training

The designated member of staff for child protection will have received relevant training and subsequent refresher courses.

All staff (contracted and freelance) will receive information regarding our policy during their induction period and will also receive a document on keeping themselves safe.

In addition, all staff without specific training will be offered an online Introduction to Child Protection course provided by ChildProtectionCompany.com, Smart Horizons Ltd. This child protection training course specifically designed for anyone who comes into contact with children. It covers legislation and guidance, the different types of child abuse and your responsibilities with regard to reporting concerns.

Staff who manage multi day events will all have completed the Introduction to Child Protection course before appointment and will be offered a Further Adult/Child Protection online course. This course is developed for the nominated safeguarding lead within an organisation and covers safeguarding policies and procedures, identifying concerns, handling allegations and complaints and how and when to make referrals.

Reporting

The Company Child Protection Officer is Stephen Parsons | Managing Director
He can be contacted via mobile 07988058348

Confidentially & Disclosure

We recognise that the more relaxed environment, and new role models working with individuals for extended periods during residential events, may enable disclosures to be made to our staff.

All concerns or disclosures must be made within 24 hours and to the designated member of staff. After reporting confirmation that this has been received will always be made and the issue followed up as a priority. A clear written record of what has been said or witnessed must be made which focusses on the facts.

The company recognises that all matters relating to child protection are confidential and that information should be discussed on a need-to-know basis. Staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.

All staff must be aware they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing. Report what they know or suspect to the relevant designated member of staff immediately.

In the case of a clear disclosure of abuse being made, staff must remember that:

- There is a listening role; do not interrupt the child if he or she is freely recalling significant events. If questions are needed to clarify understanding, they should be framed in an open manner in order to not lead the child in any way.
- They should normally only ask: WHO, WHERE, WHEN?

- They must report orally to the relevant designated member of staff immediately.
- They make a note of the discussion, as soon as is reasonably practicable (within 24 hours) to pass on to the relevant designated member of staff. The note should record the time, date, place and people who were present as well as what was said, using the child's own words.
- Care must be taken not to make assumptions about or try to interpret what the child is saying.
- Their note of the discussion may need to be used in any subsequent court proceedings.
- They MUST NOT give undertakings of absolute confidentiality.
- Their responsibility in terms of referring concerns ends at this point, but they may have a future role in terms of supporting or monitoring the child, contributing to an assessment or implementing child protection plans.
- They have a common law duty of confidence, and any information should be on a strictly need-to-know basis between staff.

Reporting Allegations against Teaching/Encounter Expeditions Staff

The company understands that a pupil may make an allegation against a member of staff, and that there may or may not be truth behind such allegations. If such an allegation is made, the member of staff receiving the allegation will immediately inform the Event Manager who will contact the Company Director.

In the case of any allegation the member of staff will be removed / should remove themselves from contact with the client group in order to allow investigation to occur. Such removal does not suggest guilt but is designed to minimise the pressure on both staff and client. Staff will be paid as normal during this period. The child protection officer will maintain communication with the staff member throughout the process.

In the case of a concern over / an allegation being made towards any accompanying adults then this should be reported to event manager who will speak to the lead teacher. If there is immediate concern for the safety of the clients, then our staff will remain present as an independent witness.

The subsequent actions will be subject to the investigation and advice from other bodies.

Protecting

Prevention

This document is designed to ensure clients are safe and must be implemented in the planning and implementation of every event. This includes the use of staff, the venue and campsites used.

Staff should promote a preventative approach to child protection, and challenge / question the actions of those around them are part of their normal dynamic risk assessment procedures. All staff will be offered training and will be provided with guidelines that will help promote good practice.

Staff are encouraged to discuss self-protection issues between themselves thus developing each other's understanding of the risks and preventative measures that can be taken in order to safeguard each other at work.

Supporting

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. Staff are

aware that programmes and activities offered by the company may results in positive or negative reactions from such young people.

Encounter Expeditions is a trading name of Untold Operations Ltd,
a company registered in England and Wales, Company No.
14426573 | Vat No. 427921484



Appendix 1

Awareness of Types of Child Abuse

Abuse can take many forms from verbal and emotion to physical acts.

Bullying

Encounter Expeditions recognises that bullying is relatively common within youth groups. Whilst it does not constitute abuse, it is not to be tolerated. It recognises that physical or mental forms of bullying are easily carried out in sporting and residential activities and staff should be always observant. Staff should actively challenge the behaviour of clients in order to minimise bullying so as to provide a fear free environment.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to a child that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person.
- Imposing developmentally inappropriate expectations e.g., interactions beyond the child's developmental capability, overprotection, limitation of exploration and learning, preventing the child from participation in normal social interaction.
- Causing a child to feel frightened or in danger e.g., witnessing domestic violence, seeing or hearing the ill treatment of another.

Sexual Abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, whether they are aware of what is happening.

Activities may involve physical contact, including penetrative and non-penetrative acts. Sexual activities may also include non-contact activities, e.g., involving a child in looking at / production of abusive images, watching sexual activities or encouraging them to behave in sexually inappropriate ways. It may include use of photos, pictures, cartoons, literature or sound recordings via internet, books, magazines, audio cassettes, tapes or CDs.

N.B. Children under sixteen years of age cannot lawfully consent to sexual intercourse even if the individual has consented. A child of under thirteen is considered in law incapable of providing consent.

Neglect

Neglect involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development.

Neglect may involve failure to:

- Provide adequate food, clothing or shelter (including exclusion from home or abandonment)

- Protect from physical and emotional harm or danger
- Meet or respond to basic emotional needs
- Ensure adequate supervision including the use of adequate caretakers
- Ensure access to appropriate medical care or treatment
- Ensure that her/his educational needs are met
- Ensure her / his opportunities for intellectual stimulation are met



Appendix 2

Keeping Yourself Safe

All staff should take care not to place themselves in a vulnerable position with a child, thus placing pupils or themselves at risk of harm or of allegations of harm to a pupil. Such situations include one to one coaching or tuition, conveying a pupil by car, or inappropriate communication with a pupil. It is always essential that any work with individuals is in view of other adults, aware of your intended actions. For protection reasons the company will never ask you to work with less than 3 young clients. If you find yourself in a 1:1 position, we recommend you immediately move the situation within sight on another staff member.

Verbally Safe

Staff should refer to students by the name that the client wishes to be known, only using nicknames when it is obvious this is accepted by the individual. Name calling should be challenged if the instructor suspects that the client is not comfortable with it.

Staff should not discuss or join in on conversations of an adult, or inappropriate content with clients.

Physically Safe

Wherever possible employees should refrain from encouraging physical contact from young people and any physical contact must be kept professional at all times.

Wherever possible young people should fit their own safety equipment (especially in climbing). The company recognised the need to fit and check safety equipment and suggests that the talk through method (explaining each stage of what you are doing and why) is adopted by staff. It is also recommended that this is done in the presence of another adult or in front of the whole group. It is also good practice to be slightly rougher than you may need to be, to minimise soft touching.

It is recognised that during residential events young people may be missing home and that they may select a staff member for comfort. We strongly recommend that this is an adult acting in loco parentis, the accompanying staff / teacher. Any comfort offered must be in plain sight of another adult and be with the context of the support needed.

During residential events young people may retract into their tent when there is cause of concern. Staff should not enter tents. If tent entry is required, we recommend that this is an adult acting in loco parentis, the accompanying staff / teacher. If you must enter the tent ensure that there are other clients in the tent, another adult outside the tent, and that you have verbally checked that the clients are appropriately dressed before entry.

Staff, in particular men, should report and actively dissuade inappropriate attention from young persons. Unless requiring first aid, staff should not be afraid to walk away from a situation.

Male and female staff should be careful to refer sensitive medical issues to the correct sexed first aider wherever possible.

Staff should change in separate areas to the clients. Remain professionally dressed at all times whatever the activity location. It is good practice to wear a t shirt in swimming pools, on the beach.

The appropriateness of tight-fitting clothing should be considered in relation to the level of the activity. Figure hugging Lycra cycling wear is less appropriate for group cycling day than for a race. Likewise, it is a good idea to wear loose fitting shorts over tight fitting wetsuits.

Electronically Safe

Permission to take photos will be sought from parent and or the school. These should only be recorded on approved devices and all images collected by the company and stored securely. All images will be reviewed for appropriateness with other images deleted permanently

Photographs featuring clients under 18 should not be taken on personal devices (camera or mobile phones). Photos may be taken to record any incident or concern. In the odd case that a photo needs to be taken or is requested by the client, then the image should be sent to the Encounter Expeditions office and should be removed from the device.

Photographs must never be taken in and around tents, toilets or during the changing stages of any activity. This will eliminate the risk to yourself and the chance of accidentally capturing inappropriate background images. Any photos taken must reflect the environment and the activity rather than the individual.

You should be aware that simply using a phone could be misconstrued as photo recording. You should be happy to be challenged and demonstrate that you do not have images on your device.

It is not appropriate for instructors to befriend any clients on social media, nor to pass your email address to them. Contact must be made via the company office or on the company Facebook page where photos and comments can be shared. We strongly advise that you create a specific account for use online/on our Facebook page so that clients cannot access your information.

Staff should not give out personal phone numbers to young people. The event manager number or Company Number 01443 567037 is the number to be used and given out. All communication should be made through these numbers.

In the event of remote supervision then the phone number of individuals being supervised, required to contact the group during remote supervision, must only be recorded on the appropriate sheet and this passed back to the company office for shredding.

Appendix 3

Keeping Others Safe

Our staff are the eyes and ears of the company, and we need all staff to remain vigilant, and to question what is happening around them as part of your normal dynamic risk assessments.

Question Strangers

Please challenge any unknown individuals approaching any of our groups or individuals, remember a threat comes in all shapes and sizes. This is especially important in the case of campsites where we are looking to maintain a stranger free zone.

Question Activity Environments

Even though an activity and location may have been previously risk assessed by the company, if, on arrival, any local issue causes you to question the suitability of any part of the activity then you should act to manage the situation. For example, providing cover for changing by using the vans or tarps.

Challenge Inappropriate Behaviours

of young people

Any discussions or language that is inappropriate to the take and environment should be challenged early. This is particularly important with mixed aged groups, mixed sex groups and groups with different life experiences. Early correction will set a level and tone for the length of time that we work with the group.

of accompanying staff

Staff should assist accompanied staff from other organisation to adopt safe practices and to act in a way that helps to keep them and their participants safe. Examples include not entering tents with students and using different changing facilities.

Educating Client Behaviour

Before letting clients operate independently, e.g., remotely supervised on D of E or posing into shops in a village. Please outline a safe procedure in which they should operate. As standard this is staying in a group of minimum 3 and being cautious of people's intentions.

This should be discussed without raising any alarm or client concern. When sending students of to a public toilet then a safe number must be maintained, and clients told to wait for the others before returning.

Appendix 4

Child Protection and the Choice and Management of Campsites and Accommodation

Encounter Expeditions is dedicated to the protection of their clients, teachers and students and consider this a priority when designing courses and selecting accommodation.

Campsites and indoor accommodation are individually inspected and are deemed suitable for each group based on their age, group composition, experience away from home, and their ability to work safely and follow instructions.

It is accepted that risk can be posed both by external persons as well a physical danger and this document covers our policies related to the management of external influences arising in child protection issues.

In protecting young people from external influences, the company considers the following issues of key relevance in our choice and management of the accommodation.

- A. Our sites are not at set locations and therefore the company is not known and cannot be made a target location where children can be found
- B. We use quiet, relatively un-known sites that are naturally far less likely to have other users at the specific times that we are using the site
- C. We use some sites that are specifically designed for young people, e.g., scout sites and are used by many youth groups. Such sites take child protection seriously and are almost always surrounded by a boundary and have limited public access and are remote in nature.
- D. We look to achieve sole use of a building or campsite. However, we do not prioritise this over location and the general safety and enjoyment of the trip.
- E. Although the aim of the company it is not always possible to achieve this. Campsites have a capacity far larger than a schools average group size. If sole use is not possible then we provide sole use of an area / field this will have a boundary and will be the boundary during free time. Boundary's may be achieved by
 - I. Roping off area
 - II. Field boundaries, gates and fences.
 - III. Banks or naturally occurring shrubbery.
 - IV. A mixture of all of the above
- F. Where toilets must be shared with the general public then students should always be in groups. Students to be briefed not to hang around the toilet area however, warm and inviting they may be on a cold evening.
- G. Our staff will challenge anyone whom they see acting in a way that shows interest or poses any threat to our client groups.
- H. All Encounter Expeditions Staff with unsupervised contact with young people are DBS checked in line with our company policy. In addition, we use only known instructors and use an induction and reference policy with all instructors before working with young people.
- I. Our experienced event manager will work with your staff to ensure that the group are managed in a way that protects each individual. Such actions include checking of students in tents, keeping lists of students in tents and groups, providing student briefings, setting safe areas / boundaries for free time.

- J. Young people are encouraged to move as groups and look out for their friends (generally throughout the camp). After dark and once in tents young people are instructed to wake a friend before leaving the tent.
- K. The placement of teachers and staff to be known by the young people, including the whereabouts of their tents in case of emergency.
- L. Our site management and standard ways for working promote effective child protection:
 - I. Each event has an event manager responsible for the quality, monitoring and overall safety of the event. They are present on site and support teachers and instructors in monitoring and ensuring the well-being of the young people.
 - II. We use grouping to monitor the whereabouts of the young people through the activities and whilst on site. One teacher or instructor will be responsible for a small group of young people and can quickly identify who is present at any given time.
 - III. Briefing and instructions – All young people have a welcome to camp briefing in which issues are addressed in a child friendly way. Students are encouraged to report anything or anyone that they see in our area.
 - IV. The campsites are always set up in a way that all tents can be seen from all locations / Teacher's area and tents.
 - V. Working in groups, visiting toilets in groups.
 - VI. Checking of all students into their tents at lights out.
 - VII. Clear and specific boundaries after dusk.

Where any site or individuals pose an increased threat to young people then the following additional procedures may be brought into place. Such threats may be posed by but are not solely limited to.

- External people staying on the site.
 - The distance between the camping area and the toilet block.
 - Public rights of way through sites.
 - The behaviour of the young persons.
 - The duty of care demonstrated by the accompanying teachers.
- A. Additional supervision - In certain campsites it may be appropriate for a staff member to remotely monitor groups visiting the toilets and shower areas. This is managed by taking groups at a time to the block and the teacher waiting outside.
 - B. Additional toilets can be arranged within our boundary area should the normal toilets be a distance away from the area in which we will camp.
 - C. Replacement of teacher and staff tents to strategic locations across the site.
 - D. Students requested to sign in and out of the main camping area.

By following the procedure outlined in this document we are confident that every child is protected to the full ability of the company and our staff.