

The **Drowning Prevention** Charity



RLSS UK
Safeguarding

ROYAL LIFE SAVING SOCIETY UK

Safeguarding Information
Leaflet and Code of Conduct

SAFEGUARDING IS EVERYONE'S BUSINESS

RLSS UK is committed to safeguarding and promoting the welfare of children and adults at risk and expects everyone involved in RLSS UK activity to share this commitment.

SAFEGUARDING INFORMATION LEAFLET AND CODE OF CONDUCT

RLSS UK SAFEGUARDING POLICY

RLSS UK is committed to ensuring that children and adults at risk who participate in its activities including lifesaving, lifeguarding, community awards, education, sports, competitions and any other events have a safe, positive and enjoyable experience.

EQUALITY AND DIVERSITY

Everyone, whatever their age, gender, language, disability, race, religion or belief, sexual orientation, socio-economic status and culture has the right to live in safety, free from harm and abuse.

WHAT IS ABUSE?

Abuse has many forms and may involve a combination of abusive elements including physical, sexual, emotional, neglect, non-organic failure to thrive, financial, material, discriminatory or institutional abuse etc.

WHO CAN REPORT ABUSE?

Anyone who suspects abuse has happened or might happen, can report it to stop it from happening.



RLSS UK and its affiliated clubs have arrangements in place to effectively safeguard and protect children and adults who may be at risk of, or who are experiencing abuse. This is set out in the RLSS UK Safeguarding Policy.



Abuse could be prevented if concerns are identified and raised as early as possible. It is important that everyone knows what to look for, and who they can go to for advice and support.

If you have a suspicion, or a child or adult at risk discloses a concern to you or you are aware that a child or adult at risk is being abused, it is your responsibility to report it without further delay.

Statutory agencies i.e. Local Authority, Social Services, Children's Services or Adult Services and the Police, with the help of other organisations as appropriate, have the responsibility to investigate if abuse has taken place.



WHAT TO DO IF YOU HAVE CONCERNS?

No one should have to live with abuse. It is always wrong, whatever the circumstances or reasons. **DON'T** assume **SOMEONE** else is doing something about the situation. If you are concerned that you or someone you know may be being abused in any way, **DON'T IGNORE IT**, please report it **WITHOUT DELAY**:



Report your concerns to the Club Welfare Officer or the Branch Safeguarding Officer and ask for their advice and help. Alternatively, contact the Safeguarding Officer or Designated Safeguarding Lead at RLSS UK HQ on **0300 323 0096**.



Ensure that the child or adult at risk is safe – if they are in need of immediate medical treatment, take them to hospital in the company of another adult person (if possible) or call an ambulance.



Inform doctors of your concerns and ensure they are aware that this is a safeguarding case.



If you have suspicions that a crime has been committed or there is immediate risk of harm, call the Police using **999** without delay.



If the Club Welfare Officer or Branch Safeguarding Officer is not available, **WITHOUT DELAY**, report the concern directly to the statutory agencies i.e. Local Authority, Social Services, Children's Services or Adult Services and/or the Police.



Inform the Club Welfare Officer at the earliest opportunity of the concerns and any action taken.



Take the full contact details including the name of the person you have spoken to (Local Authority or the Police), record and convey that information to the Club Welfare Officer/ Branch Safeguarding Officer in your Club or the Safeguarding Case Officer at RLSS UK HQ on **0300 323 0096**.



Contact the parents/carers of the child or adult at risk **BUT** only if they are not implicated in the concern.

RLSS CODES OF CONDUCT

Our Codes of Conduct require the highest standards of conduct from everyone involved in RLSS UK activity, to ensure that their behaviour and actions are exemplary, and follow good practice at all times.

This is an abridged version of the Codes of Conduct linked to the overarching Codes of Conduct which is part of the Safeguarding Policy, 2017 and complements other policies, procedures and guidance at RLSS UK.

Everyone involved in RLSS UK activity staff, volunteers, club members, club officials, event organisers, coaches, instructors, trainers, assessors, participants, parents, carers and spectators must conduct themselves in an acceptable, honest, fair, respectful, impartial and transparent manner at all times.

DO:



- Read and keep to this code at all times.
- Treat everyone with respect and dignity.
- Respect everyone's right to personal privacy.
- Conduct yourself professionally and act as a positive role model for others especially, children. Your behaviour may influence others.
- Ensure the safety of participants by providing effective supervision and proper planning of organised activities; activities should involve more than one person being present, or at least in sight or hearing of others.
- Provide access and an opportunity for children and adults at risk, to feel comfortable to point out attitudes or behaviour they do not like and to share their concerns.
- Ensure that your behaviour is not misinterpreted or open to allegations of favouritism, misconduct or impropriety.
- Recognise the developmental and capacity needs as well as additional needs of participants who have disabilities or those at greater risk of abuse.
- Avoid excessive training or competition and not pushing them against their will.
- Encourage and guide participants to accept responsibility for their own performance and appropriate behaviour.
- Use common sense in selecting subjects to demonstrate skills on.
- Encourage all those involved in RLSS UK activities not to discriminate on the grounds of religious beliefs, race, gender, social class, lack of ability or any other considerations.
- Have separate sleeping accommodation for children and adults at risk. Adults should not share a room with them.
- Recognise that caution is required especially when dealing with sensitive moments of counselling on bullying, bereavement or abuse.
- Take safeguarding concerns or allegations seriously.
- Report any suspicions, especially safeguarding incidents and allegations within our policies, procedures and guidelines.

DON'T:

- Permit abusive peer behaviour. For example, picking on or making fun of each other, bullying, offensive, discriminatory or aggressive/inappropriate behaviour and the use of inappropriate language will not be tolerated.
- Let a child or adult at risk expose him/herself to danger.
- Engage in rough, physical or sexually provocative games, gestures, tell jokes or stories of a 'smutty' nature, even in fun.
- Be drawn into inappropriate attention-seeking behaviour such as tantrums or crushes but deal with such firmly and fairly.
- Inappropriately touch or engage in sexual relationship or personal relationship with a child or adult at risk for whom you are responsible. Remember that abuse of trust will be dealt with through the disciplinary procedures.
- Apply sanctions including physical punishment or threatening, shouting or aggressive behaviour that will humiliate, harm, frighten, mistreat, demean, ignore or make fun of another person.
- Make arrangements to contact, communicate or meet with participants outside work (this includes the use of phoning, email, text, social networking and other messaging systems).
- Get close to or have physical contact with a child or an adult at risk without clearly explaining what you are doing (e.g. correcting the position of a foot, showing a skill in the water, prevent them from damaging property or causing harm to themselves or others).
- Refrain from doing anything of a personal nature they can do for themselves.
- Give advice or attempt to improve individual performance with the use of banned substances or techniques.
- Invite or allow children or adults at risk to go to your home or stay with you unsupervised.
- Take children or adults at risk in a car on journeys, however short.
- Jump to conclusions about others without checking facts.
- Exaggerate or trivialise abuse of any kind.
- Ensure that all unacceptable behaviour is challenged.
- Take photos of children or adults at risk without permission.
- Believe it "can never happen to me"...it can.



The RLSS UK Codes of Conduct has detailed information on specific codes applicable to: coaches, instructors, trainers, assessors, participants, club officials, officials, staff and volunteers, parents and carers, spectators and visitors.

All breaches of the Codes of Conduct will be taken seriously and responded to in line with applicable RLSS UK disciplinary and complaints policies and procedures.



REACT, RECORD, REPORT THREE STEP PROCEDURE

The person receiving the disclosure of abuse or information about the abuse should follow the “REACT, RECORD, REPORT” three step procedure IMMEDIATELY and Flow Chart 1 and Flow Chart 2 to report safeguarding concerns to ensure that they are responded to and dealt with appropriately.

STEP 1 – REACT



- Do not panic.
- Do not allow your shock or distaste to show.
- React calmly so as not to frighten or deter the person.
- Keep an open mind.
- Reassure the person.
- Try to speak to them, if it safe to do this.
- Tell the person that he/she is not to blame and never their choice.
- Assure them that they were right to tell.
- Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a child or adult at risk who has a speech disability and/or differences in language.
- Keep any questions to an absolute minimum to ensure a clear and accurate understanding of what has been said.
- Do not make promises of confidentiality, explain that it is likely that the information will need to be shared. Do not promise to keep secrets.
- Never confront an alleged abuser.

BUT

- Allow the person to speak without interruption, keep any questions to an absolute minimum accepting what is said.
- Take what the person says seriously, assure them but do not give your opinion.
- Tell the person that he/she is not to blame and that they were right to tell. It's never their choice or their fault.
- Agree the best way to support and help them, but that you must pass the information on. Do not make promises of confidentiality or to keep secrets.
- Record information and notes of what was said, using the person's words wherever possible.
- Report and record all incidents and ensure you forward a signed and dated copy of the information and notes to the relevant authorities i.e. Local Authority, the Police and RLSS UK HQ or Club.
- Never confront an alleged abuser.

WHAT WILL HAPPEN NEXT?

- When an allegation or incident of abuse is reported, the relevant person will listen to the information given to them and follow the appropriate procedure to respond and report the concerns.
- Talk to the person affected to find out what they want to happen.

STEP 2 – RECORD



- Record in writing exactly what has been said using the child's or adult's at risk words as soon as possible.
- Start with the facts: the reason for the concern, persons involved, what was said or witnessed, dates and times of incidents. Remember to write the date and time when the report or notes were made.
- Add necessary observations afterwards and support them.
- Record any information that is disclosed to you including the details of all incidents and accidents, together with details of any treatment given or actions taken.
- Forward a copy to the relevant authorities i.e. Local Authority, Social Services, Children's Services or Adult Services as directed and to the Safeguarding Case Officer at RLSS UK HQ.
- Note how the person wants to keep informed about what happens next.
- Adhere to confidentiality and share information appropriately with the right people.

STEP 3 – REPORT



- **Internal:** On the same day, report the concern to Club Welfare Officer or Branch Safeguarding or if both are unavailable report it to the Safeguarding Case Officer at RLSS HQ for advice and appropriate action.
 - **External:** if the concern is regarding a child or adult at risk you should also not hesitate in contacting the Local Authority, Social Services, Children's Services or Adult Services or the Police immediately, they will advise on the action to be taken, including advice on contacting the parents. Contact should be made by phone initially and the next step discussed.
 - In all cases, make a record of the duty team member spoken to, relevant future contact details and when feedback may be expected.
 - Always inform the Safeguarding Case Officer at RLSS UK HQ of your actions and submit the Incident Report Form to them as soon as possible.
- If you receive an allegation about any adult or about yourself:**
- Immediately tell your Club Welfare Officer or Branch Safeguarding Officer. If they are both unavailable, contact the Safeguarding Case Officer or the Designated Safeguarding Lead at RLSS UK HQ on **0300 323 0096**.
 - Record the facts as you know them and give a copy to your Club Welfare Officer or Branch Safeguarding Officer. If unavailable, forward a copy to the Safeguarding Case Officer at RLSS UK HQ.
 - If you are not able to tell your Club Welfare Office, Branch Safeguarding Officer or the Safeguarding Case Officer at RLSS UK HQ, you must report the incident or alleged abuse to the relevant Local Authority staff (Social Services, Children's Services or Adult Services) and/or the Police but remember **YOU MUST NOT INVESTIGATE**.
 - Try to ensure no-one is placed in a position which could cause further compromise.

SAFEGUARDING A PERSON IN YOUR RESPONSIBILITY



Do you have immediate concerns for the safety or welfare of a child, young person or adult at risk?
Do you suspect abuse or is the child, young person or adult at risk at risk of imminent danger?

NO



Contact the Club Welfare Officer or the RLSS UK Safeguarding Team for immediate advice.

YES



Is the child, young person or adult at risk in need of medical attention?

YES

NO

Any adult responsible for an activity or event in an emergency situation must call:

- Emergency Services **999** or take the child to the hospital (if possible ask another adult to accompany you).
- Inform the doctor or medical staff there is a safeguarding/child protection concern, the doctor will refer the matter to the Local Authority i.e. Children's Services/ Adult Services.





Report concerns to the Club Welfare Officer OR Branch Safeguarding Officer who will if necessary report the matter to the Local Authority or Police without delay. He/she will ensure:

- Completion of the Incident Report Form and/or Witness Incident Report Form.
- Immediate notification of Safeguarding Case Officer and/or the Designated Safeguarding Lead.



If neither the Club Welfare Officer nor Branch Safeguarding Officer are available, **CONTACT** the RLSS UK HQ Safeguarding Case Officer and/or Designated Safeguarding Lead.



If the Safeguarding Case Officer and the Designated Safeguarding Lead at RLSS HQ is not available, contact either the Police, Local Authority i.e. Children's Services, Adult Services, Local Authority Designated Officer (LADO), the MASH Team, or the NSPCC Helpline for action/advice and inform the Club Welfare Officer and RLSS Safeguarding Team as soon as possible of your actions.



Designated Safeguarding Lead will liaise with the relevant statutory agencies or take on advice of Local Authority, Children's Services or Adult Services as required.

SAFEGUARDING A PERSON NOT IN YOUR RESPONSIBILITY

If a child, young person or adult at risk for whom you are not responsible for, informs you directly that he/she is being abused outside the RLSS UK environment (i.e. at home, school or some other setting) or through your own observations or third party, you become aware of possible external abuse you must follow the actions below.



Do you have immediate concerns for the safety or welfare of a child, young person or adult at risk **WHO IS NOT YOUR RESPONSIBILITY?**

Do you suspect abuse or is the child, young person or adult at risk **WHO IS NOT YOUR RESPONSIBILITY** is at risk of imminent danger?

YES



Report to the Club Welfare Officer who will contact Statutory Agencies i.e. the Police, Children's Services/ Adult Services and the RLSS UK Safeguarding Team.

NO



Contact:

The Welfare Club Officer
at your local Club

RLSS UK HQ Safeguarding Team
on 0300 323 0096

The NSPCC Child Protection helpline
for immediate advice 0808 800 5000

Action on Elder Abuse 080 808 8141

REPORTING A SAFEGUARDING CONCERN DIRECTLY TO STATUTORY AGENCIES



Where a person including volunteers or staff members, makes a referral on a safeguarding concern directly to statutory agencies e.g. Local Authority or the Police, it is likely that a Social Worker and possibly a Police Officer (safeguarding) will need information about the disclosure/abuse witnessed/reasons for the concern from the referrer (the person who reported the concern). In some instances, where prosecution is possible, a Police statement may be requested. Therefore, the involvement of the referrer is likely to end. However, you should ensure that:

- The responsible person in your Local Authority or the Police acknowledges your referral.

- If you do not hear from them with 3–5 working days, please contact them again.
- Ensure that you keep a copy of the acknowledgement form/receipt from the Local Authority or the Police in the child's/adult's at risk record.
- Ensure that at the end of the discussion about the child/adult at risk, the referrer and the Local Authority Team dealing with the case, are clear about who will be taking what action. The decision must be recorded by the team and by the referrer.
- Inform the Club Welfare Officer/Branch Safeguarding Officer and the Safeguarding Case Officer at RLSS UK HQ.



If they are unavailable, contact the Police, Local Authority i.e. The Local Authority Designated Officer (LADO), Multi Agency Safeguarding Team (MASH), Children's Services/Adult Services for advice and guidance.



Inform the Branch Safeguarding Officer and the RLSS UK Safeguarding Team within 48 hours.



HOW TO REPORT ABUSE

CLUB WELFARE OFFICER – Local Club

BRANCH SAFEGUARDING OFFICER – Local Branch

SAFEGUARDING CASE OFFICER – RLSS UK HQ: **0300 323 0096**

DESIGNATED SAFEGUARDING LEAD – RLSS UK HQ: **0300 323 0096**

LOCAL AUTHORITY – (Social Services/Children's or Adult Services)

POLICE – **999** or **101** in non-emergency situations

HELPLINES

NSPCC HELPLINE UK: 0800 800 5000 / ChildLine: 0800 1111

ISPC REPUBLIC OF IRELAND: 00353 1676 7960 / ChildLine: 1800 666 666

STOP IT NOW! HELPLINE (24 HOURS): 0800 1000 900

NSPCC CYMRU/WALES CHILD PROTECTION: 0808 100 2524

NSPCC ASIAN CHILD PROTECTION HELPLINE: 0800 096 7719

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ROYAL
LIFE SAVING
SOCIETY UK



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Royal Life Saving Society UK. Registered Charity Numbers: 1046060 /SC037912
and Registered in England and Scotland 3033781

Registered Address: Red Hill House, 227 London Road, Worcester, WR5 2JG