

# The Russell Martin Foundation Policies

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## **Anti-Bullying**

### 1.0 Statement of Intent

We are committed to providing a caring, friendly and safe environment for all the children in our care so that they can play and learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our setting. If bullying does occur, all children should be able to and know that any incident will be dealt with promptly and effectively. We are a TELLING club. This means that anyone who knows that bullying is happening is expected to tell the staff.

### 1.1 WHAT IS BULLYING?

Bullying is the use of aggression with the intention of hurting another person.

Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional – being unfriendly, excluding, tormenting (e.g. hiding possessions or threatening gestures)
- Physical – pushing, kicking, hitting, punching or any use of violence, racial taunts, graffiti or Racist – racial taunts or gestures.
- Sexual – unwanted physical contact or sexually abusive comments.
- Homophobic – because of or focusing on the issue of sexuality.
- Verbal – name-calling, sarcasm, spreading rumours, teasing.
- Cyber – all areas of internet, such as emails & internet chat rooms misuse. Mobile phone text messaging & calls. Misuse of camera phones & video facilities.

## 1.2 WHY IS IT IMPORTANT TO RESPOND TO BULLYING?

Bullying HURTS. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Children who are bullying need to learn different ways of behaving. The Club has a responsibility to respond promptly and effectively to issues of bullying.

## 1.3 Policy Objectives

- All RMF staff, children and parents should have an understanding of what bullying is.
- All RMF staff involved in the care of children should know what the club policy is on bullying and follow it when bullying is reported.
- All children and parents should know what the policy is on bullying and what they should do if bullying arises.
- RMF takes bullying seriously. Children and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

## 1.4 Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened of walking to or from the Club
- changes their usual routine
- does not want to come to the Club
- attendance becomes erratic
- becomes withdrawn, anxious or lacking in confidence
- starts stammering
- attempts or threatens to self-harm or run away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to do poorly in school work or in the Club
- comes to the club with torn clothes or damaged books or possessions
- has possessions which are damaged or go 'missing'
- has dinner or other monies continually 'lost'
- has unexplained cuts or bruises
- comes to the club starving (money or lunch been stolen)
- is bullying other children or siblings
- stops eating
- is frightened to say what is wrong
- gives improbable excuses for any of the above

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

## 1.5 Procedures at an after-school club or holiday course

1. Report bullying incidents to staff who should record in an incident log.
2. In cases of serious bullying, the incidents will be recorded by staff and discussed with the RMF DSL
3. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem.
4. If necessary and appropriate, police will be consulted.
5. The bullying behaviour or bullying threats must be investigated and be stopped quickly.
6. An attempt will be made to help the bully (bullies) change their behaviour.

## 1.6 Outcomes

1. The bully or bullies may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, suspension or even exclusion will be considered.
3. If possible, the children will be reconciled.
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

## 1.7 Prevention

We will use KIDSCAPE methods for helping children to prevent bullying. As and when appropriate, these may include;

- Writing a set of club rules
- Having discussions about bullying and why it matters
- Encouraging values such as respect
- Model fair and respectful behaviour and leadership.
- Challenge all forms of prejudice and promote equality.
- Discourage children and young people from colluding with bullying.
- Help children and young people to develop positive relationships and choose not to bully or discriminate.

## 1.8 If any anti-bullying concerns arise when RMF are providing services for MOPS, the following action will be taken;

1. RMF staff will log the concern onto CPOMS (alerting class teacher and safeguarding team).
2. RMF will within 24 hours follow up with either the class teacher or safeguarding team to ensure the concern has/is being dealt with.
3. If RMF feel the concern is not being dealt with then we will inform the Headteacher.
4. RMF will also record the concern and the outcome.

# Arrivals and Departures

## 2.0 RMF recognises that the safe arrival and departure of the children in our care is paramount.

The Head Coach will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day. In some locations RMF staff will use a password protected iPad to take the register. In the event of the iPad, or paper copy of the register going missing/damage RMF staff will contact Head office to find out who should be on the list.

### 2.1 Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival. Parents must complete an online registration form prior to their child starting which also confirms the parent is happy to follow our medical processes in case of an emergency.

Parents must update any changes to contact information, medical information or other details by updating their child's information by e-mail or by using the contact form via the RMF website.

If a child arrives at the Club and is not on the register, staff must check with the school and the parent before turning the child away. If there is any doubt, ring RMF Head Office for assistance.

### 2.2 After School Clubs

The After School club Staff and School Staff will ensure the safe collection of the younger aged children which include, Reception, year 1 and year 2 classes. Whilst the older children will find their own way, if a child does not arrive it is the RMF Head Coach responsibility to investigate the whereabouts of that child (Please see the **No Show Policy and Term Conditions relating to charges**).

## 2.3 Departures

### After School Clubs and Holiday Clubs

- RMF Staff will ensure that parents or carers check children out before they leave.
- Children arriving at the club who are not on the register must be added as a late booking by club staff.
- Children can only be collected by an adult over the age of 16 who has been authorised to collect them on the booking system.
- If parents are in dispute, we cannot bar a parent who has parental responsibility from removing their child, unless we have seen and have a copy of a court order stating this.
- Parents or carers must amend their child's details on the booking system in advance if someone who is not usually listed is to collect their child. RMF staff will contact the main parent or carer for confirmation if there are any concerns regarding departures. The child will be checked out to the parent and an incident form raised for signing on the parent's next visit.
- If any person collecting a child is not known to staff, they will be asked to provide photo identification. If this is not available, then staff will ask 2 questions relating to the child taken from the registration form.
- The parent or carer must notify the club if they will be late collecting their child. If RMF is not informed, the **Uncollected Children** policy will be followed.
- In all cases a late fee will be charged at £5 per 15 minutes or part thereof after the stated end of the session.
- No child will be allowed to leave the Club unaccompanied unless they are over the age of eight and the parent has consented on the booking system.
- If a parent or carer is perceived to be under the influence of alcohol or drugs, staff will do their utmost to prevent the child from leaving with them especially if they are travelling in a vehicle driven by them. Staff must report this to the designated safeguarding lead for the company- Donna Cox or Luke Poulton. If necessary, the police will be called.

## Behaviour Management

### 3.0 Behaviour Management Strategies

RMF uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents and other agencies, we aim to encourage socially acceptable behaviour using clear, consistent and positive strategies. The club rules are compiled with the children and are discussed regularly.

#### 3.1 Whilst at an RMF Club we expect both children and adults to:

- Use socially acceptable behaviour
- Comply with the RMF policies and procedures
- Respect one another, accepting differences of race, gender, ability, age and religion
- Ask for assistance if needed

RMF will promote and actively encourage good behaviour by leading by example and by staff respecting each other and the children. It is believed that by adopting a culture of sharing and caring, engaging rules of action and consequence and by the adults leading by example, any incidents of bullying, name calling, or aggression will be minimised. By establishing clear boundaries according to the child's level of understanding, children become aware of routines and settings and know what is expected of them. One child's behaviour must not be allowed to endanger the other children in the group by absorbing or distracting the supervising staff. Parents are expected to provide suitable detail

in terms of behavioural traits of their children when registering their child or when there is a significant change.

Children will be made aware of the effects of their behaviour on others and methods of discussion and distraction shall be used when confronting behaviour issues. No undue stress shall be placed on the child in terms of humiliation, segregation or any form of physical punishment. Incident sheets will be used to record any incident where handling or physical intervention is needed. Sheets will be kept on file and copies made available to parents.

### 3.2 If a child's behaviour is concerning the RMF Head Coach will take the following steps:

- The child will be given a verbal warning and explanation about why their behaviour is unacceptable
- If this does not resolve the matter, then the parent will be informed
- If the unacceptable behaviour continues the staff will monitor and record the incidents and keep the parents informed
- If there is no improvement, then a meeting will be called between the parents and manager.
- At the meeting a strategy will be agreed with SMART objectives and review dates set
- In the unlikely event that the behaviour does not improve RMF reserve the right to exclude the child from the club on a temporary or permanent basis.
- Abuse, both verbal and/or physical, against a member of staff or another child will not be tolerated and may lead to immediate exclusion.

If at any time a child's behaviour is extremely anti-social, then temporary or permanent exclusion may be implemented immediately.

If a child's behaviour consistently affects the good feeling within a club, RMF may exclude this child.

RMF will make sure that staff will receive training, if required, in respect of basic behavioural management and how to control situations to ensure the safety of the children.

### 3.3 Supporting pupils with additional needs and vulnerabilities

RMF is proud to represent a wide range of different cultures, languages and beliefs within its club's. We ensure that all safeguarding procedures take into account the diverse needs of each individual child to ensure that they are effectively safeguarded and protected – these could include:

- assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability
- children with special educational needs and disabilities are particularly vulnerable to bullying and often show no outward signs
- communication issues can be a barrier to effective safeguarding

We recognise that pupils who are identified as having specific learning needs are potentially more vulnerable and may be less able to tell others about what is happening to them. RMF will work with the MOPS Designated Safeguarding Lead, so we are aware of the additional vulnerabilities of certain children within RMF care. RMF will also aim to put in place any plans that MOPS have in regard to these children at our own club's and course's. Support for children for whom English is an additional language, children in care and young carers may also require extra consideration. RMF will ensure that all staff have regular training in 'How to deal with children who have vulnerabilities and additional needs.

# **Child No Show**

## 4.0 Booking

Booked sessions are to be paid for in advance. Parents must inform RMF if a child is not attending for any reason, this must be done using the online booking form. Fees will not be refunded for non-attendance.

## 4.1 After School Club

In the event of a child being listed on the register but not arriving and the club have not been informed the Head Coach will need to:

- Visually check whether the child is attending another activity club before arriving in ASC.
- If Club staff are informed of the child's non-attendance by RMF Head Office, the host school or by the child's parents/guardians the child can be marked as not attending.
- Check the child's classroom and school reception and any other relevant areas.
- Call RMF Head Office to inform them that the child has not arrived at the club and the club has not been informed.
- RMF Head Office will check to see if they have had any information from the parents.
- If not, the club should make contact with parents using existing contact information.

If the parents know where the child is they will be informed about the policy of non-refundable charges the club will mark the child absent if applicable.

- If the parents, or any other contacts on the registration form, are not contactable or if the child should be at the club, then club staff need to speak to the school and organise a co-ordinated search in line with the Lost Child Procedure.

In any instance where a child does not attend the session and staff cannot account for the child's whereabouts RMF Head Office must be informed so appropriate action can be taken.

# **Complaints**

## 5.0 Complaints Procedure

RMF staff work in partnership with parents and schools to meet the needs of the children, both individually and as a group. Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Club's service should be made in writing to the Head Office within 14 days of the incident/attending date of the child. The details of the concern, incident or allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly by RMF Head Office. If the complaint is about the Head Coach or Head Office staff, this will be dealt with by the Director or CEO OF RMF. All complaints will be acknowledged within 24 working hours even if it is just to inform the

complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by staff members will be recorded on an **Incident Log** and reported to the Head Coach and logged on our Complaints system. All complaints will be dealt with in the following manner:

## 5.1 Stage one of procedure

### **Complaints about aspects of club activity:**

- The Head Coach will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

### **Complaints about an individual staff member:**

- If appropriate, we will encourage the parent to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Head Coach or head office if it's about the Head Coach. We will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

## 5.2 Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to RMF Head Office to via [donna.cox@rmfoundation.co.uk](mailto:donna.cox@rmfoundation.co.uk). Head office will then:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies as a result of the complaint. A Complaint Form will be completed to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Head Coach will refer the situation to the company's safeguarding lead, who will follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the Police will be contacted.

# **Infection Incubation Periods**

## 6.0 Infection Incubation

RMF has a legal duty to ensure the Health and Safety for our children, staff and parents through identifying and discussing health issues in an open and positive way allowing us to achieve and maintain our high standards. The health and wellbeing of all the children, staff and parents who attend RMF clubs is of paramount importance to us. In order to maintain a clean and healthy environment we ask that you refrain from bringing your child to a club if they are sick and/or displaying signs of illness.

### 6.1 We aim to:

- Ensure sick children are identified.
- Ensure sick children are cared for appropriately.
- Protect children and adults from preventable infection.
- Enable our staff and parents to be clear about the requirements and procedures when a child is unwell.

## 6.2 Procedure

- If any child is thought to be unwell, we will assess the condition of the child, this will be done in a kind and caring manner. The child may become distressed, so it is important to be calm and reassuring. The Head Coach must be informed of any sick children.
- We understand the needs of working parents and will not exclude children from the setting unnecessarily. It is however at the discretion of the Head Coach when requesting the exclusion of a child for illness or infection and that decision is final. Decisions will be made and take into account the needs of the child and those within the group.
- Any child with an infectious or contagious disease will be excluded for a certain period of time. If staff suspects that a child has an infectious or contagious disease, they will advise that parents to consult a doctor before returning to the setting.
- Should a child become ill whilst at the club, the Head Coach will contact the parent or emergency contact, we ask for the child to be collected within one hour if possible. The child will be comforted whilst awaiting the arrival of the parent/carer.
- Our staff will report any worries about a child's health or well-being to the parent/carer immediately. Parents/carers are responsible for keeping the setting informed about their child's health.
- We will follow the guidance from the Health Protection Agency regarding exclusion periods. A full up to date list is available at

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/522337/Guidance\\_on\\_infection\\_control\\_in\\_schools.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/522337/Guidance_on_infection_control_in_schools.pdf)

- Coughs and colds do not necessarily require the child to be excluded from the setting, but this will depend on the severity and how the child is able to cope. A child who is or appears unwell may be refused admission this will be at the discretion of the Head Coach.
- A child who has sickness or diarrhoea whilst at the setting is to be collected immediately and kept away for 48 hours from the last time episode.
- If a child or adult is diagnosed suffering from a notifiable disease under the public health (infectious diseases) regulations 1988, the GP will report this to the Health Protection agency.

# **Major Incident Procedure**

## 7.0 Major Incident

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If you are involved or caught up in an incident, please follow the below procedure.

In the event of an emergency whilst RMF staff are providing services MOPS we will adopt the MOPS evacuation policy. (This will be part of the induction process when an RMF staff member starts at MOPS).

### 7.1 An incident within proximity to your club location

- All children and staff to assemble within the club's main area. Those outside must move quickly to the inside.
- Head count and register of all children and staff to be carried out.
- All doors must be closed and lie low, encourage the children to lay under the tables, away from windows.
- A member of staff must call the police 999 immediately for further advice, which should be followed (explain you are calling from a club within your school location and tell them how many children and staff are present)
- If caretakers or school staff are on site work together to lock down the site, your priority is the children in your care.

- In case of any doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.
- If phone networks are available try to contact RMF Head Office and parents to reassure them, parents are not advised to come to the setting, unless asked to by staff after being given the go ahead by emergency services.
- Keep parents updated when possible.
- Children should be protected from information or images that may alarm or distress them. Ensure children are constantly reassured.

## 7.2 An incident within your club's region

- Ensure children are registered and safe within the club indoor facilities.
- Staff to call parents/carers to reassure and advise collection of their children.
- Staff to keep in mind parents/carers may work in the affected area and may not be able to get to the club to pick up on time. In this case please call RMF Head Office for further advise. Two staff must stay with the children.
- When possible keep in touch with parents with updates.

## 7.3 In the event of an intruder on site

- Staff member to call the Police 999 immediately (explain you are calling from a club within your school location and tell them how many children and staff are present).
- Lockdown the club and assemble children and staff together in a safe area and lock/barricade the doors if possible.
- Register and headcount the children and staff.
- Encourage the children to lay under tables and keep low, away from windows.
- Comfort and reassure the children.
- In case of doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.

## 7.4 Procedure for parents

The care of your child is paramount, if we are caught up or involved in an incident, the club will comply fully with the instructions from the emergency services and constantly reassure the children in our care. Please do not attempt to come to the setting, unless asked to collect your child, as this may put you or your child at greater risk. RMF will keep you informed of actions taken when safe to do so.

If you are caught up or involved in an incident, we will continue to care for your child until you are able to return or a person from the pickup list can collect them. We will try our best to keep in contact via landline, mobile or e-mail.

# Safeguarding and Promotion of Children's Welfare

## 8.0 Key contacts

**Designated Safeguarding Lead** – Donna Cox – 07949113202 – donna.cox@rmfoundation.co.uk

**Deputy Safeguarding Lead** – Luke Poulton – 07719749705 – luke.poulton@rmfoundation.co.uk

**Local Authority Designated Officer (LADO)** - Darrel Clews - 01273295643

**Children's Social Care** – for reporting concerns;

**Front Door for Families** - 01273 290400

**Emergency Duty Service** – after hours, weekends and public holidays 01273 335905 or 335906

## 8.1 Safeguarding

RMF has a legal duty to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

RMF have a legal duty to recognise and respond appropriately to:

- Significant changes in the children's behaviour
- Deterioration in their general well-being
- Unexplained bruising, marks or signs of possible abuse
- Signs of neglect
- Comments children make which give cause for concern

If you recognise one of the above for a child, the severity and circumstance will dictate your actions. The important thing for you is to do something and not ignore it. We will create an environment to make the children be and feel safe. Any suspicions or allegations of abuse will be taken very seriously, and they will be acted on quickly and correctly by following the procedure set by the Local Safeguarding Children's Board (LSCB)

## 8.2 Four Categories of Abuse – This list is not exhaustive

All Types of abuse can occur in all types of homes, across all social and income groups.

### **Neglect**

#### **Definition**

Longstanding and/or severe neglect

Effect on the Childs development

Non-organic failure to thrive

#### **Signs/Symptoms**

Constant Hunger, Tiredness, stealing or scrounging

Poor personal hygiene, or inappropriate clothing for weather or activities

Untreated medical problems

Low self-esteem, poor social relations

### **Physical**

#### **Definition**

Deliberate injury to the child – allowing injury.

Beyond 'reasonable' chastisement

Poisoning, Inc. alcohol

Withholding drugs or apparatus

Both the use of an implement e.g. a belt or a physical strike that leave a mark are illegal

### **Signs/Symptoms**

Unexplained or untreated injured, especially if repetitive

Refusal to discuss injuries, and untreated injuries

Shrinking from physical contact

Fear of returning home, undressing, or medical help

Aggression or bullying

Unexplained pattern of absences which may server to hide bruises or other physical injuries

### **Sexual**

#### **Definition**

Sexual exploitation of any kind including watching others and viewing pornographic material

#### **Signs/Symptoms**

Sexual awareness inappropriate to the child's age, through drawings, games, vocabulary etc

Frequent public masturbation

Attempts to teach other children about sexual activity

Aggressiveness, anger, anxiety, fearfulness

This is a short summary, there are other signs, individual to certain children

### **Emotional**

#### **Definition**

Must be persistent

Must undermine the child's sense of self worth

Might reflect poor parenting skills

Includes witnessing domestic violent of primary carer

#### **Signs/Symptoms**

Continual self-depreciation, self-harm or mutilation

Inappropriate response to painful situations

Compulsive stealing/scrounging

Air of detachment, social isolation or desperate attention seeking behaviour, depression or withdrawal.  
Eating problems, either overeating or a lack of appetite

### 8.3 Child Sexual Exploitation CSE

Involves exploitative situations where a child, male or female, receives something from an adult as a result of engaging in sexual activity. This can be seemingly 'consensual' relationships to serious organised crime gangs. There will be an imbalance of power where the perpetrator holds power over the victim. Technology is often used. This is a serious crime.

### 8.4 Female Genital Mutilation FGM

This is illegal and a form of child abuse. It involves a procedure to remove all or some of the female genitalia or any other injury to these organs. It is a legal duty to report **known** cases to the police.

### 8.5 Forced Marriage

Is illegal and a form of child abuse. A marriage entered without the full and free consent of one or both parties, where violence, treats or coercion is used.

### 8.6 Dealing with a Disclosure

1. Listen and stay calm. Do not condemn the abuser, do not judge, do not make promises you can't keep and reassure them.
2. Tell them that you believe them. Tell them that it happens to others and that they are brave to tell you.
3. Stay with them. If you can 'ground' them ("grounding" means to draw the child back to a more comfortable state of mind through things like normal conversation e.g. what activities have you done today, what's your favourite TV program)
4. Accurately record the child words. Make it clear whether it is a fact, opinion or hearsay.
5. Report it to your DSL or Deputy DSL as soon as possible; they will know the right procedure to follow. In some cases, they will speak to the parents first or report to the local safe guarding children's board.
6. If a third-party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to, and the incident will be logged accordingly.

If you have any concerns about a child's welfare at your club, do not keep it to yourself. Write it down and take advice. Only speak with your relevant manager or directly to the qualified designated persons for child protection at head office.

If you are not satisfied with an outcome or anything related to how RMF have conducted themselves, you will find the Local Authority contact details on the club noticeboard and can report directly to them.

### 8.7 Protecting yourself

Part of safeguarding is also to protect yourself from allegations and to ensure your actions are not misinterpreted by anyone. Do this by observing the following:

- Avoid being alone with a child
- Take a register of which children are with you for each session, noting the time of the session.
- If you take a child somewhere e.g. an empty room, do not enter with them, wait outside. If you have to enter the room, **it's vital you keep all doors open.**
- Do not play-fight
- Children should not be encouraged to sit on your lap
- Challenge any child using 'bad' language
- Never let children touch themselves or others inappropriately in any form
- Never let a child's allegation go unchallenged, unrecorded or not acted on

- Never do personal things for children that they are capable of doing themselves. Encourage children to help each other.
- Do not build 'special' relationships with individual children
- Any images of children taken on site must only be of those children whose parents allow photos to be taken. Staff should not take any photos off site.
- Any images taken must be appropriate.
- It is each individual staff's personal responsibility to delete any images from cameras, phones and recording devices.
- Images must not be published elsewhere without the authorisation of a company director.

## 8.8 Whistle Blowing

RMF will not accept or condone any behaviour by Staff or other adults associated with the Club that is contrary to our Aims and Objectives, Policies and Procedures. We will actively encourage and fully support the reporting of such behaviour. We will do this by:

- Promoting an environment of mutual respect, trust and open communication.
- Promoting an environment that is free from bullying, harassment and discrimination.
- Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
- Ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of the club as a whole.
- Ensure that procedures are in place for reporting unacceptable behaviours/practices.
- Provide staff with a number of ways to report including a confidential form on our website.
- Actively supporting staff/volunteers that 'blow the whistle' both during the investigation and after, and in line with the relevant legislation.

## 8.9 Allegations of abuse made against other children

At RMF we believe that all children have a right to attend and learn in a safe environment. Children should be free from harm by adults and other students. We recognise that some children will sometimes negatively affect the learning and wellbeing of others and their behaviour will be dealt with under the RMF Behaviour Policy.

## 9.0 Safeguarding allegations

It is important to remember that Peer-on-Peer Abuse does not occur in a vacuum. It occurs in a society where there are structures and norms that shape young people's views, experiences and behaviours, as well as responses to them. Consequently, there are different issues of gender that will need to be considered when responding to allegations made against pupils by others, which are of a safeguarding nature. Safeguarding issues raised in this way may include physical abuse, emotional abuse, sexual abuse and sexual exploitation. It is likely that to be considered a safeguarding allegation against a child, some of the following features will be found.

### **The allegation:**

- Is made against an older child and refers to their behaviour towards a younger child or a more vulnerable child
- Is of a serious nature, possibly including a criminal offence
- Raises risk factors for other children
- Indicates that other children may have been affected by this child
- Indicates that young people outside the setting may be affected by this child

## 9.1 Examples of safeguarding issues against a child could include:

### **Physical Abuse:**

- Violence, particularly pre-planned
- Forcing others to use drugs or alcohol

**Emotional Abuse:**

- Blackmail or extortion
- Threats and intimidation

**Sexual Abuse:**

- Indecent exposure, indecent touching or serious sexual assaults
- Forcing others to watch pornography or take part in sexting

**Sexual Exploitation:**

- Encouraging other children to attend inappropriate parties
- Photographing or videoing other children performing indecent acts

In areas where gangs are prevalent, older pupils may attempt to recruit younger pupils using any or all of the above methods.

Young people suffering from sexual exploitation themselves may be forced to recruit other young people under threat of violence.

On occasion, some pupils will present a safeguarding risk to other children. MOPS must inform RMF that the young person raises safeguarding concerns, for example, they are coming back into school following a period in custody or they have experienced serious abuse themselves.

These children will need an individual risk management plan to ensure that other pupils are kept safe and they themselves are not laid open to malicious allegations. There is a need to balance the tension between privacy and safeguarding.

## 9.2 What to do

When an allegation is made by a child against another pupil, members of RMF staff should consider whether the complaint raises a safeguarding concern. If there is a safeguarding concern the Designated Safeguarding Lead should be informed.

**The Designated Safeguarding Lead should make a Front Door for Families referral, as appropriate.**

If the allegation indicates a potential criminal offence has taken place, the police should be contacted at the earliest opportunity and parents informed (of both the pupil being complained about and the alleged victim).

If the allegation is raised during the School day whilst RMF are providing services for MOPS, we will follow the MOPS 'Procedural Flowchart'. In addition to following the MOPS 'Procedural Flowchart' RMF will also record the concern. RMF will within 24 hours ask MOPS to provide evidence that the concern has/is being dealt with. If RMF feel that MOPS is not acting correctly we will seek further advice from the LSCB. If the allegation is raised during a after school club or holiday course RMF will implement our own 'Procedural Flowchart'.

## 9.3 Allegation against a person within RMF

If there is a serious allegation of abuse made against you, RMF will have to suspend you whilst the investigation is carried out. This is to protect all parties, including you. You should:

- Stay calm
- Follow the manager's instructions
- Co-operate with questions and enquires
- Seek advice – head office or citizens advice bureau.
- Not confront the accuser
- Not speak with your 'victim'
- Be supported through the process by a designated person at head office and/or your manager.

We provide a form on our website for concerned parties to report any worries directly to the Safeguarding Lead. We take all allegations seriously and will seek advice from the LADO.

RMF has a legal duty to inform the Disclosure and Barring Service of any suspicions of any allegations even if staff leave before an investigation is started or completed.

#### 9.4 Allegation against an Adult Outside of RMF

If you have any concerns about an adult's behaviour, even if they do not work for RMF for example a parent, other provider on a school site, a member of school staff, etc. you have a duty to report your concerns using our normal procedure of escalating to your manager or the company safeguarding lead. We provide a form on our website for concerned parties to report any worries directly to the Safeguarding Lead. We take all allegations seriously and will seek advice from the LADO.

#### 9.5 Promoting awareness among staff

**RMF promotes awareness of child abuse issues through its staff training. The Club ensures that:**

- Its designated CPO has relevant experience and receives appropriate training
- All staff, including volunteers, supply staff and externally contracted staff are required to have an Enhanced Disclosure and Barring Service check prior to working at MOPS.
- Safe recruitment practices are followed for all new staff
- All staff have a copy of this Child Protection Policy, understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory requirements with regards to the disclosure of information or discovery of child abuse
- Staff are familiar with 'Site specific' Safeguarding information (Local Authority).
- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and that staff are familiar with the 'What to Do If You're Worried A Child Is Being Abused' flowchart
- All staff must read the 'Keeping children safe in education Sept 2018' guidance
- All staff must read the MOPS handbook
- All staff must meet the MOPS lead DSL and deputy DSL.

#### 9.6 Good practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate.

**Good practice means:**

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all young people/disabled adults equally, and with respect and dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Making activities fun, enjoyable and promoting fair play.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people and disabled adults – avoiding excessive training or competition and not pushing them against their will.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.

## 9.7 Practices never to be sanctioned

The following should **never** be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay
- 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
- Fail to act upon and record any allegations made by a child
- Do things of a personal nature for children or disabled adults, that they can do for themselves

## 9.8 Incidents that must be reported/recorded

If any of the following occur, you should report this immediately to the appropriate officer and record the incident. You should also ensure the parents of the child are informed:

- If you accidentally hurt a player
- If he/she seems distressed in any manner
- If a player appears to be sexually aroused by your actions
- If a player misunderstands or misinterprets something you have done.

## 9.9 Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Please see our mobile and camera policy for full information.

## 10.0 Changing

Under 8's – Ensure there is always 2 members of staff in the changing area and that you can see each other at all times. Staff should not dress or dry children but support them in doing so themselves. Wait until all children are ready.

Over 8's – Staff should wait outside of the changing rooms. If there is a disturbance that warrants entry, avoid entering alone and never enter alone if there are less than 3 children left.

## 10.1 Toilet Supervision

Under 8's – Children will be escorted to the toilets and staff will remain outside the door to assist if help is requested.

Over 8's – All children will ask to use the toilet facilities. Staff will monitor numbers and ensure children return to their play in the appropriate location

## 10.2 Regular external providers

In some circumstances RMF will come into contact with regular external providers who also provide a service for MOPS i.e. sending a child to another club from ours, collecting a child from another to club to bring to ours. RMF will seek confirmation from MOPS that these external providers have shown evidence that they comply with current safeguarding laws and guidelines from the Local Authority/OFSTED. RMF must also be informed of who the DSL and Deputy DSL is and if they have had official certification. In the event of an RMF staff member witnessing a safeguarding concern at an external providers club the following action will be taken;

1. Contact the external providers DSL

2. Report the concern on our own system.
3. Inform MOPS ASAP of the concern.
4. Follow up with the external provider within 24 hours to see if the concern has/is being dealt with.
5. If RMF feel the external provider's action is not sufficient we will notify MOPS.
6. We will follow up with MOPS to ensure that the concern is now being dealt with.
7. If RMF still feel that the external provider and MOPS are not dealing with the concern we will seek advice from either LCSB or LADO depending on the concern.

### 10.3 Prevent Duty

RMF recognises their duty to prevent children and families being drawn into terrorist or extremist behaviour and employ the following methods:

- Follows the guidance in the government document 'Prevent duty guidance for England and Wales 2015'
- Staff have access to Prevent training
- All staff must complete the introduction to the Prevent duty  
<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>
- We value all children and their families equally
- We promote the development of positive attitudes and behaviours to all people, whether they are different from or similar to themselves
- We have a commitment to challenging prejudice
- If the concern is raised whilst RMF are providing services for MOPS, then implement the MOPS procedural flow chart. RMF will also log the concern and within 24 hours follow up what action has been taken by MOPS. If RMF feel that the action taken is not sufficient we will talk with the School Headteacher. If RMF are still not happy with the outcome we will seek advice from LSCB. In the event of the concern being raised at an after-school club or holiday course use the RMF procedural flow chart.

Helpline - Preventing extremism in schools and children's services

Email: [counter.extremism@education.gov.uk](mailto:counter.extremism@education.gov.uk)

Telephone: 020 7340 7264

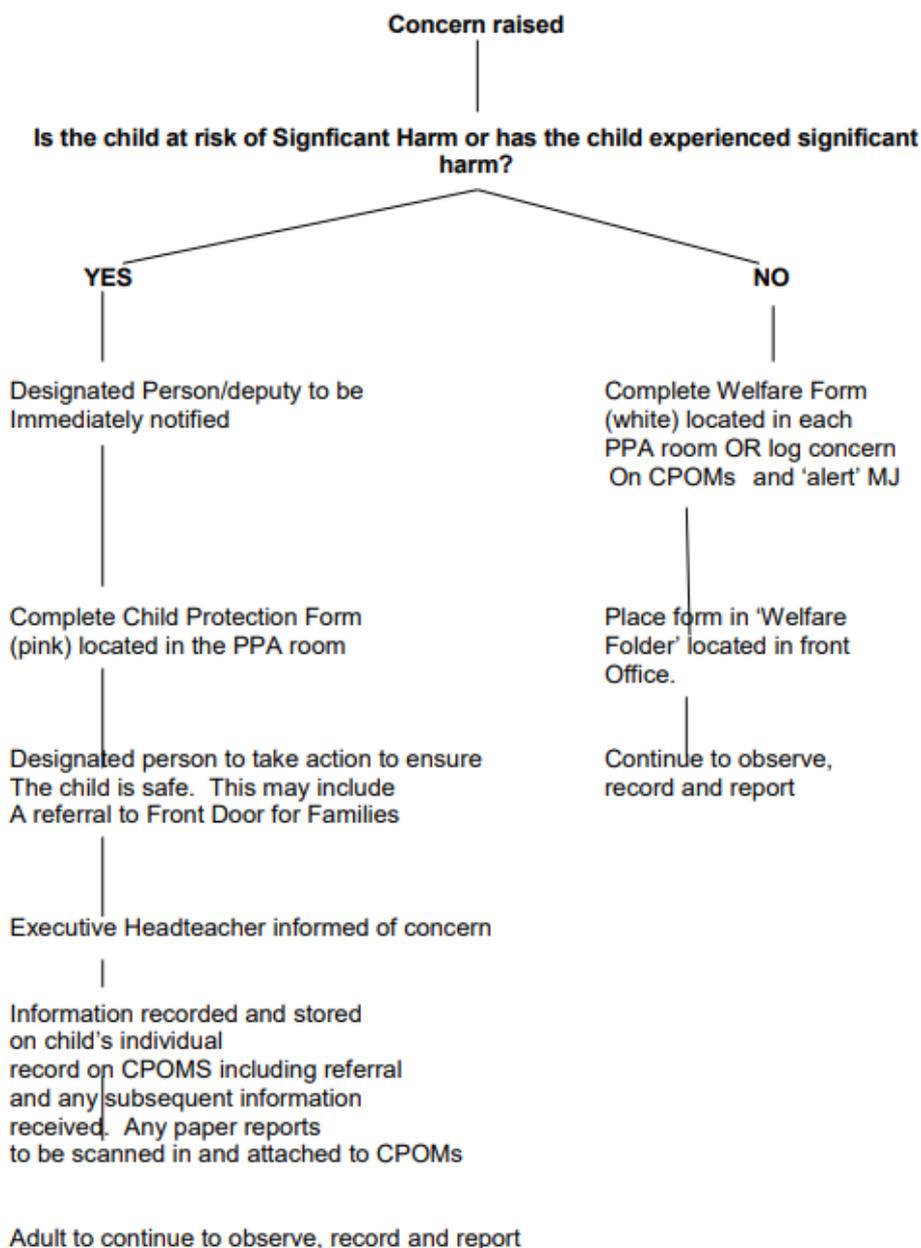
**If you are concerned about extremism in a school or organisation that works with children, or if you think a child might be at risk of extremism, contact our helpline.**

Open Monday to Friday from 9am to 6pm (excluding bank holidays).

## 10.4 What to do when you have a Safeguarding concern.

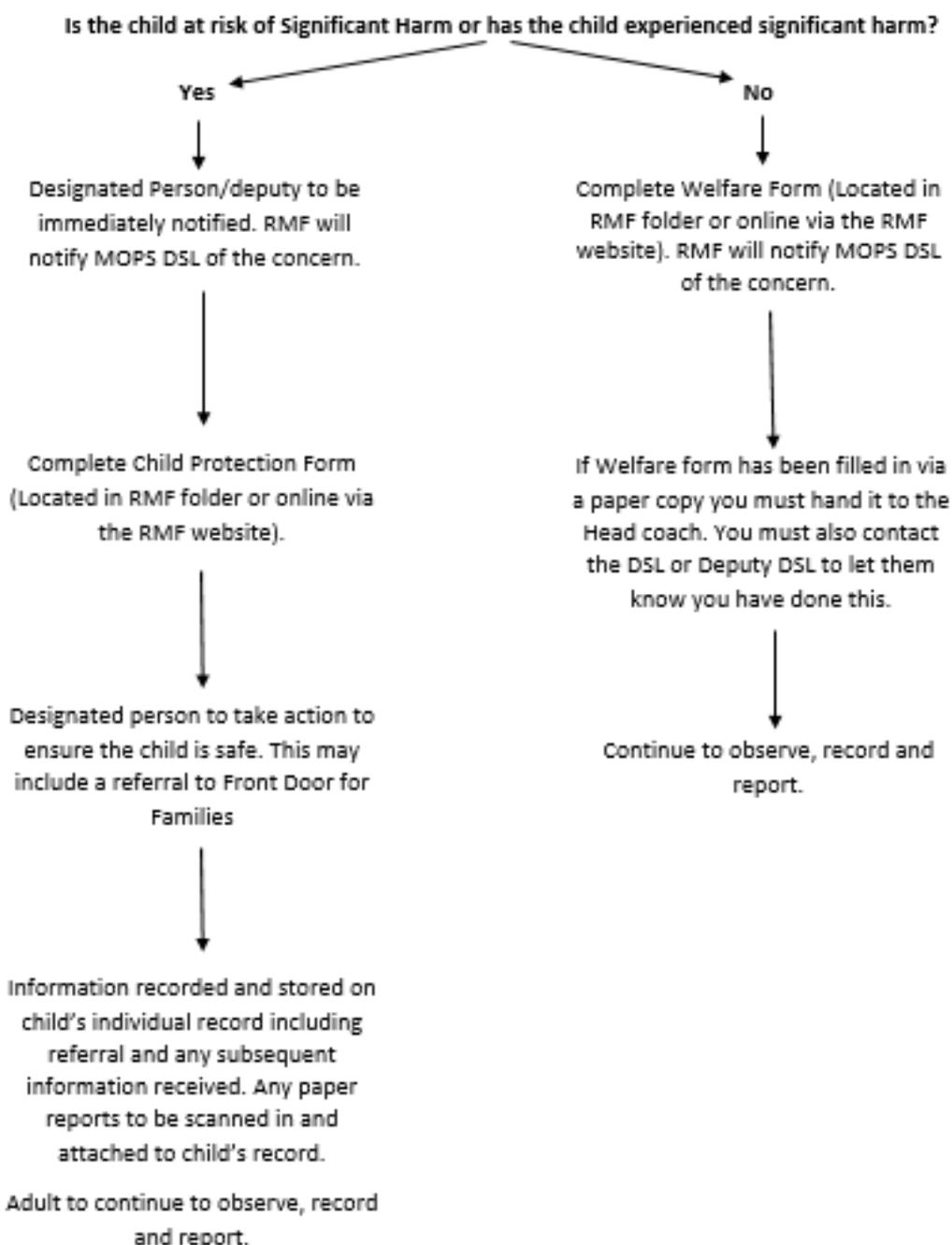
If the concern is raised during the School day whilst RMF are providing services for MOPS, we will follow the MOPS safeguarding policy. (Please see the 'Procedural Flowchart'). In addition to following MOPS safeguarding policy RMF will also record the concern. RMF will within 24 hours ask MOPS to provide evidence that the concern has/is being dealt with. If RMF feel that MOPS is not acting correctly we will seek further advice from the LSCB.

### Procedural Flowchart for all Staff, Volunteers and Governors at Mile Oak Primary School.



10.5 If the concern is raised at either an After-School Club or Holiday course RMF will implement our own procedural flow chart.

Procedural flow chart for all staff and volunteers at The Russell Martin Foundation



During the process staff will be in constant communication with the DSL.

The RMF Safeguarding Lead is Donna Cox and the Deputy Safeguarding Lead is Luke Poulton.

## 10.6 Procedural Guidance:

**Significant Harm is any Physical, Sexual or Emotional Abuse, Neglect, accident or injury that is sufficiently serious to adversely affect progress and enjoyment of life. In order to understand and establish significant harm, it is necessary to consider:**

- The family context
- The child's development within the context of their family and wider social and cultural environment
- Any special needs, such as medical condition, communication difficulties or disability that may affect a child's development and care within the family
- The nature of harm, in terms of ill-treatment or failure to provide adequate care
- The impact on the child's health and development
- The adequacy of parental care

Guidance is also sought from the 'Threshold Criteria' documentation published by the Local Authority. This provides statutory guidance as to what constitutes 'significant harm' and whether a referral to Front Door for Families is required. This document identifies four levels of need and is used when the local authority are needing to make a decision around what level of service provision is required to ensure that a family is appropriately supported and levels of risk are minimized.

### **Level 1:**

- children who are achieving expected outcomes
- their needs are met by their parents and by accessing universal services such as health and education
- they do not have additional needs

### **Level 2:**

- children with additional needs
- parents need professional support or guidance to help them meet their children's needs
- extra support can usually be provided by agencies that already know
- the family, e.g. their pre-school, school or college or NHS community services such as Health Visiting

### **Level 3:**

- children with multiple and complex needs
- children and parents need targeted early help or specialist services to meet the children's needs
- needs are met through multi-agency support and the use of Early Help Plans

### **Level 4:**

- children with acute needs, including those in need of protection
- children and parents need multi-agency responses which include
- specialist intervention from Children's Social Work Services through the family assessment process

If you are worried about sharing concerns about abuse with a senior colleague, you can contact your local Social care Team or the police direct, or the NSPCC Helpline on 0808 800 5000, or Child line on 0800 1111.

## **Safer Recruitment**

### 11.0 Our Duty

RMF has a legal duty to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Adults looking after children must have appropriate qualifications, training, skills and knowledge. Staffing arrangements must be organised to ensure safety and to meet the needs of the children.

### 11.1 Recruitment and training of staff and volunteers

RMF recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children. Pre-selection checks must include the following:

- All volunteers/staff must complete an application form. The application form will elicit information about an applicant's past and a self-disclosure about any criminal record.
- All volunteers/staff must complete a DBS. Once in progress they can start work under full supervision of a cleared member of staff.
- An explanation of any gaps in employment
- Consent should be obtained from an applicant to seek information from the DBS.
- Proof of essential qualifications
- Two confidential references, ideally including one regarding previous work with children. These references should be taken up and confirmed through telephone contact or in writing.
- Evidence of identity (passport or driving licence with photo).
- Proof of the right to work in the UK (via the production of documents on an approved list)

### 11.2 Interview and induction

All employees (and volunteers) must undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive an induction, during which:

- A check should be made that the application form has been completed in full (including sections on criminal records and self-disclosures).
- Their qualifications should be substantiated.
- The job requirements and responsibilities should be clarified.
- Child protection procedures are explained, and training needs are identified.

### 11.3 Disqualification

The Club will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. Note that a member of staff can become disqualified if they live in the same household as another disqualified person, or if a disqualified person is employed in that household.

### 11.4 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against established good practice, and to ensure their practice is not likely to result in allegations being made.
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Respond to concerns expressed by a child or young person.
- Adequate safeguarding training
- Work safely effectively with children.
- Behaviour management.

### 11.5 Ready to work

- When staff have completed their initial training, DBS application and Staff Suitability form they are able to work under supervision. Once we receive a satisfactory DBS they will be provided with a photographic name badge with details of their DBS number on it. This must be worn at all times.
- If a DBS contains information each case will be risk assessed on an individual basis and advice sort if necessary.

### 11.6 RMF may require:

- Staff to attend a recognised Safeguarding and child protection awareness training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and child protection.
- Relevant personnel to receive advisory information outlining good practice and informing them about what to do if they have concerns about the behaviour of an adult towards a young person.
- Relevant personnel to have gained national first aid training (where necessary).
- Attend update training when necessary and any team meetings.

### 11.7 MOPS induction:

**All RMF staff will go through the MOPS induction process. This may include;**

- Reading essential School policies i.e. Safeguarding, Behaviour and discipline, Fire and evacuation, Staff handbook.
- Meet caretaker
- Meet DSL and Deputy DSL
- Meet Headteacher
- Signing confidentially agreements
- Receive log ins for SIMS and CPOMS
- Receive identification badge
- Evidence of qualifications and safeguarding training

# Use of Technology by Children

## 12.0 Technology

RMF recognises that technology is an integral part of some children's lives and they use mobile phones, tablets and other devices as part of their play.

It is our intention to provide an environment in which children can safely use these devices but at the same time other children, parents and staff are safe from unwanted images being shown or recorded and inappropriately used.

### 12.1 Aim

#### **Our aim is to:**

Have a clear policy on the acceptable use of technology by children that is understood and adhered to by all parties concerned without exception.

RMF allows children to bring technology into the setting. With this privilege comes the responsibility that the children will act in an appropriate manner and in accordance with the following guidelines:

- Users bringing personal devices into the club must ensure there are no inappropriate or illegal content on the device.
- Children must ask a member of staff before using any devices.
- Children must not take photos or images of others.
- Staff will discuss with the child what the expected behaviour is whilst using the device.

#### **This will include but is not limited to:**

- Not playing offensive music
- Not showing offensive images
- Not accessing terrorist or extremist material
- Only watching age appropriate clips
- Only playing age appropriate games

#### **Failure to follow these guidelines will result in permission to use the device being withdrawn.**

RMF reserves the right to check the image contents of any device should there be any cause for concern over the appropriate use of it.

Should inappropriate material be found then we will follow our safeguarding procedures.

Concerns will be taken seriously, logged and investigated appropriately.

All devices are brought into the club at the owner's risk. RMF takes no responsibility for lost/stolen or damaged equipment.

# Uncollected Child

## 13.0 Uncollected Child Procedure

It is the parents' responsibility to inform RMF if they will be late collecting their children. If a child is not collected at the end of a session, *and the parent or carer has not notified us that they will be delayed*, we will implement the following procedures:

- After the advertised finish time of the club, the Head Coach will contact the parents.
- The parent or carer will be informed that penalty fees will have to be charged.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The Head Coach will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call RMF Head Office to notify us if they are delayed, and that penalty fees will have to be charged.

### 13.1 Over 30 minutes late

- If Staff have been unable to contact the child's parents or carers after 30 minutes, the Head Coach will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's members of staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

### 13.2 Charging

A charge of £5 per 15 minutes will be levied for all late collections. RMF Head Coach must inform their Head Office of the exact time the child was signed out.

Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.