



Safeguarding & Protecting Children & Vulnerable Adults Policy

Child Protection Officer: Miss Nicki Wyss

First Aid Officer: Mr David Daubney

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CHILD PROTECTION POLICY 2017

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BHS Child Protection Policy & Duty of care Guidelines

1. Introduction

- i. The Horse Rangers Association (Hampton Court) Ltd adheres to the principles outlined in the Children Act 1989 believing that all children and vulnerable adults have a right to be protected from abuse. It is the intention of the procedures within this policy to ensure that the appropriate action is taken immediately where it is alleged that a member within the Association is suspected of being abused. The prime concern at all times must be the interests and safety of the members.
- ii. It must be clearly understood that all Adults and Members, regardless of rank or status, have a personal responsibility for the safety and welfare of Rangers.
- iii. Adults are defined as Officers, Instructors, Rangers, Staff and volunteers over 18 years of age (excluding Special Needs members). Members are defined as Rangers, under the age of 18 and Vulnerable Adults (Special Needs members over 18).
- iv. Adults are required to complete a DBS disclosure form and may not work unsupervised with Rangers until their certificate is issued by the Disclosure and Barring Service.
- v. It will be an offence for any person who has been barred from working with children and vulnerable adults, by the Independent Safeguarding Authority (ISA) to join the HRA, either as a member of staff or as a volunteer.

2. Aims of the Policy

- i. To ensure Adults understand the different types of abuse.
- ii. To raise awareness of Adults regarding the signs of abuse.
- iii. To ensure that the Adults are aware of their own responsibilities regarding child protection and vulnerable adult procedures.
- iv. To ensure that Adults are aware of the role of the Child Protection Officer (CPO)
- v. To recognise the dilemmas of confidentiality.

- vi. To provide support for both Adults who have experienced disclosure and for members who have disclosed.
- vii. All Officers, Instructors, and Rangers over 18 must complete either BHS, HRA or another professionally recognised Child Protection Workshop. Alternatively, they can complete the LSCB Safeguarding Children: Basic Awareness (Level 1) Training. This can be found at www.kingstonandrichmond.org.uk/training. Rangers turning 18, must complete the workshop within 12 months of their birthday.

3. Roles and Responsibilities

- i. **Trustees.** To act in accordance with procedures set out in this policy and to monitor the annual review of the policy.
- ii. **Adults.** All Adults have a responsibility to be aware of the procedures to be followed in cases of suspected child/vulnerable adult abuse. Officers in regular contact with members are well placed to notice signs of physical, sexual or emotional abuse, neglect, behavioural changes or failure to develop as expected.
- iii. If an Adult suspects a member may be at risk, or hears a disclosure from a member, the CPO must be informed immediately. The Adult will be asked to provide an accurate written account of any discussions or observations regarding the member concerned. Any records are then passed to the CPO as they are confidential documents and are kept in a separate locked child protection file and held securely in a password protected computer file.
- iv. **Child Protection Officer (CPO)** The CPO must have attended an accredited LSCB Child Protection Workshop to LEVEL 3. The HRA will, where possible, appoint a Deputy CPO who will act in the CPO's absence. *See Appendix B for list of Squadron CPO's.*

The role of the CPO:

- Ensure child protection and vulnerable adults procedures are in place and updated as appropriate.
 - Provide advice/support to Adults and for confidential discussions about their concerns.
 - Be able to provide support for members.
 - Liaise with Children's Services and/or Adult Social Care in accordance with The London Borough of Richmond-upon-Thames' procedures. Be aware that the Children's Services/ Adult Social Care Department to be contacted is **local to the child's or vulnerable adult's residence.**
 - Keep records of any concerns/ suspected cases of abuse/ referrals.
 - Co-ordinate arrangements for any monitoring of members who have been identified as being in need of protection.
- v. When the CPO has been informed of a case of suspected abuse of a young person or vulnerable adult who may be at risk they must refer the matter to

the Children's Services Department local to where the young person lives or to the Adult Social Care Department if the person is over the age of 18 and considered a vulnerable adult. The department will then advise the CPO regarding any contact with the family/guardians, as it is the responsibility of Children's Services or Adult Social Care to inform parents/guardians about what is happening.

- vi. Multi-agency partnership: The Horse Rangers Association is committed to the multi-agency partnership approach. In accordance with Local Safeguarding procedures, we are required to liaise with Children's Services in all cases of abuse or suspected abuse and to liaise with Adult Social Care in all cases relating to abuse or suspected abuse of a vulnerable adult. This multi-agency approach enhances the effectiveness of identifying and dealing with child abuse issues that may arise.

4. Association Procedures:

- i. Any Adult having concerns that a member may be at risk of abuse should always discuss them with the CPO. Adults may be asked at this stage to complete a written record of their concerns. This record is then kept by the CPO in a confidential file. The CPO will consider a plan of action according to each individual situation. If appropriate, it is the responsibility of the CPO to seek further advice from Children's Services/ Adult Social Care as to whether a formal referral should be made. The CPO would then share the relevant information confidentially with the Adult who had raised the concern, on a need-to-know basis.
- ii. If a member wishes to disclose abuse, the Adult is to follow advice given in paragraph 5 below.
- iii. The disclosure must be recorded in writing. This record must then be passed to the CPO who will make a referral to Children's Services local to the child's residence or Adult Social Care local to the vulnerable adult's residence. All documentation will be kept by the CPO in a confidential file. The CPO will share information confidentially on a need-to-know basis with the Adult who has heard the disclosure, to reassure them that action is being taken to protect the member. Other Adults are then informed on a strictly need-to-know basis.

See 'Procedure for reporting child' abuse flow chart. (Appendix 3)

5. Handling Allegations of Abuse:

If a member wishes to confide in you about having suffered some kind of abuse you are to bear the following guidelines in mind.

- i. Stop and listen immediately. Make sure you are out of hearing of others but remain in sight.
- ii. Stay calm and re-assuring.

- iii. You can explain that if you are told anything that means that someone could be at risk of harm or of something that needs to be dealt with by an expert, you will need to pass this information on. Only those who need to know will be told.
- iv. Listen to and take seriously what the member tells you. Tell them that whatever the circumstances, they are not to blame.
- v. Do not press for details – some cases of abuse may need further investigation. It is better for the child not to have to repeat details unnecessarily. Only ask questions for clarification if you are unsure what the member is telling you.
- vi. Ask them if they have told anyone else.
- vii. Don't make any promises to the child/ vulnerable adult – the situation may cause you to react emotionally. Whilst this is understandable, at such times it is possible that you could make promises you cannot fulfill.
- viii. Tell the child/vulnerable adult that you are pleased they have decided to tell someone and that this was absolutely the right thing to do.
- ix. Let the child know you understand how difficult it is to talk about such experiences.
- x. Do not on any account, discuss the issue with anyone who does not need to know.

Advice about any aspects of child protection, including referrals, can be obtained through our local Children's Services, Achieving for Children. Their Single Point of Access (SPA) line is 020 8891 7969 from 8am-6pm Monday-Friday or 020 8770 5000 outside of these hours.

For advice or referrals for vulnerable adults, Richmond Council Adult Access Team can be contacted on 020 8891 7971 Monday-Thursday 9am-5:15pm and Fridays 9am-5pm. For out of hours' emergencies, they can be contacted on 020 8744 2442.

6. Recording:

- i. As outlined in Para 4 (iii), all concerns about or disclosures from members regarding any form of abuse or risk of being abused, must be recorded in writing. The record should include the time, circumstances, location and who was present during the disclosure as well as giving exact details of what the member said and what was said by the adult (s) present. Signs of any physical injury seen should be described in as much detail as possible i.e. specific location of injury, size of injury and colour (particularly in cases of bruising).

- ii. All records / reports are kept by the CPO and may be passed to Children's Services/ Adult Social Care when a referral is made. In cases of alleged child abuse which go to court, the court may require HRA to provide the child's protection record. All child protection records should be kept in a locked filing cabinet by the CPO and/or password protected computer file.

7. Staff Training

The CPO must attend an accredited LSCB Child Protection Workshop to LEVEL 3. It is the responsibility of the Director to arrange In-Service training for all Adults as required. The Child Protection Policy should be reviewed annually with the Child Protection Team.

8. Allegations made against Adults

- i. Any Adult hearing an allegation of abuse against another Adult, must inform the CPO or Director immediately.
- ii. If a disclosure or suspicion of abuse involves an Adult as the suspect of abuse, the CPO must refer the matter to the service local to the person alleging the abuse i.e. Children's Services (if victim of abuse is a child)/ Adult Social Care (if victim is an adult). The Association will be guided by the Children's Services/ Adult Social Care as to whether or not the suspected Adult should be allowed to continue in their role while enquiries proceed.

iii. Types of Investigation:

Where there is a complaint of abuse against an Officer/Instructor or volunteer there may be three types of investigation:

- A criminal investigation (by Police)
- A child protection investigation (by Social Services)
- A disciplinary or misconduct investigation (by the Association's Governing Body)

The family of the person who alleged abuse may also initiate civil proceedings.

9. Support for the victim:

It is important to consider the needs of the member and the possible traumatic effect upon them of being a victim of abuse. It is equally important to consider the needs of the other children/vulnerable adults who may have become aware of the incidents and to be clear about the provision for dealing with their distress or confusion.

Types of support/advice available are:

- Child and Adolescent Mental Health Services via a General Practitioner
- NSPCC Young Witness Service.
- Family Centres via Social Work Teams.
- NSPCC 24 hour free phone help line - 0808 800 5000
- Samaritans - 116123

- Achieving for Children SPA Team- 020 8891 7969 (Monday-Friday 8am-6pm) or out of hours 020 8770 5000.
- Richmond Council Adult Access Team- 020 8891 7971 Monday-Thursday 9am-5:15pm and Fridays 9am-5pm. For out of hours' emergencies, they can be contacted on 020 8744 2442.
- National Youth Advocacy Service (NYAS) free helpline- 0808 808 1001 supports children, young people and vulnerable adults. Monday-Friday 9am-8pm Saturday 10am-4pm.

10. Support for Adults:

- i. It is important to remember that the feelings and emotions engendered in an abuse case can be serious for a variety of individuals who may be involved in the case.

These may include:

- Individuals against whom allegations of abuse have been made.
 - Officers and Instructors who receive disclosures of abuse.
 - Trustees.
 - Managers who are required to investigate allegations of abuse made against their colleagues, which may be undertaken under advice from Social Services.
 - Adults who work with a colleague who is subject to such an allegation.
- ii. Each of these individuals is likely to have a variety of support needs and the Local Authority will, as far as possible, help to meet such needs.

This support may include:

- Counselling by trained and qualified counsellors.
- Support given to the Association if allegations have been made against a Senior Officer/Instructor.

11. Monitoring:

This policy will be reviewed annually.

Officers and Instructors will be asked to evaluate the recording procedures and the effectiveness of them whenever they have had occasion to put them into practice.

12. Useful contacts:

Achieving for Children (Single Point of Access)
 Team Manager: 0208 891 7969
 Out of hours 020 8770 5000

Richmond Council Adult Access Team-
 020 8891 7971

Out of hours 020 8744 2442.

Richmond Borough Council
0208 891 1411

NSPCC National Helpline
0808 800 5000

National Youth Advocacy Service (NYAS)
Free helpline- 0808 808 1001

13. Written Guidelines

“Adults” are defined as Officers, Instructors, Rangers over 18 and all adult volunteers (excluding those with Special Needs)

“Members” are defined as Rangers under the age of 18 and Vulnerable Adults over 18

“Child/Children” are defined as persons under the age of 18

“Vulnerable adult” is defined as a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

DO – Insist that all follow safety rules and guidelines at all times.

DO – Provide access for Members to talk about concerns they may have.

DO – If staying away, ensure that Members and Adults have separate washing facilities and sleeping accommodation.

DO – Set a personal example for Members to follow (e.g. do not use foul language or smoke in front of them).

DO – Respect a young person’s right to personal privacy.

DO – Insist that Members and Adults show mutual respect to one another as individuals at all times.

DO – Plan training and other activities so that, as far as possible, at least one other Adult is present or within sight. This could be for your protection against any allegations as well as for the Member’s protection.

DO – Report immediately any action on your part which may have compromised you. Do not rely on your good reputation alone.

DO – Ensure that Members have the opportunity to discuss personal problems or make complaints in confidence but explain that you may be required to pass information on if you feel that they or someone else is at risk of harm.

DO – Allow time for Members to contact their parents when away from home. If necessary, arrange for access to a telephone.

DO NOT – Permit, even by turning a ‘blind eye’, any activity which is illegal or clearly inappropriate in a youth organisation.

DO NOT – Allow any allegation of abuse to be ignored. Any allegation must be reported immediately according to guidelines.

DO NOT – Touch Members unless it is necessary to do so as part of training or for safety reasons, and only do so in the presence of others.

DO NOT – Play games involving physical contact with Members.

DO NOT – Permit active or passive sexual, racial or religious discrimination or harassment.

DO NOT – Allow sexual relationships to take place between Adults and Members.

DO NOT – Draw conclusions about others without establishing the facts. Remember not to investigate allegations of abuse yourself, but to report them immediately.

DO NOT – Engage in behaviour which is open to misinterpretation.

DO NOT – Make suggestive remarks.

DO NOT – Permit abusive peer activities (e.g. initiation ceremonies, ridiculing, bullying)

Appendix A

Types of abuse

- i. **Physical Abuse:** Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child/vulnerable adult to whom they are looking after. This situation is commonly described using terms such as fictitious illness by proxy or Munchausen syndrome by proxy.

Physical abuse can lead directly to:

- Neurological damage
- Physical injuries
- Disability
- At the extreme - death

Physical abuse has been linked to:

- Aggressive behaviour or severe temper outbursts
- Emotional and behavioral problems
- Educational difficulties

- ii. **Emotional Abuse:** Emotional abuse is the persistent emotional ill treatment of a child/vulnerable adult such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to the child/vulnerable adult that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children/vulnerable adults frequently to feel frightened or in danger, or in the exploitation or corruption of children/vulnerable adults. Some level of emotional abuse is involved in all ill treatment, though it may occur alone.

There is increasing evidence of the adverse long-term consequences for children's development where they have been subjected to emotional abuse:

- Has impact on a developing child's mental health, behaviour and self-esteem.
- Especially damaging in infancy

- iii. **Sexual Abuse:** Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. The activities may involve physical contact, including penetrative (eg rape or buggery) or non-penetrative acts. They may include non-contact activities such as involving children/vulnerable adults in looking at, or in the production of pornographic material or watching sexual activities, or encouraging children/vulnerable adults to behave in sexually inappropriate ways.

The following have been linked to sexual abuse:

- Disturbed behavior including self harm
- Inappropriate sexualized behavior
- Sadness and depression
- Loss of self esteem
- Eating problems such as overeating or anorexia

The severity of impact on a child is believed to increase the longer the abuse continues, the more extensive the abuse, and the older the child.

- iv. **Neglect:** Neglect is the persistent failure to meet the child/vulnerable adults basic physical and/or psychological needs, likely to result in serious impairment of the child/vulnerable adult's health or development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failure to protect a child/vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child/vulnerable adult's basic emotional needs.

Severe neglect of young children is associated with:

- Major impairment of growth and intellectual development.
- Impairment of health and development.
- Long-term difficulties with social functioning, relationships and educational progress.
- In extreme cases, death.

Appendix B.

Squadron CPO's

No. 1 Capt. Helen Lamb

No. 2 Major Amanda Squires

No. 3 Capt. Abby Burford

No. 4 Capt. Claire Hoath

No. 5 Capt. Jude Watts

No. 6 RDA Nicki Wyss (CPO)

No. 7 Capt. Jo O'Sullivan

Checklist for Child Protection

“I have a concern”

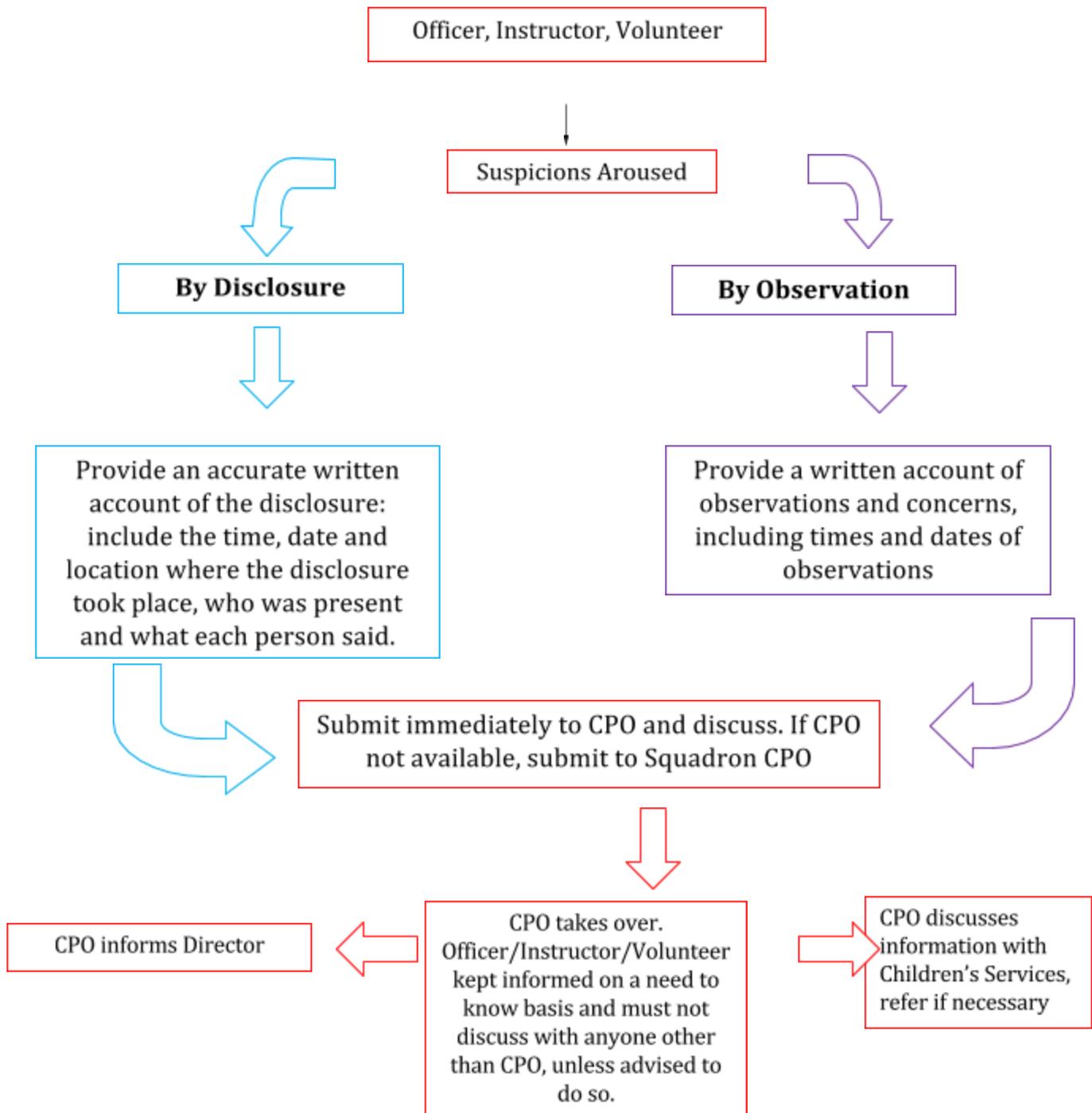
have you.....

- Had any evidence of or heard any other concerns?
- Discussed these with the CPO?
- Completed a written record of your concerns using form CP1?
- Passed your written record to the CPO?

“What happens next”

- The CPO is responsible for collating information and/or making a referral as appropriate.
- The CPO should feed back relevant information on a ‘need-to-know’ basis – if you have not heard anything back within 7 days then seek clarification with the CPO.
- If a Ranger instigates further discussion, follow the guidance and seek advice from the CPO.
- Remember the CPO is always available to give reassurance and support.

PROCEDURE FOR REPORTING CHILD ABUSE



Whistle-blowing

Procedures for managing allegations against people who work with children.

In accordance with the common law 'duty of care' which all employers and employees have, it is the HRA's responsibility to draw attention to any matter they consider to be damaging to the interests of a colleague. To put forward suggestions which may improve the quality of service and prevent malpractice.

Children/ vulnerable adults can be subjected to abuse by those who work with them and any allegations of abuse or maltreatment of children/vulnerable adults by a member of staff must therefore be taken seriously. The Association's guidelines must be used in respect of all cases in which it is alleged that a person who works with children has:

- Behaved in a way that has harmed, or may have harmed a child/ vulnerable adult
- Possibly committed a criminal offence against, or related to, a child/ vulnerable adult
- Behaved towards a child or children/ vulnerable adult(s) in a way that indicates s/he is unsuitable to work with children/ vulnerable adults

Supporting those involved

Parents or carers of the child/vulnerable adult involved should be told about the allegation as soon as possible if they do not already know of it, having first established that the allegation has a basis for action. They should also be kept informed about the progress of the case, and told the outcome where there is not a criminal prosecution. That includes the outcome of any disciplinary process.

Note: the deliberations of a disciplinary hearing, and the information taken into account in reaching a decision, cannot normally be disclosed, but those concerned should be told the outcome.

In cases where a child / vulnerable adult may have suffered significant harm or where a criminal prosecution has taken place either Social Services or the police, as appropriate, should consider what support the child/ vulnerable adult involved may need.

The employer should also keep the person who is the subject of the allegations informed of the progress of the case and advise on appropriate support to the individual while the case is going on.

Code of Conduct

Responsibilities of an Instructor

- Follow guidelines issued by the Association, abide by their rules, and never condone rule violations, rough play, bullying or the use of prohibitive substances.
- Consistently maintain high standards of appearance and conduct.
- Act with due respect to the reputation of the governing body
- Maintain own standards by attending relevant training courses
- Show respect for other individuals' human rights
- Develop appropriate working relationships with rangers; especially children, based on mutual trust and respect
- Ensure the demands made on young riders are appropriate for their physical maturity and level of experience
- Place safety and well-being of pupils and horses over and above competition and performance
- Co-operate with other specialists (officials, vets, other instructors) if appropriate
- Treat everyone equally regardless of age, sex, ethnic origin, religion, political persuasion, sexual orientation or physical disability.

Disciplinary Advisory Notes:

The Horse Rangers Association's complaints and appeals procedure will be used to deal with any formal complaint and /or appeals relevant to a member of staff or volunteer. These complaints will be dealt with by the Association's Investigation/ Disciplinary and Complaints Committee comprising of at least 3 different members.

- i. Any complaint involving child protection issues should be put in writing to the Director of the Horse Rangers Association who will inform the Association's Investigation Committee. The complaint does not have to be from the victim, it can be from a concerned individual.
- ii. The Association's Investigation Committee may ask for relevant information on which a decision may be based on whether or not there is a case to be heard. Prior to this, the member under suspicion shall be sent a written notice of the alleged infringement, and be given an opportunity to make a written representation of the facts.

- iii. The Investigation Committee may decide to give the member the opportunity to be heard personally and if they are called in for a hearing, he or she may be accompanied by a friend (who may be an associate and/or legal advocate.)
- iv. If there appears to be a bone fide case a Disciplinary Committee should be set up to consider the alleged incident. This should consist of 3-5 members none of whom should have direct knowledge of the incident, nor in any way be related to the person concerned.
- v. Details of the alleged infringement should be sent in writing to all those invited to the hearing or those requested to submit written evidence.
- vi. If the Disciplinary Committee is of the opinion that the complaint has been proved, in whole or in part, then it shall reach a decision on whether a penalty should be imposed, and if so, what it should be.
- vii. The 'person against who the allegation has been made' should be informed as soon as possible, and must also be informed of the time within which any appeal against the decision must be lodged. (usually fourteen days)
- viii. The Appeal Committee will consist of 3-5 independent people with no previous direct knowledge of the incident and an appeal hearing arranged so that the 'person under suspicion' shall have the opportunity to be heard.
- ix. The child at the centre of the investigation does not have to be present at the Hearing. The Investigating Officer can present their statement.
- x. If the 'person against whom the allegation has been made' does not attend the Appeal Hearing, then the hearing may proceed in his/her absence.
- xi. The Appeal Committee should consider the record of evidence and, if it thinks fit, any fresh evidence. It may uphold, withdraw or revise any penalty previously imposed by the Disciplinary Committee.
- xii. The 'person against whom the allegation is made' should be informed of the decision in writing as soon as possible.

Anti Bullying Policy

"Children have the right to protection from all forms of violence (physical or mental). They must be kept safe from harm and they must be given proper care by those looking after them."

[The United Nations Convention on the Rights of the Child, Article 19]

The Horse Rangers Association (Hampton Court) Ltd is committed to this ethos and seeks to ensure, as far as is reasonably practicable, the prevention of all forms of bullying amongst Members. To this end all Horse Ranger activities should have in place rigorous anti-bullying strategies.

Bullying definition: intimidation of the weaker person; ***the process of intimidating or mistreating someone weaker or in a more vulnerable situation.***

It is the responsibility of all Officers and Instructors to help develop a caring and supportive atmosphere, where bullying in any form is unacceptable.

All Officers and Instructors should:

- be aware of the potential problems bullying may cause;
- be alert to signs of bullying, harassment or discrimination;
- take action to deal with such behaviour when it occurs, following Association policy guidelines;
- provide access for young people to talk about any concerns they may have;
- encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like.