



Safeguarding: Protecting Children & Vulnerable Adults Policy

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SAFEGUARDING POLICY 2018

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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.

Aims of the Policy

- To ensure Adults understand the different types of abuse.
- To raise awareness of Adults regarding the signs of abuse.
- To ensure that the Adults are aware of their own responsibilities regarding safeguarding and vulnerable adult procedures.
- To ensure that Adults are aware of the role of the Safeguarding Lead (SL)
- To recognise the dilemmas of confidentiality.
- To provide support for both Adults who have experienced disclosure and for members who have disclosed.
- All Officers, Instructors, and Rangers over 18 must complete either BHS, HRA or another approved Safeguarding Training Course. Alternatively, they can complete the LSCB Safeguarding Children: Basic Awareness (Level 1) Training. This can be found at <http://kingstonandrichmondlsqb.org.uk/training>. Rangers turning 18, must complete the workshop within 12 months of their birthday.

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.

If an Adult suspects a member may be at risk, or hears a disclosure from a member, the SL 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 SL as they are confidential documents and are kept securely in a password protected computer file.

- iii. **Safeguarding Lead (SL)** The designated SL must have attended an accredited LSCB Safeguarding Children: Child Protection Process Level 3. The HRA will, where possible, appoint a Deputy SL who will act in the SL's absence. *See Appendix B for list of Squadron SL's.*

The role of the Safeguarding Lead (SL):

- Ensure all safeguarding 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.

When the SL 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 SL 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.

- iv. **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.

Association Procedures

- i. Any Adult having concerns that a member may be at risk of abuse should always discuss them with the designated SL.
- ii. Adults will be asked at this stage to complete a written record of their concerns. This record is then kept by the SL in a confidential file. The SL will consider a plan of action according to each individual situation. If appropriate, it is the responsibility of the SL to seek further advice from Children's Services/ Adult Social Care as to whether a formal referral should be made.
- iii. The SL would then share the relevant information confidentially with the Adult who had raised the concern, on a need-to-know basis.

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. Guidelines are taken from '*Kingston LSCB Safeguarding Children and Young People – Guidance for Voluntary and Community Organisations*'

Stop and listen immediately. Try, where possible, to make sure you are out of hearing of others but remain in sight;

- Stay calm and re-assure the child that telling someone was the right thing to do.
- Tell the child that you now have to do what you can to keep him or her safe. Let them know what you are going to do next, and with whom the information will be shared.
- Allow the child to continue at their own pace without interruption.
- Make sure that you are clear about what the child is telling you.
- Record the disclosure in writing, as soon as possible, using the child's words.

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

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 8547 5008 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.

Recording

- i. 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 SL 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 safeguarding record. All safeguarding records should be kept in a password protected computer file.

Staff Training

The designated SL must attend an accredited LSCB Safeguarding Children: Child Protection Process Level 3. It is the responsibility of the Director to arrange In-Service training for all Adults as required. The Safeguarding Policy should be reviewed annually with the Safeguarding Team.

Allegations made against Adults

Any Adult hearing an allegation of abuse against another Adult, must inform the SL or Director immediately.

If a disclosure or suspicion of abuse involves an Adult as the suspect of abuse, the SL 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.

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.

Support for the Discloser

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 24-Hour Free Helpline – If you are concerned for a child	0808 800 5000 (24-Hour)
Family Centres - community resources that provide services to parents, children, and spouses	Social Work Teams, Health Services or self-referral
ChildLine – If you are 18 and under and want to talk to someone	0800 1111 (24-Hour)
Samaritans	116 123 (24-Hour)
Achieving for Children SPA Team Out of Hours Service	020 8547 5008 (Monday-Friday 8am-6pm) 020 8770 5000 (Out of Hours)
Richmond Council Adult Access Team Out of Hours' Emergencies	020 8891 7971 (Monday-Thursday 9am-5:15pm and Fridays 9am-5pm) 020 8744 2442 (Out of Hours)
National Youth Advocacy Service (NYAS) Free Helpline	0808 808 1001 (Monday-Friday 9am-8pm Saturday 10am-4pm)

Support for Adults:

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.

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:

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

Monitoring

- i. This policy will be reviewed annually.
- ii. 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.

Useful contacts

Achieving for Children (Single Point of Access)	020 8547 5008 (Monday-Friday 8am-6pm) 020 8770 5000 (Out of hours)
Richmond Council Adult Access Team	020 8891 7971 (Monday-Thursday 9am-5:15pm and Fridays 9am-5pm) 020 8744 2442 (Out of hours)
Richmond Borough Council	0208 891 1411
NSPCC National Helpline	0808 800 5000 (24-Hour)
National Youth Advocacy Service (NYAS) Free Helpline	0808 808 1001 (Monday-Friday 9am-8pm Saturday 10am-4pm)

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.
- Provide access for Members to talk about concerns they may have.
- If staying away, ensure that Members and Adults have separate washing facilities and sleeping accommodation.
- Set a personal example for Members to follow (e.g. do not use foul language or smoke in front of them).
- Respect a young person’s right to personal privacy.
- Insist that Members and Adults show mutual respect to one another as individuals at all times.
- 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.
- Report immediately any action on your part which may have compromised you. Do not rely on your good reputation alone.
- 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.
- 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.
- Allow any allegation of abuse to be ignored. Any allegation must be reported immediately according to guidelines.
- 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.
- Play games involving physical contact with Members.
- Permit active or passive sexual, racial or religious discrimination or harassment.
- Allow sexual relationships to take place between Adults and Members.
- Draw conclusions about others without establishing the facts. Remember not to investigate allegations of abuse yourself, but to report them immediately.
- Engage in behaviour which is open to misinterpretation.
- Make suggestive remarks.
- Permit abusive peer activities (e.g. initiation ceremonies, ridiculing, bullying)

Appendix A

The following definitions are taken from ‘*Working Together to Safeguard Children – A Guide to inter-agency working to safeguard and promote the welfare of children*’ (July 2018)

Types of Abuse

- i. **Physical Abuse:** A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child/vulnerable adult. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child/vulnerable adult.

- ii. **Emotional Abuse:** The persistent emotional maltreatment 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 include not giving the child/vulnerable adult opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children/vulnerable adults. These may include interactions that are beyond a child/vulnerable adult’s developmental capability, as well as overprotection and limitations of exploration and learning, or preventing the child/vulnerable adults participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber-bullying), causing children/vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children/vulnerable adults. Some level of emotional abuse is involved in all types of maltreatment of a child/vulnerable adult, though it may occur alone.

- iii. **Sexual Abuse:** Involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not they are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may include non-contact activities, such as involving children/vulnerable adults in looking at, or in the production of, sexual images, watching sexual activities, encouraging children/vulnerable adults to behave in sexually inappropriate ways., or grooming a child/vulnerable adult in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

- iv. **Neglect:** 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. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to;
 - a) provide adequate food, clothing or shelter (including exclusion from home or abandonment)
 - b) protect a child/vulnerable adult from physical and emotional harm or danger
 - c) ensure adequate supervision (including the use of inadequate care-givers)
 - d) ensure access to appropriate medical care or treatmentIt may also include neglect of, or unresponsiveness to a child/vulnerable adult’s basic emotional needs.

Appendix B.

Designated Safeguarding Lead, Deputy Safeguarding Lead and Squadron Safeguarding Contacts

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 (Deputy Safeguarding Lead)

No. 6 - Lauren Thomas (Designated Safeguarding Lead)

No. 7 - Capt. Jo O'Sullivan

Appendix C.

Safeguarding Checklists

“I have a concern, what do I do?”

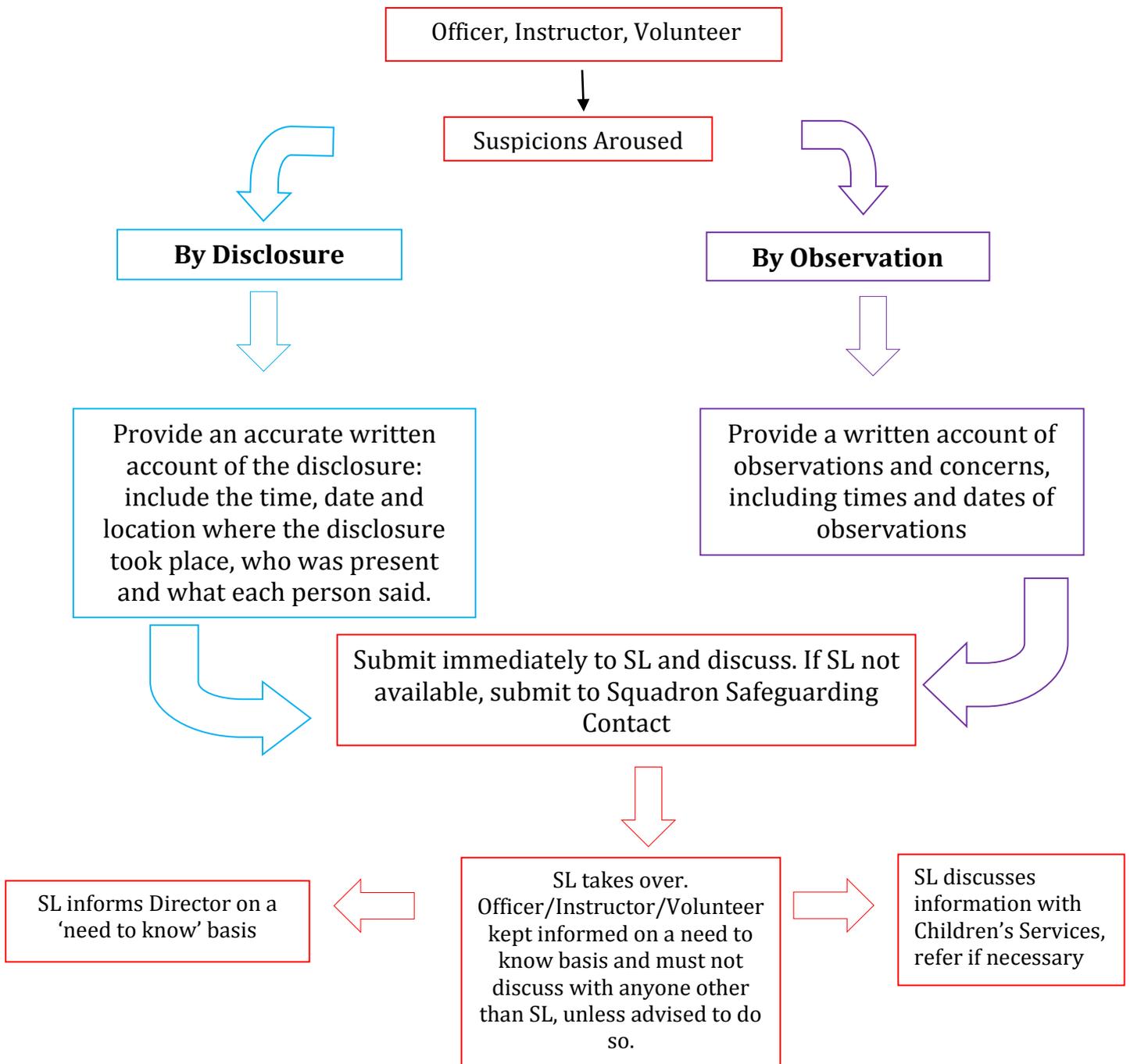
- 1) Contact your organisations designated Safeguarding Lead (SL) for advice
- 2) Record your concerns, or the disclosure, in writing. Try to stay unbiased, and if a child/vulnerable adult has disclosed to you try and write it down in their words, including dates, times and names
- 3) Pass your written record onto the designated SL who will take responsibility to refer if appropriate

“What happens next?”

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

Appendix D.

PROCEDURE FOR REPORTING 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 safeguarding 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.***

Instructor/Officer Responsibilities

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.