



PGL Travel Ltd

Safeguarding policy



Safeguarding policy

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Policy statement

PGL believes that it is always unacceptable for a child, young person or adult to experience abuse of any kind and recognises its responsibility to safeguard their welfare by a commitment to practice which protects them.

We recognise that:

- The welfare of the child, young person and vulnerable adults is paramount
- All people regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

The purpose of the policy:

- To provide protection for the children, young people and vulnerable adults who receive services.
- To provide staff with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

This policy applies to all staff, including senior managers and anyone working on behalf of PGL.

We will endeavour to safeguard children, young people and vulnerable adults by:

- Valuing them, listening to them and respecting them,
- Adopting child protection guidelines through procedures and a code of conduct for staff and visitors.
- Recruiting staff safely, ensuring all necessary checks are made.
- Sharing information about safeguarding, child protection and good practice with children, parents, teachers and staff.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Providing effective management for staff through supervision, support and training.

We are also committed to reviewing our policy and good practice annually.



Richard Sanders
Operations Director
22 May 2015.



PGL safeguarding: lead and deputy

Our Lead for Safeguarding is:

Richard Sanders
Operations Director
PGL Travel Ltd
Tel No: 0844 371 0101

Our Deputy Lead is:

Patricia Walker
HR Director
PGL Travel Ltd
Tel No: 0844 371 0101

Their role is to:

- Oversee and ensure that our safeguarding policy is fully implemented and that we attain SAFE standards.
- Ensure our safeguarding standards are communicated to all staff.
- Ensure details are made available to all adults, children and parents/carers.
- Ensure all staff receive appropriate training in safeguarding.
- Ensure DBS (Disclosure and Barring Service) reporting procedures are adhered to.

The deputy should be available to support, or cover for, the nominated lead. They will also handle any complaints or allegations against the nominated lead if appropriate.

PGL SAFEGUARDING SENIOR MANAGEMENT TEAM

Paul Kenwright	Head of Safety and Standards
Luke Shearring	Operations Manager UK
Bruce Garrod	Operations Manager UK
Steve Cook	Operations Manager Overseas
Kath Clayden	Human Resources
Paul Flitney	Recruitment
Darryll Shaw	Training

Their role is to;

- Act as the first point of contact for the centre-based safeguarding lead in the event of any safeguarding concerns or incidents
- Support and provide advice and assistance to the centre-based safeguarding lead
- Quarterly review all safeguarding reports and make recommendations to PGL safeguarding lead

Centre-based safeguarding lead

Their role is to:

- Receive information from staff, tour leaders, teachers, accompanying adults, children or parents who have safeguarding concerns and record it.
- Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Initially consult locally with a statutory child protection agency such as the Children's Social Care Services (formally known as Social Services) to test out any doubts or uncertainty about the concerns as soon as possible.
- Make a formal referral to social care services or the police, if a crime has, or may have been committed, without delay. PGL recognises that it is not the role of the organisation to investigate or to decide whether or not a child has been abused.

Their responsibilities are detailed below.

- Be fully conversant with all aspects of PGL safeguarding policy.
- To have an understanding of the laws relating to child protection as well as company policies and operating procedures
- Ensure that the preventative measures are in effect.
- To be proactively responsible for determining, administering and delivering additional training.
- Make recommendations for change or improvements to current policies or operating procedures.
- To know and establish links with local child protection agencies.
- Ensure a detailed log is kept of all child or staff protection issues, even if at the time no further action is deemed necessary.
- To openly encourage and nurture a protective culture and environment that puts children's interests first and actively supports a whistle-blowing policy.
- Annually review their centre's safeguarding risk assessment.
- Ensure the visitors' Code of Conduct is adhered to (see appendix 1).

Rigorous recruitment

We adhere to the Local Safeguarding Children Board Key Standards for recruitment, and DfE guidelines.

We recruit all staff by obtaining full personal details and application forms with particular relevance to previous work with children and young people.

The recruitment process is as follows:

- 1 A detailed application form is received and vetted by a trained Recruitment Officer.
- 2 The employee's reference is verified.
- 3 Original qualification certificates and the applicant's identity are verified.
- 4 The Disclosure and Barring Service* (DBS) 'Barred List' is checked and an 'Enhanced' check is applied for.
- 5 New applicants for Instructional and Group Leading roles are required to pass a 10 day residential selection and training course.
- 6 Employment commences. If the enhanced DBS check results have not been received by this time, a safeguarding assessment is undertaken and employees are restricted to supervised duties only.
- 7 Employees undergo a compulsory probationary period lasting a minimum of 2 weeks.
- 8 Their contract is confirmed upon receipt of the satisfactory DBS check and successfully passing the probationary period.
- 9 Ongoing support, development training and monitoring is undertaken by Senior Staff.

*Protecting Vulnerable Groups Scheme in Scotland

It is not possible to check applicants from overseas via the DBS so we require an Overseas Police check from their home nation. Over 50% of staff return each year. For those eligible, we undertake a new Barred List check annually.

We have sound recruitment procedures and record when we are satisfied that the applicant is appropriate and suitable. At least one person involved in the recruitment will undergo the Safer Recruitment Training

A DBS/PVG disclosure would not automatically act as a bar to employment with PGL. Consideration is always given to the legal limitations on employing certain ex-offenders and the company's duties in law; however, disclosures may contain details of spent convictions irrelevant to employment with children and therefore we risk assess each case individually. When considering whether to employ an ex-offender we consider a range of factors, including the nature of the crime, when it happened and the success of rehabilitation, the sentence, re-offending patterns, job requirements and safeguards against offending at work. We will keep a record of our considerations and any representations made by the individual as part of the assessment.

Induction and training

We have a clear recruitment, induction and training strategy detailing clear job descriptions, terms and conditions of employment, staff responsibilities and all relevant procedures.

All new staff receive health and safety, and safeguarding training as part of their induction and sign to record they have received and understood the training and documentation related to "Working with Guests and Others", which includes safeguarding. All new staff will have a probationary review within the first month of employment and will then be observed and appraised at regular intervals throughout their period of employment. The centre manager is responsible for ensuring this happens in line with PGL company policy.

The training and qualification requirements for all PGL employees are outlined in appendix 2.

Following the annual review of policies and procedure all centre-based leads will attend an annual refresher workshop.

Confidentiality

We have a clear policy about confidentiality and information sharing and these details are available to all adults, children, parents and carers via the PGL website, discussions with senior staff during inductions, through information available in the PGL Staff Information Guide and clearly displaying the whistle-blowers' 'open-door' policy.

We fully endorse the principle that the welfare of children and young people override any obligations of confidence we may hold to others. Individual cases will only be shared or discussed on a "need to know" basis. All media enquiries will be handled by Richard Sanders, Operations Director.

Handling disclosures

A disclosure may be made verbally or through play or through the behaviour of a child, young person or an adult and it is important for everyone to remember the following:

If you are concerned about a child, it is important that this information is communicated to the centre-based lead or deputy for safeguarding.

You may become aware of suspected or likely abuse by:

- Your own observations and concerns
- Being told by another person that they have concerns about a child
- The child tells you
- The abuser tells you

Other concerns may be:

- Children living away from home or who have gone missing
- Peer abuse including bullying
- Race and racism
- Violent extremism
- Sexual exploitation
- Female genital mutilation
- Forced marriage
- Concealed pregnancy
- Child trafficking
- E-Safety

Also remember that you may not always be working directly with the child but may become concerned because of difficulties experienced by the adults e.g.

- Peer domestic violence incidents
- Mental health issues
- Substance and alcohol abuse incidents

Remember:

- Do not delay
- Do not investigate
- Seek advice from the lead or deputy for safeguarding
- Make careful records of anything you observe or are told

Responding to concerns

We ensure and emphasise that everyone in our organisation understands and knows how to share any concerns immediately with the lead or deputy for safeguarding.

We do this through training, inductions and by ensuring all staff are aware of the safeguarding policy.

Everyone, including both the lead and deputy for safeguarding, will deal with concerns using the following:

Step 1

If you are worried a child has been abused because:

- you have seen something
- a child says they have been abused
- somebody else has told you they are concerned
- there has been an allegation against a team member
- there has been an anonymous allegation
- an adult has disclosed they are abusing a child
- an adult has disclosed they were abused as a child

Step 2

PGL has a policy for safeguarding. Talk to the lead or deputy for safeguarding.

Consult, monitor and record.

Sign / date / time.

Include name and job role.

Step 3

S/he (or anyone else if not available) should refer the concern to Children's Social Care Services and/or the Police (in an emergency) and follow up the referral in writing within 24 hours.**

**In allegations against a person with a "duty of care", the Local Authority Designated Officer (LADO) will co-ordinate the next procedural steps.

**ANY CONSULTATION SHOULD NOT DELAY A REFERRAL
IN AN EMERGENCY DO NOT DELAY, DIAL 999**

For issues abroad refer to the following flowcharts:

Managing Child Safeguarding Concerns That Occur In The UK

Managing Child Safeguarding Concerns That Occur Abroad

Managing Child Safeguarding Concerns for Coach Drivers

Allegations / complaints / disciplinary and grievance procedures

We have clear policies in line with SAFE (Safer Activities For Everyone Community Interest Company) recommendations about handling allegations, dealing with complaints and our own disciplinary and grievance procedures; these details will be made available to all adults, children, parents and carers as necessary.

We are mindful that the three procedures might lead to uncertainty as to the next appropriate steps to take. We are clear that, in any case where a complaint has been made with regards to any inappropriate or poor practice, we will discuss the situation with Children's Social Care Services before making an open decision about the best way forward.

Children's Social Care Services will manage any investigations, overseen by the LADO (Local Authority Designated Officer) in accordance with Local Safeguarding Children Board procedures. These are available on the Local Safeguarding Children Board website. PGL will make referrals to the DBS when deemed necessary or when advised by the LADO, and in liaison with local agencies as relevant.

With regards to disciplinary and grievance procedures, we are very clear that we will take no steps until we have fully discussed and agreed a strategy with the Local Authority Designated Officer, Children's Social Care Services and/or the police. Any investigation will override the need to implement any such procedures.

- All staff will follow our 'open-door' policy for whistle-blowing if there are concerns about the management of child safeguarding concerns within PGL.
- We will always inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or any other abuse which is alleged to have taken place on the premises, and of the action taken in respect of these allegation, within 14 days.

Record keeping

All records will be kept securely in a locked cabinet/drawer in the centre-based lead's office. Only the lead for safeguarding and/or deputy will have access, and records will only be kept as long as necessary.

A copy of all records will be forwarded to Head of Safety and Standards; once this has been received local records will be destroyed.

Normally these records will be passed to Children's Social Care Services as soon as possible. All records will be recorded by the person with the concern within 24 hours, on headed paper or incident sheets and will be factual and non-judgmental.

It is helpful to record any known details of the child/children or young people involved, e.g. name, address, date of birth etc. It is equally important to record the reasons for not referring to Children's Social Care Services as it is when the decision is taken to refer. Always sign, date and time these records and also record name and job role.

Whistle-blowing

In very exceptional circumstances when a member of staff might be concerned that the company is not dealing with child safeguarding concerns appropriately (as per the 'open-door' policy), they may contact social care services, or the police if a crime has, or may have been committed. This is a last resort but is an action that is legally covered by whistle-blowing.



Safe recommendations

In order to attain and retain our SAFE award everybody needs to be vigilant in adhering to this policy and also assessing the risks of their own work and activities. These risk assessments will be carried out annually by the child protection lead and/or deputy; however it is the responsibility of everyone to draw attention to practices and procedures that they are unhappy or uncomfortable with.

It is only through adopting SAFE policies and practices that we can all be confident we have done everything we can to safeguard the children and young people in our care.

Policy Review

This policy will be reviewed annually or when there are substantial organisational changes.

Background

Why do we need a Child Safeguarding Policy?

The five main outcomes for children, as originally detailed in “Every Child Matters” 2003 and subsequent Children Act 2004 are:

- being healthy
- staying safe
- enjoying and achieving
- making a positive contribution
- achieving economic well-being

Government guidance is clear that all organisations working with children, young people, families, parents and carers have responsibilities (see appendix 2 for references). It is important to remember that children and young people can also abuse and that such incidents fall into the remit of this policy.

All organisations should:

- have senior managers committed to safeguarding
- be clear about people’s responsibilities and accountability
- have a culture of listening to children
- have safe recruitment practices for all staff and volunteers working with children and young people
- have procedures for safeguarding children and young people
- have procedures for dealing with allegations against, and concerns about, staff and volunteers
- make sure staff have mandatory induction and further safeguarding training, supervision, reviews and support
- have agreements about working with other organisations and agencies

Working Together 2013

Schools and colleges should:

- create and maintain a safe learning environment for children and young people
- identify where there are child welfare concerns and take action to address them, in partnership with other organisations where appropriate
- contribute through the curriculum by developing children’s understanding, awareness and resilience

Safeguarding Children and Safer Recruitment in Education 2007

“Children are individuals whose rights, needs and welfare are paramount.”

Children Act 1989

“No child or group of children must be treated any less favourably than others in being able to access services which meet their particular needs.”

Equality Act 2010

All references and documents are available under “References” on the SAFE homepage www.safecic.co.uk

Recognising abuse

Physical:

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing significant harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in, a child.

Emotional:

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children 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 opportunities to express their views, deliberately silencing them or making fun of what they say or how they communicate it. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur. It may feature age, or developmentally inappropriate expectations being imposed on children.

Sexual:

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is 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 also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect:

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

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Definitions from "What to do if you're worried a child is being abused"

Treating children with respect

We endeavor to treat all children and young people with respect, regardless of ability or culture. We ensure that everyone signs up to the PGL Codes of Conduct which include guidance from SAFE, the British Canoe Union and the Royal Yachting Association.

Our confidentiality statement, complaints procedures, allegations and whistle-blowing statements, and disciplinary and grievance procedures are made available to everyone through training, induction, the staff handbook and information in staff areas.

Celebrating Children's Achievements

We positively encourage all children and young people to succeed and celebrate their achievements by actively reviewing, realising different abilities and creating an environment where all achievements are given attention and praise. We are particularly sensitive to the needs of disabled children who may achieve in smaller steps than their peers but are equally entitled to celebration.

Appendix 1

Visitors' code of conduct

All visitors

In order to assist us in ensuring the safety and welfare of all our guests and staff please report to reception where you will be asked to sign in; there you will be issued with a PGL identification sticker.

What we will do for you:

- Make you aware of what to do in the event of a fire and where to meet
- Make you aware of the location of first aid kits and first aiders.
- Let you know which toilets you should use
- Let you know where you can obtain refreshments

What you can do for us:

Please:

- Park vehicles in the designated areas and drive at 5mph.
- Only smoke in the designated smoking area - please ask for its location.
- Let reception know if you have had an accident or witnessed an unsafe act.
- Adhere to our safeguarding policy
 - Be advised that 'photography' is prohibited unless they have the permission of those being photographed (parents/carers if under 18).
 - Avoid being alone in any situation with a child.
 - Never enter any accommodation without the permission of PGL or the Leaders who are occupying it.

Residential visitors

What we will do for you:

- Provide you with an identification wristband.
- Provide you with details of meal times.
- Advise you of the conditions to the use of the bar.

What you can do for us:

- Advise us if you have any medical or dietary requirements.
- Behave in a manner appropriate to our residential environment.

Contractors and suppliers of goods and services

What we will do for you:

- Provide you with access to the PGL asbestos register, inspection records and risk assessments where appropriate.

What you can do for us:

- Advise us if you identify any uncontrolled risks
- Advise us of any 'lone working'.
- Advise us of any planned vehicle movements on centre.
- Provide the appropriate documentation to the designated head of department.
 - Facilities and property related - Maintenance Manager
 - Training – Centre Operations Manager

Definition:

Visitor: Anyone who will have unsupervised access to our facilities who has not attended a guest welcome meeting or centre induction.

Level	Safeguard training required	Online Qualification	How often	Additional competence
Safeguarding Senior Manager Team	SAFEcic Workshop		Every 3 years	
Centre-Based Designated Lead Person	SAFEcic Workshop or Leading on Child Protection e-module	Leading on Child Protection: www.safecic.co.uk/component/content/article/41-public/shopping/97-lcp	Every 3 years	
Centre-Based Deputy Lead Person	SAFEcic Workshop or Leading on Child Protection e-module	Leading on Child Protection: www.safecic.co.uk/component/content/article/41-public/shopping/97-lcp	Every 3 years	
AIGL Course Director	Leading on Child Protection e-module	Leading on Child Protection: www.safecic.co.uk/component/content/article/41-public/shopping/97-lcp	Every 3 years	CIEH Training Skills and Practice
Recruitment Officers	Recruiting Safely Module	http://www.education.gov.uk/e-learning/login/index.php	Every 3 years	N/A
AIGL Trainer	Recruiting Safely Module	http://www.education.gov.uk/e-learning/login/index.php	Every 3 years	PGL Generic Trainer Development Course
Centre Induction Safeguarding Trainer	Recruiting Safely Module	http://www.education.gov.uk/e-learning/login/index.php	Every 3 years	PGL Generic Trainer Development Course
AIGL	PGL's Working with Children and Vulnerable Adults	N/A	Once, followed by PGL centre induction in subsequent years	N/A
Non-AIGL	PGL Centre Induction	N/A	Once a year	N/A

AIGL: Activity Instructor/Group Leader