



## Our safeguarding policy

This policy applies to all Vivify staff and Facility Users. All stakeholders will receive this when they start with the company and will also form part of Vivify's legal training completed annually.

Children and young people are those under 18. Adults are those of 18 and over.

### Definitions

When applied to children and young people aged up to 18, the definition of the term safeguarding is the same as that used in the statutory government guidance *Working Together to Safeguard Children (2015)*. Here, safeguarding and promoting the welfare of children means:

- ✓ Protecting children from maltreatment
- ✓ Preventing impairment of children's health or development
- ✓ Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- ✓ Taking action to enable all children to have the best outcomes.

When applied to adults, safeguarding duties are considered in *Care Act 2014: Statutory guidance for implementation (2014)* as applying to all adults at risk (previously known as vulnerable adults). This means any adult who:

- ✓ has needs for care and support (whether or not the local authority is meeting any of those needs)
- ✓ is experiencing, or at risk of, abuse or neglect;
- ✓ as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

### Categories of abuse, when applied to children, are:

**Physical** - May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical 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** - 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 and 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, 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. 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 cyber bullying), 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 alone.

**Sexual** - Forcing or enticing a child or children 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, pornographic material or watching sexual activities, or 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** - 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 material substance abuse. Once a child is born it may involve a parent or carer failing to provide adequate food, clothing, and shelter, including exclusion from home or abandonment; failure to protect a child from physical harm or danger; failure to ensure adequate supervision, including the use of adequate care takers; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## Types of abuse affecting adults at risk may include (not exclusively):

**Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

## The purpose of this policy:

- ✔ to protect children, young people and adults at risk who come into direct contact with Vivify staff members and hirers.
- ✔ to provide staff working for Vivify with the principles that guide our approach to child and adult protection, so that they understand the expectations that Vivify has of them in terms of safeguarding.
- ✔ to help ensure that groups and organisations who use facilities managed by Vivify, have appropriate safeguarding arrangements in place, so that children, young people and adults using their services are kept safe;
- ✔ to help ensure that schools/colleges with whom Vivify works are aware of the safeguarding standards to which we work.
- ✔ to help ensure that the boundaries and scope of Vivify's own safeguarding responsibilities and those of its Hirers and host schools/colleges are clearly understood, as well as the relationship between the safeguarding responsibilities of the various parties.
- ✔ Vivify and its Hirers believe that a child, young person and adult at risk should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people, and adults at risk, and to keep them safe. We are committed to practise in a way that protects them.

## Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children and adults at risk, namely:

- ✓ Children Act 1989
- ✓ United Convention of the Rights of the Child 1991
- ✓ Data Protection Legislation (as defined in the agreement)
- ✓ Human Rights Act 1998
- ✓ Care Standards Act 2000
- ✓ Sexual Offences Act 2003
- ✓ Children Act 2004
- ✓ Mental Capacity Act 2005
- ✓ Protection of Freedoms Act 2012
- ✓ Children and Families Act 2014
- ✓ Care Act 2014
- ✓ No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse; Dept. of Health, March 2000; and subsequent reviews
- ✓ Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work; ADASS, 2005
- ✓ Special educational needs and disability (SEND) code of practice: 0 to 25 years - Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014
- ✓ Care Act 2014: Statutory guidance for implementation; Dept of Health 2014
- ✓ Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015
- ✓ Working together to safeguarding children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2015

## We recognise that:

- ✓ In all situations where a child or young person may be at risk of abuse, the welfare of the child is paramount, as enshrined in the Children Act 1989
- ✓ All children and adults at risk, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- ✓ Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- ✓ Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- ✓ Working in partnership with adults at risk, their families, carers and other agencies is essential in promoting the welfare of adults who may be vulnerable
- ✓ Under the Mental Capacity Act 2005, adults at risk have the right to make their own decisions (including those deemed by others to be unwise or eccentric) and must be assumed to have capacity unless proved otherwise
- ✓ Adults at risk must receive all appropriate help and support to make decisions
- ✓ Decisions made on behalf of an adult who lacks mental capacity must be done in their best interests and be the least restrictive of their basic rights and freedoms
- ✓ If an adult at risk who has capacity refuses intervention (about, for example, the suitability of a relationship or their ability to manage their financial resources), their wishes should be respected unless: there is a public interest, for example, not acting will put other adults or children at risk; or there is a public duty of care to intervene, for example a crime has been or may be committed.

## **We will seek to keep children, young people and vulnerable adults safe by:**

- ✓ Valuing them, listening to and respecting them
- ✓ Appointing a Designated Safeguarding Officer (DSO) for children and adults, a deputy, and a lead board member for safeguarding.
- ✓ Adopting child protection and adult safeguarding practices through procedures and a code of conduct for staff and volunteers
- ✓ Developing and implementing an effective e-safety policy and related procedures providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- ✓ Recruiting staff and volunteers safely, ensuring all necessary checks are made
- ✓ Recording and storing information professionally and securely and sharing information about safeguarding and good practice with children, parents, adults at risk and their families, staff and volunteers via leaflets, posters, one-to-one discussions.
- ✓ Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, adults at risk, parents, families and carers appropriately.
- ✓ Using our procedures to manage any allegations against staff and volunteers appropriately.
- ✓ Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- ✓ Ensuring that we have effective complaints and whistleblowing measures in place ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- ✓ Ensuring that Bookings Conditions are put in place between Vivify and all Hirers in premises that we manage on behalf of schools and colleges.
- ✓ Ensuring that a service level agreement is put in place between Vivify and all schools and colleges whose premises are managed by Vivify.
- ✓ Ensuring that these agreements are clear and explicit about the respective safeguarding responsibilities that Vivify, hirers and schools/colleges are expected to fulfil, and about what we can expect from each other in terms of safeguarding.
- ✓ Ensuring that the safeguarding aspects of these agreements are reviewed, and quality assured on an annual basis.

## Procedures For Reporting:

### Overview

This document sets out the steps that should be taken should there be a concern that a child/young person who may be at risk of or is experiencing abuse or neglect.

Concerns may arise in the following formats: -

- ✓ Disclosure from a child
- ✓ Direct or reported observations of possible abuse, neglect, suspicious behaviour, poor practice including those of Vivify Venues Team
- ✓ Significant changes in an individual's behaviour, appearance, attitude or relationship with others
- ✓ Reports from external agencies or individuals

Safeguarding allegations can fall into two categories: -

- ✓ Activities related. Allegations involving someone within the sport or in a position of trust.
- ✓ External to the school environment– concerns of abuse or neglect by an external member who is not connected to the school environment.

Concerns can be a current situation or connected to non-recent events and may be about allegations or disclosure of abuse and or poor practice of an individual.

### Safeguarding responsibilities

All staff and volunteers need to be aware of their safeguarding responsibilities to ensure that all children/young people are kept safe and be aware of when and how and who to report any concerns to.

Safeguarding Lead for Vivify Venues is: -

#### **Designated Safeguarding Officer (DSO) (Children & Adults)**

Name – Russell Teale

Email – russell@vivifyvenues.com

### Recognising signs or suspicions of abuse

Everyone must be alert to the signs and triggers of abuse and neglect. Sometimes an individual may disclose information but, in many cases, the indicators may be less obvious and only become apparent over time. It is important to be aware of the signs and indicators but to also be alert to any changes in an individual's behaviour. Accurate and timely recording of any unexplained indicators that may be a sign of abuse is fundamental in effective safeguarding.

It is essential that everyone accepts responsibility to report any information. Where a safeguarding concern is disclosed to a member of staff, or volunteer as part of their role within the organisation, the responsibility for that information rests with the organisation, not the individual. The individual who is made aware of a safeguarding concern should share their concerns with the safeguarding lead.

Reporting should not be delayed.

Commitment to working with parents and carers is important when having concerns about a young person's well-being. Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns. For example, if a person seems withdrawn, there may be a reasonable explanation. He/she may have experienced an upset in the family such as parental separation or divorce or bereavement.

There are circumstances in which a young person might be placed at even greater risk if such concerns were shared (e.g., where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations, or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the safeguarding leads soon as possible and recorded. Parents should not be contacted if the concern is about sexual abuse. This will be done by social care and/or the police at the appropriate time.

If there is an emergency ALWAYS dial 999. If an adult is at risk of significant harm then the police should be contacted immediately.

## Responding and Reporting Concerns

If an individual discloses a concern, it is important that they are provided with appropriate support and guidance but in a way that does not jeopardise any potential investigations. It is not our role to investigate the concerns but to ensure that the information is shared to the correct individuals and where appropriate the relevant statutory authorities.

Where a member of staff or volunteer receives information about a safeguarding concern, they should explain to the individual to whom it relates that they have a responsibility to share the concern with the appropriate safeguarding lead or manager. It is important to reassure the individual, who may be fearful of any repercussions and provide appropriate support to help them understand why it is necessary to share this information.

If a child or young person says or indicates that he or she is being abused, or information is obtained which gives concern that a child or a young person is being abused, you should respond immediately and take the allegation seriously. A reporting flow chart is illustrated in this policy to understand how to report any incidents or concerns.

The safeguarding lead may be informed of situations where there is uncertainty about whether the allegation constitutes abuse or not and therefore are unclear about what action to take. There may be circumstances where allegations are about poor practice rather than abuse but those responsible should always consult the safeguarding lead or gain advice from social care, the police or the NSPCC if there is any doubt. Sometimes it may be one of a series of incidents which when added together cause concern.

The following steps must be taken:

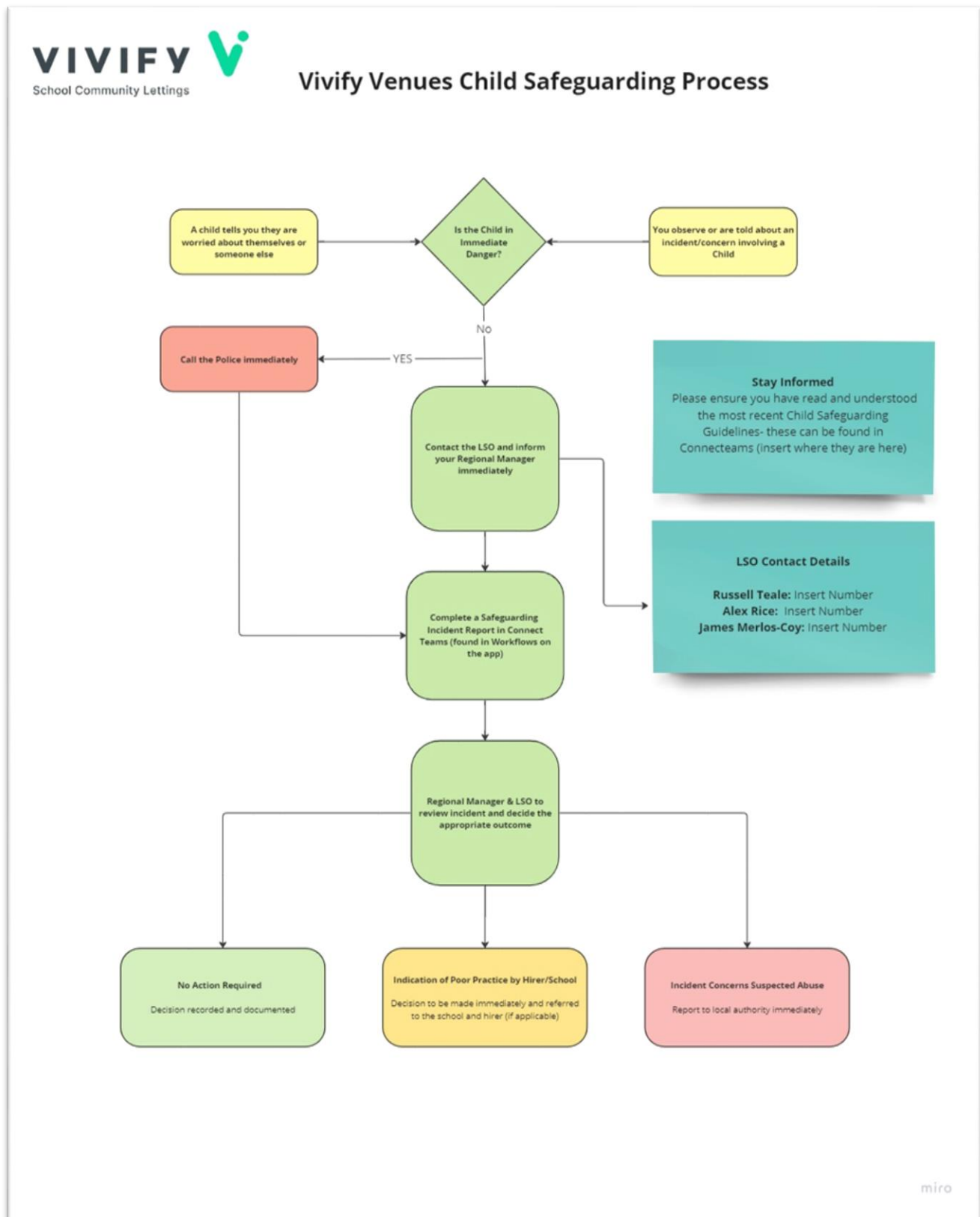
Make a full record of what has been said, heard and/or seen as soon as possible, the information should include the following:

- ✓ Name of the child/young person at risk.
- ✓ Age of child/young person at risk and date of birth.
- ✓ Home address and telephone number.
- ✓ Is the person making the report expressing their own concerns or those of someone else? In the latter case, also include the other person's details.
- ✓ What is the nature of the allegation? Include dates, times and special factors and other relevant information.
- ✓ Make a clear distinction between what is a fact, opinion or hearsay.
- ✓ A description of any visible bruising or other injuries.
- ✓ Witnesses to the incidents.
- ✓ The child/young person at risk account, if it can be given, of what has happened and how any bruising or injuries have occurred.
- ✓ Have the parents/carers been contacted? If ok to do so – parents may be the abuser, If so, what has been said?
- ✓ Has anyone else been consulted? If so, record details.



## Reporting Flow chart

If you have a concern about a child/young person, please follow the actions below: -





In speaking to children regarding suspected or alleged abuse, ensure you do the following:

Do:

- ✓ allow the child time to speak.
- ✓ react calmly so as not to frighten the child.
- ✓ reassure the child and ensure that the allegations will be taken seriously.
- ✓ take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech impairment and/or differences in language.
- ✓ keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
- ✓ reassure the child but do not make promises of confidentiality which might not be feasible in the light of subsequent developments.

Do not:

- ✓ show any feelings of anger, disgust, and disbelief to the child as they may stop talking for fear of upsetting the person further or feel that the negative feelings are being directed towards them.
- ✓ interrupt or make suggestions to the child.
- ✓ ask probing or leading questions.
- ✓ speculate or make assumptions.
- ✓ make negative comments about the alleged abuser.
- ✓ approach the alleged abuser.
- ✓ make promises to keep secrets.

### **Inform the Designated safeguarding Lead Officer**

#### **Designated Safeguarding Officer (DSO) (Children & Adults)**

Name – Russell Teale

Email – russell@vivifyvenues.com

Once the designated Safeguarding Lead Officer has been informed, it is their responsibility to refer to the social care department by telephone and confirm it in writing within one day. The designated Safeguarding Lead Officer is to report allegations and/or suspicions of abuse to social care and if there are issues of poor practice this must be reported to the appropriate organisation or governing body.

Reporting the matter to the police or social care department should not be delayed by attempts to obtain more information. Wherever possible, referrals telephoned to the social care department should be confirmed in writing within 24 hours by the safeguarding lead. A record should also be made of the name and designation of the social care member of staff or the police officer to whom the concerns were passed, together with the time and date of the call, in case any follow-up is needed. A copy of this information may be sent to the Local Authority Designated Officer (LADO) as appropriate. The DSO would refer to the DBS referral flowchart on whether to disclose to DBS.

[www.gov.uk/government/publications/dbs-referrals-referral-chart](http://www.gov.uk/government/publications/dbs-referrals-referral-chart)

If there is an emergency ALWAYS dial 999.

## Dealing with Allegations against Vivify Venues Team Members

The procedure for dealing with allegations made against staff will be used where the individual has:

- ✓ Behaved in a way that has harmed a child, or may have harmed a child
- ✓ Possibly committed a criminal offence against or related to a child
- ✓ Behaved towards a child or children in a way that indicates he or she would pose a risk of harm if he or she works regularly or closely with children.

Any allegation or concern that an employee, delivery team member or volunteer has behaved in a way that has harmed or may have harmed a child will be taken seriously and dealt with sensitively and promptly, regardless of where the alleged incident took place. This includes for people who Vivify Venues do not directly employ.

Depending on the situation, an appropriate response may involve: -

- ✓ Vivify Venues following the relevant procedures with the individuals concerned.
- ✓ Your local child protection services making enquiries and/or assessing where a child need support.
- ✓ The police investigating a possible criminal offence.

The reporting procedure is the same as any other disclosure or concern that needs reporting. If the disclosure or concern is about the safeguarding lead, then it should be reported to the deputy or a senior manager. Any children/young people involved will be given the appropriate support during the process.

## Interim Measures

As part of any investigation and in order to protect all parties concerned, Vivify Venues may impose interim protective measures, including temporary suspension pending the outcome of the investigation.

Where appropriate these decisions will be taken in consultation with the lead safeguarding officer.

## Confidentiality

Confidentiality is a key issue in safeguarding work. Whilst information should not be shared freely, it must be shared with appropriate agencies to ensure that a child is not left unprotected. Decisions on who needs to be informed should be taken by the safeguarding lead after discussion with social care.

- ✓ Remember that the Data Protection Act is not a barrier to sharing information.
- ✓ Be open and honest.
- ✓ Seek advice.
- ✓ Share with consent where appropriate.
- ✓ Consider safety and well-being Necessary, proportionate, relevant, accurate, timely and secure.
- ✓ Keep a record.

## Sharing Information

- ✓ Sharing of information between practitioners and organisations is essential for effective identification, assessment, risk management and service provision. Fears about sharing information cannot be allowed to stand in the way of the need to safeguard and promote the welfare of children and young people at risk of abuse or neglect.
- ✓ While the focus here is on sharing information about abuse or neglect concerns, sharing information may also be appropriate in other circumstances to promote the welfare or wellbeing of a 'child/young person in need'
- ✓ Personal information held by Vivify Venues is subject to a legal duty of confidentiality and will not normally be disclosed without the consent of the individual. However, the right to confidentiality and respect for private and family life (Article 8, Human Rights Act, 1998) is not absolute.
- ✓ Vivify Venues recognises that information sharing between key organisations is essential to safeguard children at risk of abuse, neglect, and exploitation. A key factor in many serious case reviews has been a failure to record information, to share it, to understand the significance of the information shared, and to take appropriate action in relation to known or suspected abuse or neglect.
- ✓ The third-party organisations with whom safeguarding concerns may need to be shared include. Statutory authorities (police/social care) and other organisations e.g. Other sports organisations or community clubs where risks posed by an individual cannot be managed without the disclosure of information.
- ✓ Vivify Venues will ensure that confidential information is only shared where it is lawful and ethical to do so.
- ✓ Where a safeguarding concern is external to the sport, and an individual is not clear that information should be shared, advice about whether sharing is appropriate can be sought from the police or local authority without disclosing the identity of the person in the first instance.
- ✓ If you would share the information irrespective of whether the individual consents because of safeguarding concerns about the individual or about others who may be at risk if the information is not shared, it is not appropriate or necessary to ask for consent. However, it is always best practice to be open and honest with the individual from the outset as to the reason why and with whom their information will be shared and try to get their agreement to share, where it is appropriate and safe to do so, especially where the individual may not expect their information to be shared.
- ✓ In the context of safeguarding a child or young person, the principles of the Children Acts 1989 and 2004, that state that the welfare of children is paramount mean that the needs of children who may be at risk must always be the key consideration.
- ✓ Anyone who makes decisions about whether to disclose confidential information to a third-party organisation is accountable under data protection law for these decisions. Decisions about who needs to know and what information needs to be shared should always be taken on a case-by-case basis and the justification for any sharing decisions should be recorded.

### **Retention of Records**

Any information relating to safeguarding concerns must be stored securely. Any concerns that have been reported to Vivify Venues will be retained as is deemed necessary to safeguard the individual. In relation to safeguarding concerns with children, a record will be kept until the child or young person reaches the age of 25.

### **Whistleblowing**

Although incidents can be reported directly by the affected individual, the term whistleblowing is often used to describe a complaint relating to the conduct of an individual that is made by someone other than the affected person. Vivify Venues recognises that some individuals may be fearful to disclose information due to fear of the consequences, particularly if the perpetrator is in a position of authority. If possible, in these circumstances, the whistleblower identity will remain confidential. Any person or their child, if a member of the Vivify Team, a hirer or a participant reports a concern in good faith will not be subject to reprisal or other adverse consequences. These protections shall not apply to a person who intentionally makes a complaint that is false, vexatious, retaliatory, or frivolous.

### **Media enquiries**

Safeguarding issues are an area that can attract considerable media interest. Where it is likely that there will be interest in a safeguarding case, all enquiries are to be handled through the Vivify Venues Marketing team in conjunction with the CEO, Russell Teale.

### **Training**

Vivify Venues identifies that training and raising awareness of safeguarding issues, policies and procedures is fundamental to the development and maintenance of a safe environment and safer organisation. Vivify Venues will also ensure that all current staff and volunteers are trained to the appropriate standards in safeguarding to maintain and promote safer staff, safer culture and a safer organisation.

All members of staff and volunteers will receive training in safeguarding to a level which is commensurate to the level of responsibility of the role that is being performed. Lead and Deputy safeguarding officers will attend the Time to Listen training. Safeguarding training will not be regarded as a 'once only' activity but as on-going development of skills and knowledge of safeguarding. Safeguarding refresher training events will be provided at least every three years and in response to staff turnover within the planned team skills development programme. Staff should regularly seek ways of increasing their professional development and self-awareness and should welcome evaluation of their work by a colleague and be able to account to performers, employers, for their actions.

### **Code of conduct**

We expect a lot from our employees. Our good name and our success have been achieved by ensuring that all those working with us uphold our standards and high level of customer service. The Company expects employees to behave appropriately, courteously, professionally, and responsibly within the following guidelines:

- ✔ Ensure that the interests of children, parents and clients remain paramount at all times.
- ✔ Observe all legal and ethical requirements applicable to the business.
- ✔ Keep confidential all information gained during employment about the Company's business or that of customers and other stakeholders.

## Code of conduct for Community Hosts (delivery team)

The Vivify Venues Code of conduct establishes and maintains the standards we expect for our Vivify Venues team. The team are accountable for their actions and must keep appropriate records.

The Code of conduct is written to establish and maintain standards within Vivify Venues such as Integrity, Responsibility, Competence and Confidentiality.

This Code of conduct is applicable to all people working for Vivify Venues whether they are full-time staff, delivery team or volunteers.

- ✔ Respect everyone who works within the Vivify Venues team.
- ✔ Treat all your hirers and fellow team members equally within the context of the activity regardless of gender, ethnic origin, sexuality, religion, disability, or political persuasion.
- ✔ Vivify Venues staff are encouraged to develop independence in the individuals to take responsibility for their own actions.
- ✔ Vivify Venues staff to set and maintain clear boundaries between the hirer and their participants. Never leave yourself in a situation where you are alone with a child and/ or in a situation that could be misinterpreted, not only by the participant but by others that could lead to allegations of sexual misconduct or impropriety.
- ✔ Vivify Venues have a responsibility to ensure the safety of the hirers with whom they work as far as possible within the limits of their control.
- ✔ All reasonable steps should be taken to establish a safe working environment.
- ✔ The activity being undertaken should be suitable for facilities that are been hired.
- ✔ Be at the venue at the start of the stated shift. This is to ensure time to set out all the equipment needed, check all the hires and to be there to welcome the hirers to the session.
- ✔ Work in an open environment, where you are easily visible to others
- ✔ Resolve any parent queries as soon as possible but within a week. Should you not be able to resolve the query or issue, contact your Regional Manager.
- ✔ Wear appropriate uniform for all of your shift and follow the Vivify Venues code of conduct.
- ✔ Ensure that all information received whilst present on shift MUST be treated as confidential and not shared with others, third parties or anyone else other than a more senior member of the team.
- ✔ To use a mobile phone only for the purposes required to complete your duties on shift and not for personal use during the shift. All mobile phones must be accessible in the case of an emergency
- ✔ No Community Host must leave the venue whilst there are hirers still present.
- ✔ Following the Vivify Venues Incident/Accident Reporting processes should an incident or injury occur, and ensure all necessary documentation is held securely and shared only with the relevant Vivify Venues team.
- ✔ Be aware of the risk assessments and the emergency action plan (EAP) for the site and adhere to all the venues and Vivify Venues policies.
- ✔ Actively promote Vivify Venues.

Half year reviews take place for Community Hosts on performance and compliance via Regional Operation Managers or if an issue or occurrence arises that requires intervention – eg performance management process of suspension/ investigation / disciplinary meeting.

## Online Safety Policy

### Overview

This policy provides guidance on how Vivify Venues uses the internet and social media, and the procedures for doing so. It also outlines how we expect our staff, delivery team and volunteers who work for us, to behave online. There has been a growing awareness of the increasing communication by adults and children and young people online. There are both positives and negatives for online use and this policy aims to safeguard and protect children and young people. Vivify Venues recognises the increase in use of social networking sites and online gaming which enables communication online and is growing very quickly. It also recognises the increase in use of social media sites to post pictures, videos, write blogs and stream live.

## Safe Recruitment Policy

### Overview

Safe recruitment requires safeguarding issues to be considered at every stage of the recruitment process for positions involving work with children or young people. The vast majority of Community Hosts, and full time Vivify Venues team members are committed and dedicated to providing the service to allow communities to use school facilities, it is vital that all reasonable steps are taken to ensure the safety of all participants by ensuring that any unsuitable people or people who may abuse children and young people are prevented from working within this environment. Vivify Venues will apply to following procedures to help ensure that the correct people are recruited to work within the organisation and share Vivify Venues values and approach to safeguarding as well as providing a deterrent to anyone who wants to abuse children and young people.

Robust recruitment procedures need to be in place for both paid and volunteer positions within Vivify Venues. It's a vital part of creating a safe and positive environment and making a commitment to keeping children and young people safe from harm.

VIVIFY VENUES commit to:-

- ✔ Safeguarding and protecting all children and young people by implementing robust and safer recruitment practices.
- ✔ Identifying and rejecting applicants who are unsuitable to work with children and young people
- ✔ Responding to concerns about the suitability of applicants during the recruitment process
- ✔ Responding to concerns about the suitability of employees and delivery team and volunteers once they have begun their role
- ✔ Ensuring all new staff and delivery team participate in an induction and will have safeguarding training
- ✔ A list of the supporting procedures that accompany the policy
- ✔ A date when the policy will come into force and when it will be reviewed.

## Safe Environment Policy

### Overview

Vivify Venues have a duty of care to look after the safety and welfare of all of its team, hirers, volunteers, visitors and others. As with all of the Vivify Venues policies, a child/young person refers to anyone who has not yet reached their 18th birthday.

Vivify Venues commitments when working with children, an adult who is working on behalf of Vivify Venues and carries out a supervisory role has safeguarding responsibilities including:-

- ✔ A duty of care to children with respect to wellbeing and care during lettings.
- ✔ First aid and emergency procedures.
- ✔ A safe environment including the venue and its facilities.
- ✔ Exercising reasonable care at all times. The Vivify Venues operational team will ensure that all policies and procedures are in place and are adhered to as part of their duty of care to their hirers.

The organisation acknowledges that it is impossible to establish a detailed guideline for every eventuality that could occur but will have senior members of staff that are always contactable during our operating hours. Vivify Venues will also ensure that that policies, procedures and sufficient training is in place for all staff and delivery team to deal with the situation in regard to meeting our obligation of safeguarding and promoting the welfare of the children and young people in our care.

## Schools

### Overview

Vivify Venues has a contractual and practical relationship with each of its partner schools. It is key that we work with our schools to ensure that there is a safe handover time between lettings and hirers. Our schools are made aware at onboarding and review meetings that after during lettings, or after-hours site usage, if students are present, they are accompanied on site. We will report back to the school if any risks to this procedure are identified or if a school student attends site unaccompanied during letting hours.

- ✔ All safeguarding incidents during lettings hours are reported to our schools (and other safeguarding partners if appropriate) and all records of safeguarding incidents or concerns are available to our partner schools.
- ✔ We will actively share updates with our partner schools on safeguarding investigations and incidents according to our process and dependent on the nature of the incident.
- ✔ If a safeguarding concern is ever about a school student or presents a risk to school students, the school will be made aware as soon as is practically possible.
- ✔ We conduct an enhanced DBS check of each member of staff who works on a school site. We provide these DBS numbers to our partner schools for all Vivify Venues staff required to be on-site, as well as vetting forms and date of safeguarding training if required for their records or Single Central Record.
- ✔ We will arrange the time that lettings can arrive on site. If there are students on site at this time, it is crucial they are supervised by a member of staff, as not all users of the site and their attendees will have a DBS in place. We share updates about any safeguarding incidents we are aware of on the school site, and in particular if they are regarding school students, we will immediately contact the school's DSL.

## Hirers

### Overview

Vivify Venues exists to promote the use of school facilities out of hours for the local community. We work carefully to take steps to ensure this is done in a safe and appropriate way, and the procedures most relevant to safeguarding are listed below.

- ✔ Our hirers are responsible for safeguarding their attendees, especially if they are children. Whilst they accept our terms and conditions before bookings. If they are working with young people or vulnerable adults, they must also upload a safeguarding policy and are subject to routine spot checks both of their policies and their onsite usage. Below is a summary of the main steps we take in regard to establishing safeguarding expectations for hirers:
- ✔ Vivify Venues ensure all hirers accept our Terms and Conditions upon booking.
- ✔ Our Terms and Conditions require the hirer to have their own safeguarding policies in place, and to ensure those working with children have adequate DBS checks.
- ✔ Our Terms and Conditions also ensure the person booking the event takes responsibility for their attendees on site.
- ✔ Our Terms and Conditions also make specific reference to the Prevent Agenda, and state lettings are required to have adequate policies and procedures in place in relation to it. Customers who are religious groups have to confirm that their values align with British Values, and any groups who have political or religious elements to their organisation are subject to further vetting by our team.
- ✔ Alongside our Terms and Conditions, we require hirers who work with young people or vulnerable adults to provide a safeguarding policy as part of our booking process. If hirers do work with children, we require a policy.
- ✔ We will conduct site-based spot checks of hirers using a safeguarding checklist, to assess adherence to their own policies that they have provided us with, government guidance, and safeguarding of their attendees. Further information about these spot checks can be found below.
- ✔ We are careful about the bookings we accept at all of our schools, including rigorous vetting procedures. Among our procedures are checks on all bookings Public Liability Insurance certificates, not allowing consumption of alcohol, appropriate limitations on types of usage and number of attendees and requiring each booking to speak to a member of staff as well as completing checks via our online booking system.
- ✔ Where possible hirers are grouped in areas to limit child and adult mixing, particularly in regard to toilet usage. Where this is not possible all hirers are responsible for ensuring that their attendees are supervised appropriately on site, and our staff are also trained to report unsupervised children at bookings.



## **Complaints Procedures**

If you have any complaints or concerns about a child, a Community Host, the venue or any part of your VIVIFY VENUES experience, please do not hesitate to call us on 0161 6940111. Alternatively, you can email Vivify Venues on [support@vivifyvenues.com](mailto:support@vivifyvenues.com). Once we are aware of the issue, we will follow the correct channels to resolve the problem and keep you updated of any developments.

## **Contact Details**

### **Designated Safeguarding Officer (DSO) (Children & Adults)**

Name – Russell Teale

Email – [russell@vivifyvenues.com](mailto:russell@vivifyvenues.com)

### **Lead Board Member Designated Safeguarding Officer (DSO) (Children & Adults)**

Name – Russell Teale

Email – [russell@vivifyvenues.com](mailto:russell@vivifyvenues.com)



**Safeguarding Incident/Concern Reporting Form**

**Details of person completing the form**

Name:.....  
Venue name:.....  
Position (safeguarding lead, coach, parent etc): .....  
Address: .....  
.....Postcode: .....  
Phone number: .....Email: .....  
Name of person who raised concern (if different from above): .....

**Details of person concern is attributed to Name:**

.....  
Venue name: .....  
Position: .....  
Relationship to alleged victim: .....  
Details of alleged victim Name: .....  
Venue name: .....  
Date of birth: ...../...../..... Age at time of incident: .....  
Address of parent/carer:.....  
..... Postcode: .....  
Contact number: .....

Details of incident Date(s) or period of incident:.

Description of the incident(s). Please provide as much detail as possible. If a child talked to you, write down the exact details of the conversation; remember not to lead the child. Please include other information including location, number of incidences, any witness details. Please continue on a separate sheet if necessary.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Any actions taken? .....  
.....  
.....  
.....

Please indicate if you are in contact with any other bodies concerning this incident and include a contact name, address and telephone number: Social services:

.....

Police: .....

Other: .....

Any other additional information:

.....

.....

.....

.....

Declaration I confirm that the above information is correct to my knowledge.