



scottish sports *futures*

# SSF Child Wellbeing & Protection

POLICY AND GUIDANCE 2023



Charity No. SC03408



Updated April 2024  
Subject to regular review

## Our Vision

We are proud to have a culture of hope, that places young people & communities at the heart. We take a dignified approach to supporting our people & deliver ground breaking programmes with Love, Care & Empathy.

## Our Mission

Scottish Sports Futures use the power of sport and physical activity to engage with young people in Scotland and empower them to be confident, healthy and happy.

We work to combat the effects of living in poverty and buffer against trauma and adversity.

Focused in the most challenged communities, we are privileged to work alongside exceptional young people and support them to reach a positive destination.

## Our Culture

We are proud to have a culture of hope, that places young people and communities at the heart. We take a dignified approach to supporting our people and deliver ground breaking programmes with Love, Care and Empathy.

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# Definition & Purpose

The safeguarding and protection of our young people's physical and mental wellbeing is the highest priority for Scottish Sports Futures (SSF)

This policy aims to detail our approach to recognising and acting upon wellbeing and protection concerns, as well as to provide guidance.

Our Child Wellbeing and Protection Policy adopts the principles of "Getting it Right for Every Child" (GIRFEC) and the United Nations Convention on the Rights of the Child (UNCRC). We believe that all of the young people in our sessions have the right to take part in a safe, inclusive and trusted environment, where their voice is heard, and they are protected from harm and abuse.

For the purpose of this policy a child is anyone under the age of 18 years old

If you have a safeguarding comment or query, please contact [safeguarding@ssf.org.uk](mailto:safeguarding@ssf.org.uk).

## Scope

Safeguarding is everyone's responsibility, all SSF staff, tutors and volunteers must work within the guidance in this policy as well as abide by the SSF Code of Conduct and SSF Code of Practice which should be read in conjunction with this policy.

Scottish Sports Futures will:

- Respect and promote the rights, wishes and feelings of children.
- Promote and implement appropriate procedures to safeguard the well-being of children and protect them from abuse.
- Recruit, train, support and supervise its employees to adopt best practice to safeguard and protect children from abuse and to minimise risk to themselves.
- Respond to any allegations of misconduct or abuse of children in line with this Policy and these Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- We will regularly review this policy and associated procedures:
  - a. In accordance with changes in legislation and guidance on the protection of children and young people. Or following any changes within SSF.
  - b. Following any issues or concerns raised about the wellbeing and protection of children and young people within SSF
  - c. In all other circumstances, at least every three years.

# 6 Principles of Safeguarding

- Empowerment
  - Person led decisions. The young person is at the centre of all decisions and should be involved. Their voice will be listened to and respected.
- Prevention
  - Act before harm occurs. SSF aim to provide a trusted environment that our young people feel safe to talk about any worries or concerns they may have.
  - All our delivery staff have PVG scheme membership and complete regular Child Protection training.
  - All behaviour niggles will be recorded, and any concerns followed up and support offered.
- Proportionality
  - Least intrusive response in relation to the level of concern or risk.
- Protection
  - Support for those in greatest need.
  - Provide a safe environment.
- Partnership
  - Working together with our partner organisations and statutory authorities to ensure young people are always safe and concerns are acted upon.
  - Board Champion promoting the importance of safeguarding, our safeguarding approach is embodied throughout SSF as an organisation and a part of all decision making.
- Accountability
  - All SSF staff, tutors and volunteers know what is expected of them and others. Clear parameters are set through our Code of Conduct and Code of Practice. We have a clear and transparent process for reporting, recording, and acting upon any concerns.

This Policy is based on these 6 principles and the following key points:

- All children, whatever their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and socio-economic situation have the right to protection from abuse.
- It is everyone's responsibility to report any concerns about abuse and the responsibility of the Social Work Department and the Police to conduct, where appropriate, a joint investigation.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 2018/ UK General Data Protection Regulation (UK-GDPR)

## Duty of Care

SSF staff, tutors and volunteers have a legal and moral duty of care.

Our Duty of Care begins from the point of receipt of the child, when a young person joins a session/programme, the duty of care is non-transferable. This means it is essential that all SSF staff/volunteers do everything reasonably possible to ensure children and young people are not placed at risk of harm and that their wellbeing is always protected.

This applies to both our sessions and the wider world of that child/young person. Should they disclose, or we suspect that they are suffering from or, at risk of harm, SSF will act to ensure that the child/young person is protected and supported.

Our moral duty of care stretches beyond our sessions/programs with scheduled aftercare and follow ups.

## PVG

All SSF staff, tutors and volunteers working with children and young people are required to join the Protection of Vulnerable Groups (PVG) scheme.

This scheme, operated by Disclosure Scotland, provides SSF with the information to assess if those working with our young people are suitable to do so, both at the point of their employment and throughout it.

Information about PVG can be found on this link: <https://www.mygov.scot/pvg-scheme>

# Trauma Informed Approach

Trauma is everyone's business and understanding how trauma impacts young people SSF work with is essential. SSF buffer the effects of trauma through our person-centred physical activity and youth work programmes and apply the principles of trauma informed practice across all delivery.

Being Trauma-Informed means:

- Realising that experiences of adversity & trauma are common.
- Recognising the impact such experiences can have.
- Responding safely & effectively and resists re-traumatisation by providing choice, empowerment, safety, trust & collaboration.
- Understanding the central importance role of relationships to recovery and people's capacity for resilience.

The 5 principles of Trauma Informed Practice

SSF will provide:

- Safety

Relationships where young people are offered safety rather than threat

- Choice

Choice, rather than control

- Collaboration

Collaboration rather than correction

- Trust

Trust rather than betrayal

- Empowerment

Empowerment, involving young people in what is happening and encourage their skills and talents.

# Risk Assessment / Safety Planning

Each session will have a full risk assessment completed prior to the programme launch, SSF will act to reduce and mitigate any potential risks identified to ensure the safety and wellbeing of everyone at our sessions.

Any risk to a specific young person that is identified will be mitigated with a bespoke safety plan for that individual.

All excursions and residential stays will be individually risk assessed and actions taken to ensure the safety of all involved. Guidance within the Out and About Policy should be followed.

## Travelling with Young People

If it is necessary to provide transport for children or young people the following good practice must be followed:

- Request written parental/carer consent for any planned travel.
- Unless traveling by public transport, only approved transport providers may be used i.e. Taxi/Coach.
- Children and young people should sit in the rear of a taxi.
- When traveling by coach or taxi seatbelts must be worn at all times.
- Staff supervising coach transport should be positioned throughout the coach, front, middle and rear.
- Personal vehicles should never be used.



# Medical Consent, First Aid and Treatment of Injuries

If, in your capacity as a member of SSF, a child requires first aid or any form of medical attention whilst in your care, then the following good practice must be followed:

- There must always be access to a well-resourced first aid kit as well as a working telephone at the venue.
- All parents/guardians of children under 16 must complete a Medical Consent Form before participating in any activity. Reviewed and Updated annually.
- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given – complete Accident Form
- Ensure access to medical advice and/or assistance is available.
- Only those with a current, recognised First Aid qualification should respond to any injuries.
- Where possible any course of action should be discussed with the child or young person, in language that they understand and their permission sought before any action is taken.
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible.
- The child's parent or carer must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to do so.
- An Accident Form must be completed and submitted as soon as possible.
- Any accidents should be reviewed with manager and attention should be taken to the feedback from the child/young person to ensure the relevant wellbeing indicators have been covered.

# Emergency Contact Information

Emergency contact lists will be available to staff at every session and on every trip. Contact information will be reviewed and updated annually.

Process for contacting a parent/carer/nominated emergency contact in an emergency:

- Use SSF mobile device
- If you do not have SSF mobile withhold your personal number
- Call emergency contact(s) for the young person
- If no answer, again using SSF device or withholding personal number send a text to explain you are from SSF and you trying to reach them and will call again
- If still no answer, ask the young person to attempt to call from their own phone
- If you are still unable to make contact seek advice from your Manager
- If there is a risk to the welfare of the young person contact Duty Social Work for advice

## Social Media and Communications

SSF believes in human connection and face to face communication is always best. If you need to update a young person about a programme or check in with them, text message or phone call from a SSF device should be used.

All SSF staff and volunteers should read and work within the SSF Social Media and Communications Policy.

Methods of communication with children and young people that are not acceptable and should never be used:

- Young people/participants having SSF staff personal mobile number
- WhatsApp (phone numbers not kept private)
- Young people/participants and SSF staff being friends on Facebook or any other social media platform
- Any communication via Facebook with a young person where the SSF page is not included in the conversation

# Code of Practice & Conduct

All staff, tutors and volunteers working directly with young people should fully read, sign and work within the SSF Code of Practice and SSF Code of Conduct.

These codes:

- Make clear what is required of all staff, tutors and volunteers
- Support staff, tutors and volunteers in meeting their obligations
- Enable staff, tutors and volunteers to raise concerns without fear of recrimination
- Reduce the risk of misplaced or malicious allegations by clarifying responsibilities

## Lone Working

SSF does not permit lone working with young people. Each session will be staffed by a minimum of two staff and within the Staff:Young Person ratios.

However, situations may arise in programmes whereby a staff member may be left alone (i.e. staff illness, or a staff member family emergency). If this situation were to arise, the following steps should be taken:

- Move session to safe outdoor space if possible.
- If indoors open doors so that there is line of sight to outside.
- If possible have manager or another member of staff on loudspeaker on phone.
- Ensure safety of young people by ceasing sports activity immediately.
- Explain to young people that the session must end early for their safety.
- Contact parent/carers to advise early finish of session and arrange collection/advise that young people are being dismissed early.
- Remain with young people until everyone has been collected or left.

## Unexpected Occurrence

There may be a very rare occasion where an incident occurs that cannot be planned for. If such an incident occurs, you should report it immediately to another member of staff at the session as well as your Manager. Complete and submit an Incident Report as well as an Accident Report if an injury has occurred.

Parents/carers should also be informed of the incident.

Some examples of unexpected occurrence are:

- If you accidentally hurt or injure a child/young person
- If a child/young person misinterprets something you have said or done and becomes upset
- If you have to restrain a child /young person – this should only be for their safety and the safety of the others at the session, minimum force only must be used

# Dealing with and reporting concerns or disclosures

If a young person makes a disclosure or if you have a concern for a young persons' welfare then this information must be recorded and passed on using the Safeguarding Concern Reporting Form. It is important that the young person knows that the information will be passed on and they should be supported to understand that this is only to ensure their safety and to support them.

Concerns can fall under 3 categories. Behaviour Niggle, Wellbeing Concern and Child Protection Concern. (See Appendix 1)

When responding to a disclosure or concern:

- Stay calm and ensure the young person feels safe.
- Listen carefully, understand the language used.
- Explain the information will have to be shared, never promise to keep a secret.

Allow the young person to speak at their own pace, avoid too many questions.

- Thank the young person for sharing with you and reassure them they have done the right thing.
- Explain what will happen next.
- Ensure the immediate safety of the young person
- Complete and submit Safeguarding Reporting Form
- It is essential that you only report facts, using the young persons' own words if possible
- Avoid reporting your opinions and feelings on the situation

## **Call Police/Social Work immediately if the concern is Child Protection**

It is important to ensure that the young person in question is provided with appropriate support, reassurance, and guidance. The safety and wellbeing of the young person is paramount.

Avoid:

- Dismissing the concern, it will have taken courage for the young person to share.
- Panicking.
- Showing shock or distaste.
- Asking probing or leading questions.
- Never make assumptions.
- Do not make promises that can not be kept, especially agreeing to keep secrets.
- Never approach or challenge an alleged perpetrator of abuse.
- Do not conduct an investigation. Just pass the information received on to CP Manager and the relevant statutory authority (Police/Social work) if Child Protection.
- Never share the information with the other young people in the session
- Avoid any delay in responding to or reporting the concern
- Never approach or challenge an alleged perpetrator of abuse.
- Never share the information with the other young people in the session
- Avoid any delay in responding to or reporting the concern

# Aftercare

SSF is committed to ongoing aftercare for our young people following any concern. This support will be bespoke to their individual needs and wishes.

SSF is also committed to ongoing support for staff that work with our young people facing challenges or experiencing trauma. Counselling services and group supervision are available to all staff. Following any significant child protection incident or event the following process will be followed:

## Aftercare Process

1. CP Manager to arrange meeting with worker(s) and regional manager who will attend
2. Debrief of event, steps taken and reflection – use Driscoll
3. Staff feedback and learnings, actions agreed
4. Option of further support. 1:1 or group, external supports
5. If requested support services accessed (arranged by Child Protection Manager)
6. Agree follow up date with each worker (Child Protection Manager).
7. If still required, further supports can be arranged either for group OR individually depending on need.

# Information Sharing

On occasion SSF is required to share information with external organisations, this will only ever be done in the interests of the safety and protection of a child or young person. The child or young person will, where safe to do so be made aware that this information is being shared.

Information may be shared with:

1. Statutory Bodies – Police and Social Work should there be a Child Protection concern.
2. Partner Organisations where there is collaborative working supporting the child or young person.

Information surrounding a disclosure or concern will also be shared with the child or young person's parent or carer. However, if the parent or carer is the subject of a disclosure or the reason for concern then it is not in the best interests of the child to share this information.

## Appendix 1: What is a concern?

<b>Behaviour Niggle</b>	<p>A behaviour niggle is when a young person at the session has displayed challenging behaviour which has impacted on them, staff and other young people. Or that their behaviour is not as it is usually. As we know behaviour is communication and usually challenging behaviour is a sign that something is going on in that young person's life.</p>
<b>Wellbeing Concern</b>	<p>Child Wellbeing are concerns which in isolation, do not always meet the threshold for a child protection referral to social work or police but still have an impact on the wellbeing of the child or young person and require attention</p> <p>Examples may include: bullying, mental health concerns, bereavement, family separation and self-harm.</p>
<b>Child Protection Concern</b>	<p>Child Protection are concerns for children or young people who are at risk of, or suffering, significant harm or abuse. Child protection matters are reported to police or social work.</p> <p>Examples may include physical abuse, neglect, sexual abuse, radicalisation, emotional abuse, trafficking or sexual exploitation.</p>

## Appendix 2: Managing Low Level Concerns

<p><b>Respond:</b></p> <p>Is this an observation, direct disclosure, third party disclosure or an event at the session?</p> <p>Who is involved, are they safe – if not, can you take immediate action to make them safe?</p> <p>Keep calm, reassure YP involved, listen to their words.</p> <p>Take action to ensure wellbeing of any other YP at session.</p>	<p><b>Reflect:</b></p> <p>Do you need support? Or can you manage this within session?</p> <p>Who can provide you with support?</p> <ul style="list-style-type: none"> <li>• Other staff at session</li> <li>• Contact CP manager.</li> <li>• Online supports</li> <li>• Helplines</li> <li>• Police/Social Work</li> </ul>
<p><b>Escalate:</b></p> <p><b>If the safety of YP/group/staff/community is at risk, contact Police/ Social Work immediately.</b></p> <p><b>Example: YP brings a knife to session but then leaves. The risk is reduced in the session but still exists in the community therefore the police should be contacted.</b></p>	<p><b>Record:</b></p> <ul style="list-style-type: none"> <li>• Online reporting forms – record information of incident/concern</li> <li>• Consider the quality of the information you record.</li> </ul> <p>Date, time, location, type of event (i.e. disclosure), any injuries, actions taken and supports contacted– if Police or SW called then record police incident number or officer badge number if they attend/name of Social Worker</p> <p>***only complete reporting form when all YP and staff are safe and incident/event is resolved</p>



# Appendix 3: Who do I tell?

## Glasgow

Manager/CPO: Alistair Neil

YDC:

Ahmed Mumin (Eastend)

Jake Griffin-Ross (Govan)

Andrew Shaw

## North Ayrshire

Manager/CPO: Alan Hendry

YDC:

Kirsty Strang

Robyn Caldwell

Dylan Bingham (p/time)

## Stirling

Manager: Neal Herbert

CPO: Mairi Lindsay

YDC:

Chanelle Gallagher

Sandeep Singh

## Fife

Manager Neal Herbert

CPO: Mairi Lindsay

YDC:

Jack Brennan

## SSF Education & Training

For any Child protection and Safeguarding concerns for internal delivery please contact:

Mairi Lindsay (Child Protection & Safeguarding Manager)

07522568041

For any concerns for external delivery please contact the course organiser directly as well as CP Manager.

CPO – Child Protection Officer

YDC – Youth Development Coordinator

### Behaviour Niggle

Consult YDC and complete safeguarding reporting form

### Wellbeing Concern

Consult YCD/Manager and complete safeguarding reporting form

### Child Protection Concern

Ensure immediate safety of child. Contact relevant Statutory Authority and CP Manager. Complete safeguarding reporting form.

# Appendix 4: Signs of Abuse

Physical Abuse, Emotional Abuse, Sexual Abuse, Neglect

- Unexplained changes in behaviour
- Emotional behaviour – aggression, anger, withdrawn
- Increased anxiety
- Visible bruises, unexplained injuries
- Poor relationships, self isolation
- Inappropriate language for age and stage
- Nervous around certain individuals (i.e fear of adult men)

The presence of these indicators does not automatically mean abuse is occurring

TRUST YOUR INSTINCT

## Appendix 5: Post-concern process

Behaviour Niggle	Wellbeing Concern	Child Protection Concern
<p>CP Manager receives and logs form in YP file.</p> <p>Assess level of concern and contact YDC</p>	<p>CP Manager receives and logs form in YP file.</p> <p>Arrange Same Day Meeting with YCD, CP Manager. Regional manager if required depending on severity of concern</p>	<p>CP Manager receives and logs form in YP file</p> <p>Arrange Immediate meeting with YDC, Manager and CP Manager</p>
<p>Assess immediate risk – action as required. Has anyone spoken with YP? Any further info?</p>	<p>Assess Immediate risk – Is YP safe? Action required? Complete Action Form</p>	<p>Follow up with who completed report Establish facts Complete Action Form</p>
<p>Note any trends – is this the first Niggle or a recurring theme?</p> <p>Action accordingly – School/Parent/Carer Agree who should take this action CP Manager to update manger</p>	<p>Contact Parent/Carer and School as appropriate. Decide who best to do this</p> <p>Consider further supports / referrals</p>	<p>CP Manager to engage with Statutory authority (Police/SW)</p> <p>CP Manager/Manager to liaise with school/Parent/Carer as appropriate</p> <p>Manager to schedule individual check in with staff involved</p> <p>Full team de-brief scheduled</p>
<p>Agree follow up / Aftercare plan for YP and staff involved. Agree and set dates for actions Action Form logged in YP File</p>		

# Appendix 6: Support Services

## Social Work Contacts

Police 101- non-emergency

Police 999 for an emergency

Social Work

Stirling 9am-5pm 01786 471177

Stirling Out of Hours:01786 404040

Fife 9am- 5pm 03451 55 15 03

Fife Out of Hours 03451 55 00 99

Glasgow 9am-5pm 0141 287 0555

Glasgow Out of Hours: 0300 343 1505

North Ayrshire 9am – 5 pm 01294 310300

North Ayrshire Out of Hours 0800 328 7758

## National Support Contacts

- Childline – 0800 1111
- Breathing space – 0800 83 85 87
- Calm harm – app
- Cruse bereavement care – 0808 808 1677
- LGBT Youth Scotland – [live chat on website](#)
- PAPYRUS helpline (young suicide prevention society) – 0800 068 4141
- SAMH – 0344 800 0500
- Shout (text service for anyone in crisis) – SHOUT 85258



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