**Safeguarding Policy and Procedure Information**

**Introduction**

Safeguarding is the process of protecting children (under 18’s) and vulnerable adults from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

Airport Angels is committed to continually developing the policies and guidelines within current safeguarding structure to ensure children are cared for in a safe environment. We are committed to safeguarding and promoting the welfare of children and young adults, irrespective of race, gender or ability, and expect all staff to share this commitment.

**Policy Aims**

* The welfare of the student / young person is, and must always be, paramount
* It is every child and young person’s right to be protected from abuse irrespective of their age, sex, gender, culture, disability, racial origin, background, religious beliefs or sexual orientation.
* Allegations of abuse or concerns regarding children will be treated seriously and will be responded to swiftly and appropriately.
* At all times confidentiality will be maintained appropriately and the young person’s safety and welfare will be the overriding consideration when making decisions on whether to share information about them.
* Airport Angels will support all adults involved in the business to understand their roles and responsibility for safeguarding and protecting children.
* To emphasise the need for good levels of communication, between all members of staff.
* To develop and promote effective working relationships with other agencies where required, especially LASCB (Local Authority Safeguarding Children’s Board).

**Policy Principles**

* Airport Angels will provide a safe and secure environment for all students / young people.
* Airport Staff and transfer companies employed by Airport Angels will provide a safe environment for all students / young people.
* All students / young people feel safe, secure and protected from harm.
* The Company Directors have overall accountability for the safeguarding of the students and young people in the companies care.
* The company has procedures in place that enable child protection concerns and incidents to be recorded and dealt with promptly and effectively and in line with relevant legislation.

**Staff Duty of Care**

All Airport Angels staff has a duty of care to safeguard children when they are caring for them.

We Will Ensure That:

* All staff understands and fulfils their responsibilities. This includes office staff, airport staff and transfer companies who are acknowledged as being part of our wider safeguarding system within the company.
* All members of staff are provided with child protection awareness at induction.
* Safeguarding awareness training to Level 1 will be provided to all staff.
* All staff has a duty to report any child protection concerns to the Safeguarding Officer.
* We promote an environment of trust, openness and clear communication between students, schools and parents to ensure student welfare, safety and pastoral care is recognised as top priority.
* Ensure all staff recognise and adhere to the needs of children with a disability or special needs.

**Safeguarding Officer**

There will be two senior members of staff who will take responsibility for Safeguarding; the Safeguarding Officer and the Designated Person. Both will have received the appropriate training to Level 3 and will have the knowledge and skills in recognising and acting on child protection and safeguarding concerns.

**Recruitment**

All staff will be carefully selected, screened, trained and supervised. This is achieved by operating safe recruitment procedure in accordance with the requirements of ISA and the Disclosure and Barring Service. Staff from external agencies (not employed by Airport Angels) who have unsupervised contact with students under the age of 18 will have the necessary checks made by their employer or other agency.

When employing staff Airport Angels will:

* Carry out an Enhanced DBS Check
* Ensure all applicants have read and signed the Children Act 1989 declaration form.
* Ask all staff to complete online Child Awareness Training.
* Confirm identity to establish that applicants are who they claim to be (through official documents) and have the appropriate status to work in the UK.
* Ensure that references are checked and that any gaps in previous employment history accounted for (all staff holding Airside Passes have to go through rigorous Security

Screening).

**Induction**

All new members of staff will receive induction training which will give an overview of the organisation, Airport Angel’s mission statement, ethos, structure and services provided. They understand their role in the organisation together with identifying and reporting abuse, and confidentiality issues.

**External Suppliers**

Written confirmation is required from the authorised representatives of all external suppliers who may have unsupervised contact with under 18’s eg. Taxi/coach companies to ensure our students / young people have the appropriate level of protection.

**PROCEDURE**

**Definitions of abuse**

All staff has a responsibility to be able to recognise and respond to signs and indicators of abuse and malpractice. It is not the responsibility of those working for Airport Angels to decide that child abuse has taken place, but it is their responsibility to act on those concerns.

**Defining abuse**

* Any person may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.
* The abuser may be a member of the child’s family, a stranger or an institution.
* The abuser may be an adult or a child – recent reports show that peer abuse is increasing specifically in the area of bullying.

**Effect of abuse**

* Abuse that is allowed to continue can be extremely damaging and can if not dealt with appropriately could cause problems for the person into adulthood.
* Present and future relationships can be affected, as can trust in others.
* In extreme cases abused children have become involved in drugs, alcohol abuse, criminality, suicide and in some particularly extreme cases they have gone on to abuse other children.

**Maltreatment of Children**

All abuse and neglect are forms of maltreatment of a child. Abuse can be:

* When someone inflicts harm or fails to prevent harm to a child.
* By an adult or another child.
* By a male or female.

Abuse is usually carried out by a person known to the child, such as a family or community member. Less often the abuser is a stranger to the child.

**Types of abuse**

Physical abuse

Physical abuse may involve hitting; shaking; throwing; poisoning; burning or scalding; drowning; suffocating; or otherwise causing any 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 abuse

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 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, 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 abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening.

It could:

* Involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.
* Include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
* Be perpetrated by children as well as adults, women as well as men.
* Be perpetrated by individuals of any professional, racial or religious background.
* Be perpetrated by a family member or someone known to the child, such as a family friend.
* Be perpetrated by individuals who target voluntary organisations including sport that allows access to children specifically to commit acts of sexual abuse.
* Involve perpetrators who act alone or as part of an organised group.

The abuser will:

* After the abuse put the child under great pressure not to tell anyone about it.
* Go to great lengths to get close to children and win their trust.
* Get acceptance by a family or organisation by being helpful and willing to assist.

Neglect

Neglect is the persistent failure to meet a child’s basic physical and / or psychological needs. This is likely to result in the serious impairment of the child’s health or development.

* 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.

Bullying

Bullying may be defined as repeated deliberate actions or hurtful behaviour by one or more people, that is repeated over a period of time and which is difficult for the bullied person to defend themselves. The bullying causes hurt to an individual or group the damage inflicted by bullying can frequently be underestimated. It can cause considerable distress, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm).

The main types of bullying as defined by Kidscape are:

* Physical: Pushing, kicking, hitting, pinching and other forms of violence or threats.
* Verbal: Name-calling, sarcasm, spreading rumours, persistent teasing.
* Emotional: Excluding tormenting, ridicule, humiliation.
* Racial: racial taunts, graffiti or gestures.
* Sexual: unwanted physical contact, homophobic taunts, abusive comments.

Bullying can occur between:

* An adult and child.
* A child and a child.
* A carer and their own child.

Harassment

Harassment is an act that is unwanted by the recipient. It may be the provision of items or unwanted actions from another person but by definition it is the unwanted nature of the action or item that distinguishes the nature of the act to be harassment. It is for any given individual to determine for themselves what is acceptable to them and what they regard as offensive.

Harassment can be deemed to be a criminal offence in some circumstances and can lead to the use of a restraining order or criminal prosecution.

Harassment can take many forms, some examples being suggestive sexual remarks; racist insults or jokes; verbal abuse or foul language exclusion; unwelcome attention. The impact of harassment for the individual can be profound. Harassment can lead to the child feeling unhappy, demoralized or undervalued as a person. Harassment is often a constant ongoing type of abuse where the individual causes extreme distress by the repeated action, usual verbally.

**Indicators of abuse**

It is important to acknowledge that the majority of children do not find it easy to disclose their concerns and that some groups in society will find it harder than others, specifically children from ethnic minority groups and children with disabilities. It is known that the majority of referrals to the statutory agencies are from adults who are expressing concerns for a child or children identified by them as a result of the child’s behaviour or presentation.

Abuse is not always easy to identify.

* Children can be bruised in everyday life by falling off bikes and playing with friends.
* Children can react to external circumstances by a change in behaviour such as bereavement or parental divorce / separation. However some signs may alert you to a view that a child may be being abused.

Some indicators of abuse are:

* Unexplained or concerning injuries such as burns, cuts and bruises situated in areas of the child’s body which are not normally prone to injury through play.
* Physical injury where the explanation given is inconsistent.
* Physical appearance becomes unkempt.
* The child discloses a concern and describes what may be an abusive act.
* Another person raises concern about the wellbeing of a child.
* Engaging in sexually explicit behaviour and / or inappropriate sexual awareness.
* A distrust or fear of adults.
* An excessive fear of making mistakes.
* Has difficulty making friends or is stopped from socialising or making friends.

This is not an exhaustive list of indicators and alone cannot be seen to be definitive proof that a child is being abused.

**Important - please note: It is not your responsibility to decide that child abuse or maltreatment is occurring but it is your responsibility to act on the concern.**

When should staff act:

There are several reasons for taking appropriate action to report concerns including:

* Responding to what a child has said
* Responding to signs or suspicions of abuse
* Responding to allegations made against a fellow member of staff
* Responding to allegations made about a parent, carer or someone not working within the company
* Responding to a breach of code of conduct / poor practice
* Responding to your own or others observation of inappropriate behaviour

This is not a definitive list.

How to respond appropriately:

Airport Angels uses the three stages of action: React, Report and Record.

1. React to the disclosure / suspicion and / or allegation in a timely and appropriate manner.
2. Report the relevant information to appropriate persons.
3. Record the relevant information.

Why you may need to take appropriate action to report a concern.

There could be many reasons why a staff member finds it necessary to report a concern including:

* As a response to signs or concerns about potential abuse.
* As a response to something a child says to you.
* As a response to a significant and unexplained change in the child’s demeanour or behaviour.
* As a response to a concern raised by a third party e.g. another carer / teacher / administrator
* As a response to a concern raised about an issue or someone outside of the sport.
* As a response to poor practice.

As a response to concerns about the inappropriate behaviour of a child or adult

**Record the relevant information**

Records may be passed to the Local Authority Designated Officer (LADO), Police or Children’s Social Care Team and therefore it is important that all information is recorded as soon as possible and is factual.

Airport Angels have a Safeguarding Referral Form for staff to use. This should be completed with as many of the details as you can but do not allow a search for the information to delay sharing in the information with relevant people/agencies:

* Full details of the child concerned\* including age or date of birth, full name, gender, race, ethnic origin and address.
* Parent, carer or guardians details\*.
* What information has been shared with the parent or carer?
* Full details of the concern made.
* Full details of the person about whom the concern / allegation is made including full name, date of birth, address, relationship the child concerned.
* If the child has any marks, injuries or bruising visible to you note them down and, if possible, draw an outline drawing of where they were seen on the child’s body.
* Note as fully as possible the child’s account being factual as to what the child actually said.
* Note down details of any witnesses.
* Any other relevant information including, but not solely, any other incidents including dates, if possible.
* Any information, which has been passed to you as hearsay, second hand information or opinion, clearly noting it as such.
* Sign and date your report and give a phone number at which you can be contacted.

This information is available from the Airport Angels office but must only be obtained ensuring confidentiality is maintained.

**Report to the relevant person or persons**

Remember, it is the duty of everyone involved at Airport Angels to report cases of concern and abuse to protect children but it is for the **professionals** to consider and decide if abuse has taken place.

**Confidentiality**

The Company and its staff will ensure that all data about students is handled in accordance with the requirements of the law, and any national and local guidance. Any member of staff who has access to sensitive information about a child or the child’s family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know. Regardless of the duty of confidentiality, if any member of staff has reason to believe that a child may be suffering harm, or be at risk of harm, their duty is to forward this information without delay to the Safeguarding Officer. All child protection concerns are recorded and stored securely by the Safeguarding Officer.

The UK Government Document “Every Child Matters” states information sharing is important to:

1. Enable early intervention to help children and families who need additional services to achieve positive outcomes, thus reducing inequalities between disadvantaged children and others.
2. Safeguard and promote the welfare of children.

Airport Angels recognise and promote that issues involving child safeguarding must be kept confidential. All paperwork relating to a concern regarding a child must be kept in a safe and secure manner. However, confidentiality must never prevent an individual sharing information with appropriate and relevant persons when not to do so may prevent appropriate safeguarding, and place a child or children at risk of harm. It is for this reason the Airport Angels policy states that no person being made aware of a child safeguarding concern should promise to keep such information secret.