



# SAFEGUARDING

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## SAFEGUARDING CHILDREN POLICY

# SAFEGUARDING POLICY STATEMENT

The purpose of this policy statement is:

- to protect children and young people who receive **teems** services from harm. This includes the children of adults who use our services
- to provide staff and coaches, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of **teems**, including senior managers and the owners, paid staff, sports coaches, volunteers, seasonal / part time staff, and children.

### LEGAL FRAMEWORK

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children both within Thailand and multiple other countries. It is in Thai law that the “best interests of a child take primary importance” (United National Rights of the Child).

### SAFEGUARDING POLICY

#### Introduction:

Child Protection is the process of protecting children identified as either suffering, or likely to suffer, significant harm as a result of physical, sexual, or emotional abuse or neglect. Safeguarding involves the measures and structures put in place by **teems** which are designed to prevent children from coming to harm. **teems** is an institution fully committed to fulfilling its responsibilities in safeguarding children and keeping every child safe. This policy is designed in keeping with the company mission in creating a positive community of people dedicated to sports and positive mindsets both in and out of school sports.

**The safeguarding responsibility includes a duty to treat all children equally and offer the same right to safety to all. This encompasses these principles:**

- to protect children from harm
- to prevent impairment of children’s health and development
- to ensure that children are growing up in circumstances consistent with the provision of safe and effective care thus enabling those children to have optimum life chances and to enter adulthood successfully
- to treat the interests of our children as paramount (taking into consideration any disability, their culture and history)
- to consider at all times the best interests of the child.



## SAFEGUARDING CHILDREN POLICY

# SAFEGUARDING POLICY STATEMENT

### **The purpose of this policy is:**

1. to create a culture within the organisation which helps children feel safe and able to talk freely, believing that they will be listened to and valued
2. to raise awareness in all staff, regardless of their position with the company, about their shared responsibility for identifying and responding to possible concerns of abuse (including reports of historic abuse); staff should adopt the approach that “it could happen here”
3. to provide support and guidance to all members of the company community
4. to build relationships with other agencies in order to work collaboratively and effectively together.

### **This policy is also informed by:**

- Children’s Act 1989
- CIS International Task Force for Child Protection
- (ITFCP) Managing Allegations of Child Abuse document
- The UN Convention on the Rights of the Child (CRC)
- Thai law and child protection systems.

### **Pertinent extracts from the UN Convention CRC are listed below:**

- Article 3: All organisations concerned with children should work towards what is best for each child.
- Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents, or anyone else who looks after them.
- Article 31: Children have the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.
- Article 36: Children should be protected from any activities that could harm their development.

### **We will seek to safeguard children and adults at risk by:**

- valuing them by hearing, listening and respecting them
- adopting safeguarding guidelines and best practice through procedures and a code of conduct for colleagues and volunteers
- safely recruiting colleagues and volunteers through a safer recruitment process, ensuring all necessary vetting checks are made
- sharing information about safeguarding and best practice
- providing effective management for colleagues and volunteers through supervision, support, mentoring and training in accordance with the requirement.



## SAFEGUARDING CHILDREN POLICY

# CHILD PROTECTION RESPONSIBILITIES

Every member of staff of **teems** must know that they have a duty to be aware of the possibilities of child abuse. If any person working for **teems** has the slightest suspicion that a member of the Community is at risk of abuse, they should immediately inform the relevant Designated Safeguarding Lead using the procedures outlined in this Policy.

### ROLES AND RESPONSIBILITIES

#### ALL STAFF

All staff must read and understand the Child Protection Policy. An electronic record is kept by **teems** acknowledging individual staff members' understanding of the policy.

#### All staff must be aware of:

- Their responsibilities as a person in a 'position of trust'
- Our systems which support safeguarding, including this Safeguarding and Child Protection policy, the Code of Conduct Policy, the role and identity of the designated safeguarding lead (DSL).
- Their role in identifying emerging problems, liaising with the designated safeguarding lead, and sharing information.
- What to do if they identify a safeguarding issue or a child tells them they are being abused or neglected, and how to maintain an appropriate level of confidentiality while liaising with relevant professionals.
- The signs of different types of abuse and neglect, as well as specific safeguarding issues, such as child sexual exploitation (CSE), indicators of being at risk from or involved with serious violent crime, FGM and radicalisation.

#### THE PARTNER:

#### The Partner, Mr Paul Rotheram. His responsibilities include:

- Ensuring that the Policy and Procedures are fully implemented (including regular review)
- Ensuring that the role of DSL is filled by an individual with appropriate qualifications
- and experience and given significant prominence in the **teems** community
- Ensuring safe staff recruitment and that adequate staff checks and records are maintained



## SAFEGUARDING CHILDREN POLICY

# CHILD PROTECTION RESPONSIBILITIES

### DESIGNATED SAFEGUARDING LEAD RESPONSIBILITIES INCLUDE:

- The Designated Safeguarding Lead takes lead responsibility for child protection and wider safeguarding
- If the Designated Safeguarding Lead is absent then an appropriate safeguarding lead will be available
- The DSL will be given the time, funding, training, resources and support to:
  1. Provide advice and support to other staff on child welfare and child protection matters.
  2. Take part in strategy discussions and inter-agency meetings and/or support other staff to do so
- The DSL is expected to manage Child Protection (CP) referrals and support staff in making referrals
- Liaison with the Partner and senior management on CP and safeguarding matters
- Acting as a source of advice, support and expertise in child safeguarding concerns
- Managing, undertaking and delivering safeguarding training
- Managing referrals to external support agencies in Thailand
- Ensuring secure, detailed and accurate record keeping for CP concerns
- Formulation of an annual report to the Partner and Senior Management Team
- Promote proactive strategies which create a culture of safeguarding in **teems**
- Reviewing and updating the Child Protection policy on an annual basis



## POOR PRACTICE AND ABUSE

# POOR PRACTICE

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

This takes place whenever colleagues fail to fulfil the highest standards of care and support in their working practice. Poor practice which is allowed to continue can cause harm or abuse. Poor practice is unacceptable and will be treated seriously with appropriate action, including (where appropriate) disciplinary action. An individual may not be aware that poor practice or abuse is taking place, as they may deem the behaviour as 'acceptable'.

**The **teems** Safeguarding Children Policy and Procedures provides the following non-exhaustive examples of poor practice:**

- when insufficient care is taken to avoid injuries (e.g. by excessive training or inappropriate training for the age, maturity, experience and ability of players)
- allowing abusive or concerning practices to go unreported (e.g. a coach who ridicules and unfairly criticises players who make a mistake during a match)
- allowing bullying or hazing practices to go unreported
- placing children or young people in potentially compromising and uncomfortable situations with adults (e.g. inappropriate use by a coach of social media with a young player(s))
- ignoring health and safety guidelines (e.g. allowing young players to set up goal posts unsupervised by adults)
- failing to adhere to the club's codes of practice (e.g. openly verbally abusing officials)
- giving continued and unnecessary preferential treatment to individuals



## POOR PRACTICE AND ABUSE

# CATEGORIES OF ABUSE

**There are four categories of abuse:**

- 1. Physical abuse**
- 2. Emotional abuse including Bullying**
- 3. Neglect**
- 4. Sexual abuse**

### **Signs to look for:**

Although these signs do not necessarily indicate that a child has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be investigated if a child shows a number of these symptoms, or any of them to a marked degree. The signs below may indicate a child in distress and should always be taken seriously:

1. Significant changes in behaviour – becoming withdrawn, aggressive, uncharacteristic behaviour;
2. Children isolating themselves from friends and peers;
3. Children wanting to talk to you and then having nothing to say

### **PHYSICAL ABUSE**

#### **Physical abuse is defined as:**

The threat or the use of force which results in pain or injury or a change in the person's physical health.

OR

The non-accidental infliction of physical force that results in bodily injury, pain or impairment. Physical abuse 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 causes illness in a child.

### **Signs to look for:**

- cuts, scratches, bruises, weal marks, burns, or poor skin condition
- poor hygiene
- dehydration, malnourishment, or loss of weight
- unexplained behaviours including tiredness, change of appetite, fearfulness,
- flinching
- lack of treatment to wounds



## POOR PRACTICE AND ABUSE

# CATEGORIES OF ABUSE

- lack of care including being left in soiled clothing
- unexplained bruises, particularly on arms and upper body
- unexplained marks of any kind e.g. burns, scratches
- wearing clothes to cover injuries, even in hot weather
- chronic running away
- fear of medical help or examination
- self-destructive tendencies
- aggression towards others
- fear of physical contact, shrinking back if touched
- admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to make him study)
- fear of suspected abuser being contacted
- refusal to undress for sport
- bald patches
- self-destructive tendencies

### EMOTIONAL ABUSE

#### **Emotional abuse is defined as:**

The willful infliction of mental suffering by others. 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 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 causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

#### **Emotional, mental or verbal abuse also includes:**

- swearing
- bullying
- conditional love or threats
- humiliation
- instilling fear
- discriminatory remarks
- loss of liberty
- denial of access to others, outings or important events
- denying the person's right to make their own decisions.





POOR PRACTICE AND ABUSE

## CATEGORIES OF ABUSE

### Signs to look for:

- changes in mood, attitude or behaviour
- changes in sleep patterns
- becoming incontinent, aggressive / passive
- deterioration in health
- becoming confused, disoriented or depressed
- starts to gain or lose weight
- becomes resigned, has low self-esteem or refuses to talk
- physical, mental and emotional development is delayed
- sudden speech disorders
- continual self-depreciation
- overreaction to mistakes
- extreme fear of any new situation
- neurotic behaviour (rocking, hair twisting, self-mutilation)
- extremes of passivity or aggression
- physical, mental and emotional development lags
- sudden speech disorders
- continual self-depreciation ('I'm stupid, ugly, worthless, etc')
- overreaction to mistakes
- extreme fear of any new situation
- inappropriate response to pain ('I deserve this')
- neurotic behaviour (rocking, hair twisting, self-mutilation)
- extremes of passivity or aggression

### SEXUAL ABUSE

#### Sexual Abuse is defined as:

This is when a vulnerable person has been involved in a sexual activity or relationship which they did not want, have not consented to or consented to under false pretences.

OR

They did not have capacity or understanding to allow them to have consented.

OR

Is against the law.

## CATEGORIES OF ABUSE

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oralsex) or non-penetrative acts (oral sex). They may 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.

**CONTACT** - inappropriate touch anywhere, masturbation, part penetration or attempted penetration of the vagina, anus, mouth with penis, finger or other object.

**NON-CONTACT** - inappropriate looking, photography, indecent exposure, serious teasing or innuendo, pornography, harassment, enforced witnessing of sexual acts or media.

### Signs to look for:

- emotional distress
- genital discomfort
- bruises or lacerations of the genitals
- semen or blood stained clothing
- wetting or soiling
- change in behaviours or sleeping difficulties
- particular reluctance to be with an individual
- being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age
- medical problems such as chronic itching, pain in the genitals, sexually-transmitted diseases
- personality changes such as becoming insecure or clinging
- regressing to younger behaviour patterns such as thumb sucking or bringing out
- discarded cuddly toys
- sudden loss of appetite or compulsive eating
- being isolated or withdrawn
- inability to concentrate
- lack of trust or fear of someone they know well, such as not wanting to be alone
- with a babysitter or childminder
- starting to wet again, day or night/nightmares
- become worried about clothing being removed
- suddenly drawing sexually explicit pictures
- trying to be ultra-good or perfect; overreacting to criticism
- other extreme reactions, such as depression, self-mutilation, suicide attempts,
- running away, overdoses, anorexia



POOR PRACTICE AND ABUSE

## CATEGORIES OF ABUSE

### **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 in 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 and clothing, shelter (including exclusion from home or abandonment), failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision (including the use of inadequate 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.

#### **Signs to look for:**

- constant hunger
- poor personal hygiene
- constant tiredness
- poor state of clothing
- emaciation
- untreated medical problems
- no social relationships
- compulsive scavenging
- destructive tendencies.



## RESPONDING TO ALLEGATIONS OF ABUSE

# PROCEDURE IN THE EVENT OF A DISCLOSURE

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

**To be included in any new staff induction as well as regular training for all adults working with teems.**

1. **LISTEN** to the child in a calm, sympathetic way.
  - Allow the child to tell their story in their words.
  - Promise discretion but not confidentiality.
2. **RESPOND** by confirming your understanding of the situation.
  - Explain what you will do next.
  - Reassure the child you will do your best to help.
  - Acknowledge their courage in talking to you.
  - Refer the situation immediately to Safeguarding Lead if the child is at imminent risk.
3. **RECORD** as much detail as possible either at the time or as soon as possible afterwards
  - Use the questions on the disclosure form to guide your report.
  - Do not discuss the matter with anyone else or take any further action.
  - Your duty to report ends at this point.
  - Action to be taken by the Designated Safeguarding Lead / Deputy

### **Designated Safeguarding Lead:**

Following the receipt of a report, the DSL will seek advice from senior management as appropriate and will agree on the next steps in relation to:

- Informing the parents of the child involved when appropriate
- Medical examination or treatment if required
- Immediate protection for the victim or the child who has given information about an abuser or a student against whom an allegation has been made
- Inform the child and the adult who made the allegation of what the next steps are to be
- Act to safeguard all children involved
- A record of the steps taken will be recorded

Where a number of children are involved, a secure, supervised space should be provided for each child.

If there is an allegation about a person outside of the **teems** community then the Police (and or the relevant Embassy staff) will be informed.



## RESPONDING TO ALLEGATIONS OF ABUSE

### SELF REFERRAL

When colleagues identify their own poor practice or practice which could be questioned as to their integrity, they have a duty to self-refer themselves to their manager or the Designated Safeguarding Lead. By doing so they support **teems** objectives set out in this policy.

In order for positive engagement with vulnerable groups, professional boundaries must always be maintained, to ensure these professional standards are upheld. It is important that colleagues and volunteers self-refer when vulnerable groups are forming an over familiar attachment with them.

In addition colleagues and volunteers are required, regardless of their role, to notify the Partner or Senior Manager immediately of anything that affects, or might affect, their suitability to work at the Company, including any reprimands, warnings, cautions, convictions.

This also extends to those working with children and/ or adults at risk having children in their charge taken into care proceedings. At this stage the Safeguarding Management Team will risk assess what steps need to be taken.



RESPONDING TO ALLEGATIONS OF ABUSE

## **CONFIDENTIALITY AND INFORMATION SHARING**

Colleagues should ensure that confidentiality protocols are followed and information is shared appropriately. All colleagues must understand that they have a professional responsibility to share information in order to safeguard children. All colleagues and must be clear with children that they cannot promise to keep secrets.



## MANAGEMENT OF SAFEGUARDING CONCERNS

# PROCEDURES FOLLOWING AN ALLEGATION OF ABUSE BY A MEMBER OF STAFF

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

An allegation should be made if any member of staff 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 they are unsuitable to work with children.

If an allegation is made against a member of staff, then the quick resolution of that allegation will be a clear priority. The Partner should be informed at the earliest opportunity by the Designated Safeguarding Lead.

If it is decided by the Partner and the DSL that a Child Protection Investigation is called for, it is the responsibility of the Partner to initiate the Safeguarding Allegation Protocol (see below). Should the Partner, the DSL and the senior team decide that there are no grounds for a Child Protection Investigation, the matter should be dealt with under the Complaints Policy or Staff Discipline Policy.

If the allegation made to a member of staff concerns the Partner, the person receiving the allegation will immediately inform another member of the senior team without prior notification to the Partner. If the allegation concerns the DSL or senior management, then the Partner must be informed.



## MANAGEMENT OF SAFEGUARDING CONCERNS

# PROCEDURES FOR MANAGING A SAFEGUARDING ALLEGATION

### **Safeguarding Allegation Protocol:**

In cases where an investigation is deemed necessary the Partner will follow the below:

1. Establish Allegation Management Team (selected from)
  - a. DSL
  - b. Partner
  - c. Senior Manager
  - d. HR Manager
2. Take action to ensure the safety of the child - consider whether further contact with the child(ren) can be stopped. This may involve the suspension from work of the member of staff. The Partner or DSL will appoint a Case Leader (member of staff with appropriate CP training) to support the child. The Partner and DSL should at this stage, consider carefully the appropriate contact with the parent(s) of the child
3. An Investigating Officer should be named from the Allegation Management Team (typically the DSL) to collate all disclosures and the statements relating to the subject of the investigation. It may be necessary to seek legal, medical or external advice before questioning the adult under investigation
4. Investigating Officer to ensure the allegation is fully documented and ensure that as many relevant details as possible are collected as a priority
5. The investigation into the member of staff needs to focus purely on the facts of the case
6. The Investigating Officer refers all evidence to the Allegation Management Team for assessment
7. The person who is the subject of the allegation will normally be informed as soon as possible after the result of the initial investigation is known, or the decision is made to dispense with one, but not invited to make a response. There should be a warning that anything said will be recorded





## MANAGEMENT OF SAFEGUARDING CONCERNS

# PROCEDURES FOR MANAGING A SAFEGUARDING ALLEGATION

8. Should the Partner deem it necessary, the case will move directly to Stage 2 of the Disciplinary Process in the Staff Disciplinary Policy. The Meeting (Stage 3) will be held with selected members of the Allegation Management Team (typically the Partner and the DSL) and will follow Stage 3 of the Disciplinary Process in the Staff Disciplinary Policy

9. The meeting needs to focus purely on the facts of the case

### THE OUTCOME

The following definitions should be used when determining the outcome of allegation

#### Investigations:

- Substantiated: there is sufficient evidence to prove the allegation;
- Malicious: there is sufficient evidence to disprove the allegation and there has been
  - a deliberate act to deceive;
- False: there is sufficient evidence to disprove the allegation;
- Unsubstantiated: there is insufficient evidence to either prove or disprove the
  - allegation. The term, therefore, does not imply guilt or innocence;
- Unfounded: to reflect cases where there is no evidence or proper basis which
  - supports the allegation being made.

#### The following areas are also to be considered:

- as the investigation and meetings answered this guiding question: is this person suitable to work with children?
- careful consideration should be given to the communications leading from the investigation - who knows about the allegation already? Who needs to know - parents, staff, and the wider **teems** community?
- the wellbeing of the subject of the investigation must be considered and support must be offered by **teems**. The implications of undergoing this kind of investigation are serious and potentially permanent
- support may be needed for other staff and close colleagues or friends of the person under investigation
- the police and appropriate embassies may well be informed if there are grounds to believe that a criminal offence may have been committed.
- the Partner must be informed of the outcome of such meetings



## MANAGEMENT OF SAFEGUARDING CONCERNS

# PROCEDURES FOR MANAGING A SAFEGUARDING ALLEGATION

**Communication of the outcome will be considered carefully.**

**The following is pertinent:**

- the outcome may require the convening of a Critical Incident team
- the member(s) of staff involved in the allegation and outcome will be offered timely and sensitive communication at the discretion of the Partner / Senior Management
- consideration will be given to the communication with the student(s) and all other parties involved and they will be offered timely and sensitive communication at the discretion of the Partner and/or the DSL

**In the case of a return to work decision:**

A return to work should not be conditional upon any special considerations since this means that the person is deemed suitable to work with children. Further training on professional conduct and behaviour may be appropriate to ensure that a repetition of inappropriate behaviour does not occur.

If the allegation is false, unfounded, or unsubstantiated then the HR records will reflect this and a full record of the way the allegation was managed will be presented to the file. This material should also be available to referees.

If the allegation is malicious then all notes or records related to the investigation must be removed from their personnel file and the matter will not form part of any references. Malicious allegations by children will be managed appropriately by the Partner / DSL. The member of staff will receive ongoing support from **teems** management.

**Disqualification by Association:**

It is an expectation of all staff to inform **teems** where their relationships and associations, both within and outside of the workplace (including online), may have implications for the safeguarding of children within **teems**. Staff should be aware that they must inform **teems** if their circumstances change in this regard.



MANAGEMENT OF SAFEGUARDING CONCERNS

## PROCEDURES FOR MANAGING A SAFEGUARDING ALLEGATION

### **Reporting:**

**Teems** may report to the relevant sporting governing bodies and appropriate Embassy within one month of leaving any person (whether employed, contracted, a volunteer or student) whose services are no longer used because he or she is considered unsuitable to work with children. **Teems** has a duty to consider referral to the National Crime Agency / FBI or the relevant country of origin Police force via the appropriate Embassy in Bangkok where staff are returning to their country of origin. Subsequently a referral would be made by those authorities / embassies to their appropriate government agencies. A report will also be submitted to the Royal Thai Police, where applicable.



## MANAGEMENT OF SAFEGUARDING CONCERNS

# REPORTING CONCERNS TEMPLATE AND CHECKLIST

### CHILD PROTECTION EXPRESSION OF CONCERN FORM

This form should be completed when there is cause for concern and given to your Designated Safeguarding Lead as soon as possible.

#### Details of Child

Name:	
Child's date of Birth:	

#### Details of the person reporting concerns

Full Name:	
Position:	
Contact details:	

**Do these concerns relate to a specific incident/disclosure?** If YES complete Section A; If NO, omit section A and move straight to Section B

#### Section A:

Date and time of incident/disclosure:	
Location of incident/disclosure:	
Date this form was completed:	
Other persons present:	



MANAGEMENT OF SAFEGUARDING CONCERNS

## REPORTING CONCERNS TEMPLATE AND CHECKLIST

### Section B:

**Details of concern/disclosure/incident:** (What was said, observed, reported)

**Action taken:** (What did you do following the incident/disclosure/concern?)

**Any other relevant information:**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_



MANAGEMENT OF SAFEGUARDING CONCERNS

# REPORTING CONCERNS TEMPLATE AND CHECKLIST

## FOR COMPLETION BY DSL

Action taken by DSL:

Rationale for decision making/actions taken:

Outcome of action taken by DSL:



MANAGEMENT OF SAFEGUARDING CONCERNS

## REPORTING CONCERNS TEMPLATE AND CHECKLIST

Follow up action by DSL:

Feedback given to the person reporting the concerns:

Checklist:

- Concern described in sufficient detail?
- Distinguished between fact, opinion and hearsay?
- Child's own words used? (Swear words, insults or intimate vocabulary should be written down verbatim)
- Jargon free?
- Free from discrimination/stereotyping or assumptions?
- Concern recorded and passed to DSL in a timely manner?



## MANAGEMENT OF SAFEGUARDING CONCERNS

# CHILD PROTECTION RECORDS RETENTION AND STORAGE POLICY

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

### **STORAGE OF CHILD PROTECTION RECORDS.**

Whether child protection records are electronic or paper-based, they need to be kept confidential and stored securely.

Electronic files should be password protected and stored on computers with protection against hackers and viruses.

- Information about child protection concerns and referrals should be kept in a separate child protection file for each child, rather than in one 'concern log'. The child protection file should be started as soon as you become aware of any concerns
- Child protection files should be kept separate from a child's general records. You should mark the general record to indicate that there is a separate child protection file
- If it is appropriate to share records (within **teems** or externally), make sure they are kept confidential. Use passwords and encryption when sharing electronic files
- If **teems** staff and volunteers use their personal computers to make and store records, a clear written agreement must be made to ensure the records are being stored securely
- If the person responsible for managing the child protection records leaves **teems**, it is important to appoint somebody to take over their role and arrange a thorough handover.

### **Retention periods:**

Child protection files should be kept until the child is 25.

### **Recording concerns about adult behaviour:**

Sometimes concerns might be raised about an adult who works or volunteers with children. This could be because they have:

- Behaved in a way that has harmed, or may have harmed, a child
- Committed a criminal offence against, or related to, a child
- Behaved in a way that indicated they are unsuitable to work with young people. **teems** must keep clear and comprehensive records of all allegations made against adults working or volunteering with children, including
  - What the allegations were
  - How the allegations were followed up
  - How things were resolved





## MANAGEMENT OF SAFEGUARDING CONCERNS

# CHILD PROTECTION RECORDS RETENTION AND STORAGE POLICY

- Any action taken
- Decisions reached about the person's suitability to work with children

**Keeping these records will enable teems to give accurate information.**

**For example:**

- In response to future requests for a reference
- If a future employer asks for clarification about information disclosed as part of a vetting and barring check
- If allegations resurface after a period of time.

**Storing records relating to adults:**

Records relating to concerns about an adult's behaviour should be kept in the person's confidential personnel file (not in a central 'concerns log') and a copy should be given to the individual.

**Retention periods:**

If concerns have been raised about an adult's behaviour around children, records should be kept in their personnel file at least until they reach their normal retirement age or for 10 years – whichever is longer

This applies to volunteers and paid staff. For example:

- If someone is 60 when the investigation into the allegation is concluded, keep the records until their 70th birthday
- If someone is 30 when the investigation into the allegation is concluded, keep the records until they are aged 65.
- You should keep records for the same amount of time regardless of whether the allegations were unfounded. However, if you find that allegations are malicious you should destroy the record immediately.
- Information should be retained even if the person stops working or volunteering for **teems**.
- Where there are legal proceedings it is best to seek legal advice about how long to retain records.

**Criminal records checks / Police checks:**

**Teems** should not store copies of criminal records check certificates unless there is a dispute about the results of the check. Instead, a confidential record should be kept of:

- The date the check was completed
- The level and type of check (standard/enhanced/banned list check and the relevant workforce)
- The reference number of the certificate
- The decision made about whether the person was employed (with reasons)



## SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

# STAFF RECRUITMENT – SAFER RECRUITMENT POLICY

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### **Procedure:**

- Barring exceptional circumstances as agreed by the Partner, all full-time staff will be suitably qualified in their home countries.
- All applicants must apply by submitting a current CV or resume with contact details for references.
- All applicants called for interview will in normal circumstances provide three current
- professional references – one of which will normally be from the serving line manager of their current employers– prior to the selection process advancing
- Interviews will normally take place either at **teems** in Bangkok or via phone / Zoom.
- Successful applicants will be made Offers of Employment citing length of contract, position and salary subject to satisfactory:
  1. International Child Protection Certificate (ICPC) check (or equivalent);
  2. Three professional references (one of which will normally be from the serving Business owner or senior manager)
  3. Completion of the Statement of Health Form

### **Verification of References:**

In accordance with the guidance on Recruiting Standards and Child Protection, once a written reference is received, references are then verified personally (by phone call) when 'content raises doubt'.

In addition, **teems** personally verifies references are true and correct.

### **Final stage:**

At this stage, **teems** will provide candidates with the Terms, Conditions and Benefit documentation. Following successful completion of all of the above procedures and upon receipt of a written acceptance, a Letter of Appointment will be issued confirming the appointment.



SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

## DESIGNATED SAFEGUARDING OFFICER – ROLE DESCRIPTION

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### **About the role:**

This designated person within **teems** has primary responsibility for managing and reporting concerns about children and for putting into place procedures to safeguard children in the organisation, including supporting other staff in understanding and acting within their own safeguarding responsibilities.

### **Duties and responsibilities**

- Play a lead role in developing and establishing **teems** approach to safeguarding children and young people – a key role within the organisation
- Working with others within **teems** to create a positive, child-centred environment
- Manage cases of poor practice and abuse reported to **teems** – including keeping a records system
- Manage referrals to the appropriate bodies and the police when necessary. Central point of contact for internal and external individuals and agencies
- Represent **teems** at external meetings related to safeguarding
- Coordinate the dissemination of policy, procedures and resources throughout the organisation
- Advise on **teems'** training needs and the development of its training strategy; provide training where appropriate
- Play a lead role in maintaining and reviewing **teems'** implementation plan for safeguarding and protecting children
- Ensure safeguarding standards are met and consistently maintained
- Keep own knowledge and skills up-to-date through regular training and development

### **Skills and abilities required:**

- Child-focused approach
- Administration and systems (records) management skills
- Ability to promote and demonstrate anti-discriminatory practice
- Advice and support-provision skills at all levels within the organisation



SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

## DESIGNATED SAFEGUARDING OFFICER – ROLE DESCRIPTION

### **Communication skills:**

- Ability to develop and produce relevant guidance and resources
- Ability to work with conflict and emotionally distressing matters

### **Recommended:**

- Ability to deliver core training through different levels within **teems**

### **Knowledge Required:**

- An understanding of the roles and responsibilities of National and statutory agencies
- Planning processes for safeguarding and child-protection enquiries and investigations
- Have clear knowledge of behaviour that is harmful to children, thresholds of poor practice and abusive behaviour
- Is fully aware of **teems'** role and responsibilities in relation to keeping children safe
- Full understanding of the boundaries of the lead safeguarding officer role
- Core values and principles of work with children
- How abusers target and groom organisations in order to abuse children, especially within Thailand from both local and overseas adults and in particular within sporting organisations
- Best practice in prevention
- Legislation, government guidance and embassy support for safeguarding children



## SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

# CODE OF CONDUCT FOR STAFF

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### **1. STAFF TO CHILD CODE OF CONDUCT:**

1.1. All Staff must ensure that a professional rapport is established and maintained between them and children at all times. They must be aware that they are responsible for maintaining clearly defined and professionally appropriate physical, sexual and emotional boundaries in the way that they interact with the children both physically and verbally.

1.1.1. Staff must only use the toilet facilities designated for adults.

1.2. Staff have a duty to intervene when there is reasonable cause to suspect that a child is being abused or is at risk of abuse. All concerns must be reported to the designated safeguarding lead immediately.

1.3. Staff must show discretion before making physical contact with a child. If physical contact is deemed appropriate for teaching and instruction, or for providing comfort when a child is in distress, or for Health and Safety reasons then the member of Staff must explain clearly to the child why they are doing so. The member of staff must always consider how his or her actions may be perceived by those observing. There must be no occasion when an onlooker could misinterpret the intentions of the member of staff.

1.4. Before choosing to make physical contact for coaching or instructing purposes the member of staff should first rely on:

1.4.1. Explanation (in English or in Thai);

1.4.2. Demonstration by the member of staff or by other children;

1.4.3. Diagrams (if available);

1.4.4. Videos (if available).

1.5. Staff should not perform acts of a personal nature for children that the children can do for themselves - such as using the toilet, changing clothes, drying after swimming and similar acts.

1.6. Staff are prohibited at all times from physically disciplining a child. Corporal punishment is not allowed under any circumstances.

1.7. One-to-one meetings, coaching and instruction sessions with children should be held in a venue which has a clear line of sight for those not involved in the meeting. Where appropriate the door should be left open. During these sessions, members of staff should work across a desk rather than side-by-side with the child - although the context



## SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

# CODE OF CONDUCT FOR STAFF

(e.g. the nature of the work, age of the child, the furniture in the room) may mean that across the desk work is not practicable. Members of staff should report to a Line Manager any occasions where the child becomes distressed or upset or where the member of staff feels uncomfortable about the outcome of the meeting.

### **2. STAFF CONDUCT - GENERAL**

- 2.1. The personal and professional conduct of a member of staff is expected to demonstrate high standards of ethics and behaviour and should uphold public trust in teems
- 2.2. Staff must not place themselves in a vulnerable position on account of consumption of alcohol including reporting for duty under the influence of alcohol, or suffering from the effects of alcohol or other substance misuse.
- 2.3. Staff must show tolerance of and respect for the rights of others. Any form of harassment in the workplace is unacceptable.
- 2.4. Staff must not share private transportation with children without permission from the parents of the child or from a member of the Senior Management Team except in an emergency where permission cannot reasonably be given. A member of the Senior Management Team Manager should subsequently be informed of the situation at the earliest possible opportunity.
- 2.5. Staff must not use tobacco products (including e-cigarettes), alcohol or drugs when working with children. Staff must not give tobacco products, alcohol, drugs, inappropriate images, video footage or reading materials to the children.
- 2.6. Staff must preview any media content for appropriateness before showing it to children.
- 2.7. Use of ICT equipment must be in accordance with the Computer Related Crime Act (2007). All use must be appropriate, professional and lawful. Any misuse of the ICT facilities must be reported.
- 2.8. Staff must not have the personal telephone number of children under the responsibilities of teems. In exceptional circumstances, where the safety of children might be a concern, staff may obtain the contact details of children. Permission for this must be given by a member of the Senior Management Team. These contact details should be deleted once the exceptional circumstances have passed.
- 2.9. Staff must not contact children using messaging services or via social media.



## SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

# CODE OF CONDUCT FOR STAFF

### APPENDIX FOR SPORTS COACHES:

1. The arrangements for coaching sessions with children must be made by **teems**. Coaches must not have the personal telephone number of their children nor should coaches contact children using messaging services or via social media.
2. Coaches should only engage in **teems** work while on site.
3. Coaches must wear the official branded clothing and kit provided by **teems** when coaching.
4. Coaches must have appropriate ID badges with them at all times.
5. For the duration of the coaching session, fixture or tournament (and while accompanying to and from the session, fixture or tournament) the coach accepts the Duty of Care for the child. The coach should be vigilant regarding the health and safety of the child - this includes having knowledge of any severe medical conditions suffered by the child.
6. Coaches are responsible for the safe face-to-face hand-over of younger children (under 12) to Parents, Carers or designated Responsible Adults at the end of the session. Coaches are permitted to allow older children to make their own way home with prior permission obtained from parents

Please sign below to indicate that you have read and understood this Code of Conduct and that you have retained a copy of this document for your own records.

Signature of Coach	
Name of Coach	
Date	

This Code of Conduct is to be read and signed on an annual basis by all staff and Coaches and on appointment, following Child Protection Training, by all new staff.



SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

## CODE OF CONDUCT FOR CHILDREN AND YOUNG PEOPLE

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

**Teems** is fully committed to safeguarding and promoting the wellbeing of all its participants. **teems** believes that it is important that staff, coaches, administrators and parents associated with the organisation should, at all times, show respect and understanding for the safety and welfare of others.

Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with the Partner or senior management.

Sports clubs should offer a positive experience for children and young people and where they can learn new things in a safe and positive environment. As a participant at **teems**, you are expected to abide by the following code of practice:

### **Children /young people are expected to:**

- Be loyal and give their friends a second chance
- Be friendly and particularly welcoming to new participants
- Be supportive and committed to other team members, offer comfort when required
- Keep yourself safe
- Report inappropriate behaviour or risky situations for any child
- Play fairly and be trustworthy
- Respect officials and accept decisions
- Show appropriate loyalty and be gracious in defeat
- Respect opponents
- Not cheat or be violent and aggressive
- Help make any **teems** event a fun place to be
- Keep within the defined boundary of the playing/coaching area
- Behave and listen to all instructions from the coach.
- Play within the rules and respect the official and their decisions
- Show respect to other youth members/leaders and show team spirit
- Take care of all equipment.
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs or sexual identity
- from the use of bad language or racial/religious references. This includes bullying using new technologies like chat-rooms or texting





SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

## CODE OF CONDUCT FOR CHILDREN AND YOUNG PEOPLE

- Not get involved in inappropriate peer pressure and push others into something they do not want to do
- Refrain from bullying or persistent use of rough and dangerous play
- Keep to agreed timings for training and competitions or inform their coach or team manager if they are going to be late
- Wear suitable kit; for training and match sessions, as agreed with the coach/team manager
- Pay any fees for training or events promptly
- Not smoke on club premises or whilst representing **teems** at competitions
- Not consume alcohol or drugs of any kind on the teems premises or whilst representing the teems

### Children / Young People have the right to:

- Be safe and happy in their chosen activity.
- Be listened to
- Be respected and treated fairly
- Privacy
- Enjoy your sport in a protective environment
- Be referred to medical assistance if needed
- Be protected from abuse by other adults, children or outside sources
- Participate on an equal basis, appropriate to their ability
- Experience competition and the desire to win
- Be believed
- Ask for help

Any misdemeanours and general misbehaviour will be addressed by the immediate coach and reported verbally to the designated person. Persistent misbehaviour will result in dismissal from **teems**. Parents will be informed at all stages. Dismissals can be appealed by the coach/volunteer with final decisions taken by the **teems** committee

Signature of young person	
Name of young person	
Date	
Signature of parent / carer	
Name of parent / carer	
Date	



SAFER RECRUITMENT, CODE OF CONDUCT AND TRAINING

## INDUCTION, TRAINING, SUPERVISION AND SUPPORT POLICY

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

### **STAFF TRAINING**

Staff should be trained regularly and receive updates from the Designated Safeguarding Lead. Training should be appropriate to the audience and their role. Recommendations for how to deliver safeguarding training should include the following considerations:

- staff should be able to voice concerns and have an open conversation about safeguarding
- the room should be a safe space
- misconceptions and inappropriate views should be challenged and discussion used to convey the importance of safeguarding
- that for those with some specific learning difficulties, autism or health conditions, safeguarding can be a difficult subject to understand.
- staff may feel that they don't have the social skills to recognise when something is wrong
- it is inappropriate to ask people to do something that is beyond their capacity either physically, mentally or socially
- it is far better to be honest and ensure that staff are paired appropriately enabling different people to bring different strengths to their role at the trust
- training can be conducted in mixed ability groups (as necessary).
- policies and procedures will be shared, discussed and understanding checked. The appropriate route for sharing concerns related to child protection will also be visible around the premises and online.
- attendance at safeguarding training will be recorded.



## APPENDIX

# EQUAL OPPORTUNITIES POLICY

This policy should be read alongside **teems** policies and procedures on child protection and safeguarding.

The creation of the Equal Opportunities Policy at **teems** is a coordinated affirmation of the guideline principles of **teems**. This Equal Opportunities Policy is a statement of a fundamental belief which underscores **teems** determination to be fair to everyone.

### **Protected Characteristics:**

**Teems** is committed to ensuring equality of opportunity for every person in the community. In doing this **teems** follows the principles where it is illegal to discriminate against anyone because of:

- age
- gender reassignment and transition
- marriage or civil partnership
- pregnancy
- disability
- race (including colour, nationality, ethnic or national origin)
- religion or belief
- sex
- sexual orientation

These protected characteristics ensure protection from discrimination at **teems**. Prejudice and discrimination in any form are tackled. **teems** believes in the promotion of self esteem and respect for all.

### **AIMS**

By actively promoting equality **teems** aims to ensure that:

- the **teems** community provides an environment which is free from prejudice so that all individuals can feel valued and realise their potential
- high expectations are held for all
- all employees and children have access to, and can make full use of, **teems** facilities and resources
- mutual tolerance is fostered
- all children are prepared for life in a diverse and multi-ethnic world
- a positive ethos and environment is created
- racist and discriminatory incidents are dealt with effectively.



## APPENDIX

# EQUAL OPPORTUNITIES POLICY

### **Equal Opportunities:**

All children and adults within the **teems** have a right to be treated with respect. This includes a right to:

- practice, compete and work
- physical, emotional and verbal respect, free from bullying and abusive language
- respect for all protected characteristics
- freedom from sexual comments or harassment and inappropriate use of humour
- the safety of their property
- equality in relation to course practices, coaching, fixtures, competitions or other opportunities
- children and adults in our community are encouraged to challenge any inappropriate behaviour or comments. In the case of comments/incidents witnessed by others, silence and non-intervention will be viewed as agreement.

Staff will treat each other and all children, parents and carers with respect. Disrespect witnessed against any individual will never be ignored or tolerated. Dealing with discriminatory behaviour, abuse and intimidation is the responsibility of everyone – all children and staff can expect to have complaints investigated.

All staff are expected to deal with racist incidents that may occur; to know how to challenge racial and cultural bias and stereotyping, and to incorporate principles of equality and diversity into all aspects of their work.

Bullying and harassment of any kind is dealt with swiftly and may lead to dismissal where any allegation is proven.

### **Guiding principles:**

- written and spoken language including email, social media and SMS will be used
- in ways which do not assume stereotypes or cause offence
- tasks will be allocated in ways which do not assume stereotypes
- self confidence and self worth is encouraged in all members of the **teems** Community
- any occurrences of discriminatory graffiti will be reported to a member of the Senior Management Team and removed immediately



## APPENDIX

# EQUAL OPPORTUNITIES POLICY

- procedures for dealing with incidents of discrimination will be dealt with in accordance with the Anti Bullying Policy
- staff will challenge all incidents involving the use of inappropriate language, the telling of inappropriate jokes, or the wearing of unsuitable badges and insignia. All such instances will be reported to a senior member of staff;

All staff have equal access to professional development opportunities in line with this policy.

### **Race Equality:**

**Teems** is committed to tackling racial discrimination in all its forms and is determined to promote race equality and good race relations. The policies of **teems** reflect this commitment.

### **Religious observance:**

We respect the religious beliefs and practices of all staff, children and their parents, and will comply with all reasonable requests relating to religious observance and practice. Requests to be exempt from the 'no jewellery' health and safety standard will require a letter from the child's parent.

### **Gender:**

All children are encouraged to aim high and to utilise all the opportunities available to them

### **Ethnic and Cultural differences:**

Attention is given to the integration of children from different ethnic groups.

### **Physical Disability:**

Every effort is made to integrate children with physical disabilities into the normal life of the **teems** community. Strategies are adopted to help children and adults with disabilities. Whilst acknowledging the constraints of the site and facilities, **teems** will continue to improve access for children and adults with mobility or sensory disabilities.

### **Breaches of Policy:**

If any incident of discrimination takes place, it will be reported to a member of the Senior Management Team and will be recorded in the appropriate way.



## APPENDIX

# EQUAL OPPORTUNITIES POLICY

### **Staff: Recruitment, Selection, Appointment and Promotion:**

- all posts are advertised widely whenever possible and appropriate
- all staff have a clear Job Description
- systems and structures are in place to support staff needs and to ensure that all
- new staff know their role
- on-going development and training are an entitlement for all members of staff.

### **MONITORING AND EVALUATION**

**Teems** will continually monitor and evaluate its procedures and look to continually improve where necessary.

## BEHAVIOUR / ANTI BULLYING POLICY

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### STATEMENT OF INTENT

Teems is committed to providing a caring, friendly and safe environment for all of our participants. Bullying of any kind is unacceptable. If bullying does occur, all participants or parents/carers and colleagues should be able to report an incident and know that incidents will be dealt with promptly and effectively. We are a TELLING organisation. This means that anyone who knows that bullying is happening is expected to report an incident to a Designated Safeguarding Officer or a colleague, who will report any information to senior management or the Designated Safeguarding Officer.

### Objectives of this Policy:

- All participants, parents/carers and colleagues should have an understanding of the meaning of bullying
- All participants, parents/carers and colleagues should be aware of the anti-bullying policy
- As an organisation, we take bullying seriously. Participants and parents/carers should be assured that they will be supported when bullying is supported
- Bullying will not be tolerated.

### WHAT IS BULLYING?

Bullying is defined as behaviour that is intended to hurt someone physically or emotionally, is often repeated and is commonly aimed at certain groups (for example, because of disability, gender, gender reassignment, religion and/or sexual orientation). Bullying can result in pain and distress to the victim and may be:

- **Discriminatory** - racial taunts, graffiti, gestures, homophobic comments, jokes about disabled people, sexist comments
- **Emotional** - being unfriendly, excluding (emotionally and physically), sending hurtful text messages, tormenting, (e.g. hiding sports shoes, threatening gestures)
- **Physical** - pushing, kicking, hitting, punching or any use of violence
- **Sexual** - unwanted physical contact or sexually abusive comments
- **Verbal** - name-calling, sarcasm, spreading rumours, teasing.



## APPENDIX

# BEHAVIOUR / ANTI BULLYING POLICY

### WHY IS IT IMPORTANT TO RESPOND TO BULLYING?

- bullying hurts
- no-one deserves to be a victim of bullying
- everybody has the right to be treated with respect
- individuals who are responsible for bullying others need to learn different ways of behaving

**Teems** has a responsibility to respond promptly and effectively to issues of bullying.





## APPENDIX

# ONLINE SAFETY POLICY

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### **The purpose of this policy statement:**

**Teems** works with children and families as part of its activities. These include: providing sporting, leisure and educational services to children and families.

### **The purpose of this policy statement is to:**

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

The policy statement applies to all staff, children and young people and anyone involved in **teems'** activities.

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Thailand and from the United Nations right of the Child.

### **We believe that:**

- children and young people should never experience abuse of any kind.
- children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

### **We recognise that:**

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using [**teems'**] network and devices



## APPENDIX

# ONLINE SAFETY POLICY

- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, 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 and in helping young people to be responsible in their approach to online safety.
- we will seek to keep children and young people safe by: appointing an online safety coordinator, this is normally the Designated Safeguarding Lead at **teems**
- providing clear and specific directions to staff on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing an online safety agreement for use with young people and their parents/carers
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

## ONLINE SAFETY POLICY

### **If online abuse occurs, we will respond to it by:**

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

### **RELATED POLICIES AND PROCEDURES**

This policy statement should be read alongside our organisational policies and procedures, but in particular:

- Child protection
- Procedures for responding to concerns about a child or young person's wellbeing
- Dealing with allegations of abuse made against a child or young person
- Managing allegations against staff and volunteers
- Code of conduct for staff
- Anti-bullying policy and procedures
- Photography and image sharing guidance



## APPENDIX

# STAFF SPEAKING OUT – WHISTLE BLOWING

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

This guidance is written for all staff working with children and young people at **teems**.

Staff must acknowledge their individual responsibility to bring matters of concern to the attention of Senior Management. Although this can be difficult, this is particularly important where the welfare of children may be at risk.

Examples of matters of concern may include:

- conduct which is an offence or a breach of law
- child Protection / Safeguarding Concerns
- inappropriate use of social media
- health and safety risks, including risks to the public as well as other employees
- damage to the **teems** environment
- the unauthorised use of funds
- possible fraud and corruption
- sexual, physical or other abuse.

The above list is for guidance purposes and is not intended to be exhaustive.

A member of staff may be the first to recognise that something is wrong but may not feel able to express their concerns out of a feeling that this would be disloyal to colleagues or through fear of harassment or victimisation. These feelings, however, natural, must never result in a child or young person continuing to be unnecessarily at risk.

It is often the most vulnerable children who are targeted. These children may need a member of staff to safeguard their welfare.

With respect to Speaking Out (Whistleblowing), colleagues are reminded of the concept:

**“Don't think what if I'm wrong – think what if I'm right.”**



## APPENDIX

# STAFF SPEAKING OUT – WHISTLE BLOWING

### **Reasons for Speaking Out:**

- each individual has a responsibility for raising concerns about unacceptable practice
- or behaviour
- to prevent the problem worsening or widening
- to protect or reduce risks to others
- to prevent becoming implicated yourself

### **What stops people from Speaking Out:**

- starting a chain of events which spiral
- disrupting work or a project
- fear of getting it wrong
- fear of repercussions or damaging careers
- fear of not being believed.

### **In order to raise a concern a member of staff should:**

- voice his / her concerns, suspicions or uneasiness as soon as possible. The earlier a
- concern is expressed the easier and sooner action can be taken
- try to pinpoint exactly what practice is causing concern and why
- approach his / her immediate line manager, senior manager or the Partner
- if a concern is about your immediate manager or senior management approach the Partner

### **GUIDELINES**

A member of staff should:

- make sure he / she receives a satisfactory response
- put his / her concerns in writing, outlining the background and history, giving names,
- dates and places if possible
- not be expected to prove the truth of an allegation but will need to demonstrate sufficient grounds for the concern.



## APPENDIX

# STAFF SPEAKING OUT – WHISTLE BLOWING

### WHAT HAPPENS NEXT

- A member of staff should:
- be given information on the nature and progress of any enquiries
- understand that **teems** as the Employer has a responsibility to protect him / her from harassment or victimisation
- understand that no action will be taken against him /her if the concern proves to be
- unfounded and was raised in good faith
- be aware that malicious allegations may be considered a disciplinary offence.

### Self reporting:

There may be occasions where a member of staff has a personal difficulty, perhaps a physical or mental health problem, which they know to be impinging on their professional competence. A member of staff has a responsibility to discuss such a situation with their line manager so that professional and personal support can be offered to the member of staff concerned. Whilst such reporting will remain confidential in most instances, this cannot be guaranteed where personal difficulties raise concerns about the welfare or safety of children.

### Further advice and support:

It is recognised that Speaking Out can be difficult and stressful. Advice and support is available from your line manager, senior management or the Partner.



## APPENDIX

# TEEMS' PHOTOGRAPHY AND SHARING IMAGES GUIDANCE

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

It is essential that all members of the **teems** community are educated about best practices regarding the capture, storage and sharing of digital images through regular training, presentations, announcements at **teems** events, and information around the premises.

- FOBISIA Sporting Events: **teems** works closely with schools regarding photography and videography of all events, and permission is sought through group consent through schools. Individuals must inform their school if they do not wish to feature in photographs or videos used both externally and internally by **teems** and it is the schools duty to pass this information to **teems**.
- Holiday Camps: Users should gain a person's permission before capturing, using, sharing, publishing or distributing images or videos in which that person is represented or featured. **teems** gains this permission and is authorised to capture, use, share, publish and distribute images or videos of children for coaching and promotional purposes via it's official channels under the registration process, which is obtained via parents / careers
- This permission extends to use of images on **teems** authorised social media accounts but not on unauthorized, personal accounts. **teems** will respect the privacy of any family who requests in writing to the Partner that images of their children are not used for these purposes.
- Staff and coaches will be informed by the Partner / Senior Management of any children whose parents have opted out of this and their photograph must not be used. A list of all these children is held by Partner / Senior Management and shared on a need-to-know basis.
- Staff must not use, share or publish any images that are likely to cause distress, upset or embarrassment. If in doubt it is best not to post photographs in public areas
- Images captured on personal devices are to be used only for designated **teems** coaching / marketing purposes and then deleted from the device once used.



## APPENDIX

# TEEMS' PHOTOGRAPHY AND SHARING IMAGES GUIDANCE

### Procedures and Guidance:

- Children will be informed about the risks associated with the taking, use, sharing, publication and distribution of images through social media and other public or shared platforms.
- Care must be taken when taking digital / video images that children are appropriately dressed and are not participating in activities that might bring the individuals or **teems** into disrepute.

**teems** is committed to ensuring best practices regarding the capture, storage and sharing of digital images through regular training, presentations, announcements at teems events.

**teems** works closely with schools regarding photography and videography of all events, and permission is sought through group consent via schools. A school will obtain information from individual parents if they do not wish to feature in photographs or videos. It is the school's duty to pass this information to **teems** via emailing [info@teemsglobal.org](mailto:info@teemsglobal.org).





## APPENDIX

# PARENTAL PHOTOGRAPHY AND SHARING IMAGES GUIDANCE

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

- Parents will be informed and reminded of **teems'** position on the taking, sharing and storage of digital images at the start of relevant **teems** events. If parents are unsure whether or not permission has been given by staff to record a particular performance or event, they should ask the person responsible for organising it.
- A severe or continued breach of this policy by a parent should be reported to the Designated Safeguarding Lead

### PROCEDURES AND GUIDANCE

- Photography at sports events traditionally forms an enduring part of each family's record of their child's progress and a celebration of success and achievement as well as being an established social practice.
- Photography is secondary to the main aims and purposes of performances and must not be allowed to interfere with the opportunities for children's participation.
- Photography must not be allowed to upset the performance or smooth running of the event or affect the health and safety of children and others.



## HEALTH AND SAFETY

# HEALTH AND SAFETY POLICY

### INTRODUCTION

**Teems** accepts it has a duty of care for the health and safety of its staff, children and visitors whilst within the premises and during the activities of the organisation. The Partner and Senior Management recognises that the provisions under Thai law regarding health and safety may not always meet the requirements that would normally be expected of an international organisation. Therefore its intention is to bring policy and practice up to levels based on the principles laid out under the Health and Safety Acts extant in the UK, EU and the USA.

### ORGANISATION

Employer: The Partner, as Employer, is ultimately responsible for the formulation, implementation and review of **teems'** Health and Safety Policy.

- in order to help discharge his responsibility, the Partner has established the Health and Safety Committee which includes senior management to ensure policy and practice is regularly reviewed and implemented.
- the Health and Safety Committee: The Health and Safety Committee meets regularly to discuss business as presented by its members and to review health and safety reports and risk assessments.
- the agenda is publicised in advance of meetings.
- minutes taken shall be made available to all members of the **teems** community
- the committee is responsible for the instruction of remedial action to the appropriate department or persons.
- submissions to the committee shall be encouraged and be fairly considered.
- in this regard, **teems** promotes a Line Management System to assist in channelling submissions from all areas of **teems** activities.

### REPORTING

All members of the **teems** community are asked to report any incident, near miss or other concern regarding health and safety within the areas of **teems'** activities. Best practice is for this to be written and include as much information as possible.



## HEALTH AND SAFETY

# GUIDANCE FOR ADULT TO CHILD SUPERVISION RATIOS

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

### **WHY ARE SUPERVISION RATIOS IMPORTANT?**

It is important to ensure that, in planning and running sports activities for children and young people, consideration is given to providing an appropriate staffing/supervision ratio of adults to participants. Benefits include: minimising any risks to participants; enhancing the benefits children draw from the activity; reassuring parents/carers; providing some protection for those responsible for providing, funding or organising the activity in the event of concerns or incidents arising.

### **Key considerations:**

Due to the number of potential variables, there is no "one size fits all" procedure that will cover all activities involving children and young people.

There are, however, a number of key considerations that are recommended as good practice. This includes:

- being appropriately qualified for their role and the activity
- being subject to a safe recruitment process
- signing up to **teems'** code of practice
- understanding the community responsibility to safeguard children

Whatever the recommended ratio of adults to participants is, a minimum of two adults should be present. This ensures at least basic cover in the event of something impacting on the availability of one of the adults during the activity (e.g. in the event of one participant requiring the attention of an adult during the activity following an accident). In the planning of all activities a risk assessment should be undertaken which specifically informs decision-making about appropriate supervision levels.

### **Key factors to assess include:**

- ages of children – Additional supervision/support needs of some or all participants (for example due to disability or age)
- competence/experience of participants for the specific activity – Nature of activity (for example swimming sessions may require higher levels of supervision than a fitness class)

## GUIDANCE FOR ADULT TO CHILD SUPERVISION RATIOS

- nature of the venue - whether closed (e.g. a swimming pool) or open (e.g. Beach); private and exclusive to the group or open and accessible to the public)
- sport specific guidance - many sports governing bodies have issued guidance on minimum supervision ratios (and a range of other factors linked to the welfare and safety of participants) for specific sports or activities which may exceed the guidance below.

### Recommended minimum supervision ratios:

While the risk assessment may well indicate the need for an enhanced level of supervision and staffing for a particular activity, the following table shows recommended adult to child ratios. Regardless of the overall ratio, a minimum of two supervisors is recommended.

Child's Age Range	Number of Adults	Number of Children
0-2	1	3
2-3	1	4
4-8	1	12
9-12	1	18
13-18	1	25

### Young people as supervisors:

Many sports provide opportunities for under 18's to coach, officiate or organise events for other children, including achieving qualifications and awards. These positive opportunities allow young people to develop skills, experience and confidence but should not mean that organisations should depend on them to take full responsibility for managing groups of children. Under 18 year olds - in coaching or other roles - should only supplement the adult with overall responsibility for supervising the activity.



## HEALTH AND SAFETY

# LIGHTNING POLICY

This policy should be read alongside **teems'** policies and procedures on child protection and safeguarding.

Constant awareness of weather conditions and vigilance is essential prior to and throughout the activity. This will mean exercising vigilance through watching and listening and will include assessing the following weather phenomena:

- sound of thunder
- sighting of lightning of any kind (behind clouds or striking earth)
- cloud formation, development, rain-bearing
- strength/change in wind
- rain
- Use of lightning and storm tracking weather apps

Taking account of the combination of all these indicators an assessment of the likelihood of conditions where lightning may occur must be made on an on-going basis.

The following factors must also be considered:

- the existence or predominance of blue sky and absence of rain does not mean lightning cannot take place
- lightning can occur many miles away from the visible rain shaft of the main rain-bearing clouds
- lightning can strike ahead of the parent cloud and the fact that the storm is not overhead does not mean there is not a heightened risk of lightning taking place
- although there may not have been any lightning seen or thunder heard this may just mean the first lightning of the storm has yet to occur
- be aware of the prevailing direction of cloud formation and winds to foresee and anticipate the likely condition of weather that will arrive to the area of activity
- the general rule-of-thumb to be applied is "If you can see it (lightning) flee it; if you can hear it (thunder), clear it."



HEALTH AND SAFETY

## LIGHTNING POLICY

### **Decision-making:**

The primary decision-making responsibility rests with the adult in charge of any activity concerned, or in any supervisory capacity. Reliance on notification from elsewhere is not acceptable. All assessments should always err on the side of caution and be supported by the prevailing indicators described in the previous section. Senior Management will always support staff having taken cautious decisions. Once a decision is made, it is imperative that staff are clear and assertive in implementing the action.

A notification of alert (ie the use of airhorn) may be communicated by any member of staff.

Pressure can come to finish events e.g. from participants and spectators, lack of opportunities to reschedule events. These pressures must not form part of the decision-making process.

The determination of the "all-clear" shall be made no earlier than 20 minutes after the conditions have returned to the original situation prior to the alert. This evaluation is made with reference to the same criteria used above for determining the alert.

Action to take when an alert is made during an event, activity or play at **teems** premises: as soon as an alert is made, all participants and spectators must take evasive action and evacuate to the appropriate undercover locations. Note that the fixed spectator seating or under trees must never be used as a location to evacuate to.

### **Participating in events outside **teems** premises:**

The same attention to awareness and vigilance applies regardless of whether the host organization has an automated/manual system or not. On arrival, be familiar with the host's lightning and associated evacuation policy and know where the nearest safe evacuation locations are and how to get there. The primary decision-making responsibility rests with the supervisor of **teems'** participating team. Whilst an assessment of reliance on the host organization's warning system can be and any decision to take action must be independent of and take precedence over the host.



HEALTH AND SAFETY

## LIGHTNING POLICY

### LIGHTNING METERS

The use of lightning meters does not feature as an integral component of this policy. This is due to the following issues:

- a meter's reliability is dependent on its correct performance and operation. Meters may not be correctly activated, applied and calibrated each occasion it is installed.
- batteries may not be charged sufficiently for the whole period of use.
- information provided from the meter requires a user to be completely familiar with and able to interpret readings and understand when there is a fault with the system
- there is a tendency to over-rely on the meter and this can compromise correct decision-making. This assumption of high accuracy of the meter can detract from requirement for an on-going visual and audible assessment that must always be made which may be giving conflicting (and possibly more correct) information
- meters do not detect lightning to a level of 100% efficiency. They can only detect lightning that has occurred and not situations where the first strike of lightning has not yet taken place
- meters can give false readings. Single meters use attenuation rather than triangulation and therefore can mistakenly indicate a weak lightning strike nearby as a strong one further away, or vice-versa
- meters detect the electromagnetic signal generated by lightning. However electromagnetic signals are generated by many other sources e.g. car ignitions, light switches, electrical appliances and motors and high voltage cables which are indistinguishable from those generated by lightning. These can lead to false readings and the incorrect calibration of meters.



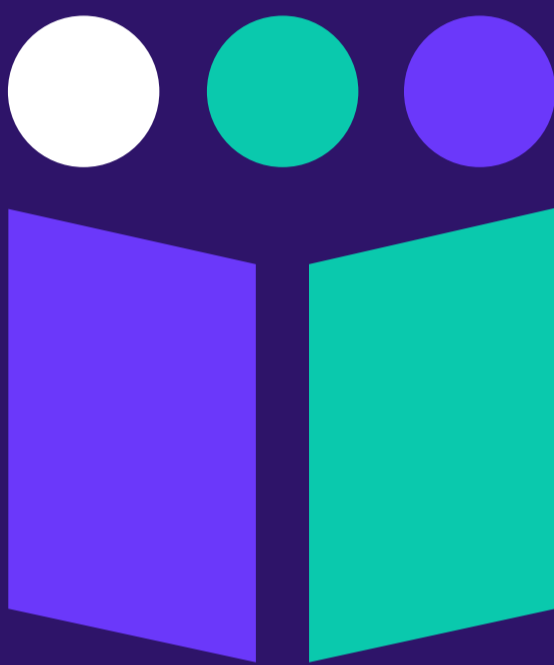
HEALTH AND SAFETY

## TRANSPORTATION POLICY

Use of **iteems** owned or managed transport (bus / coach) offers considerable benefit to travelling groups. The ability to strictly control how it is used ensures strict health and safety procedures can be maintained at all times. The following will apply:

- authorised groups to use the bus only. This must be with prior written consent and fall in line with the overall aims of **iteems**
- a regular maintenance schedule must be completed by an approved centre with records kept up to date
- this schedule must be accessible to visiting groups at all times
- seat belts installed and worn at all times. Driver to help enforce the use of these with visiting group leader(s). If seat belts are not worn the driver must continue the journey until rectified
- all drivers must pass an approved enhanced driving course which includes safe / defensive driving.
- under no circumstances should the driver feel pressured to make up lost time.
- all laws and speed limits must be obeyed
- all drivers must not use their mobile phone or device whilst driving





teems

**SAFEGUARDING**