



Cuckfield Golf Centre

Children and Young People Safeguarding Policy and Procedures

Contents

	Page
Safeguarding Policy Statement	
Procedures:	
1. Recruitment and training	5 & 6
2. Complaints, concerns and allegations	7 & 8
3. Flow Charts	9
4. Emergencies and incidents	10

5. Supervision	11
6. Good Practice Guidelines	12 & 13
7. Useful Contacts	14 & 15
Supporting Documents 1. Volunteer/Staff Job Application form 2. Self-disclosure 3. References 4. Code of Conduct for coaches and volunteers 5. Code of Conduct for Young Golfers 6. Code of Conduct for Parents/Carers 7. Managing Challenging Behaviour 8. Incident Report Form 9. Accident Report Form 10. Junior Profile and Parental Consent Forms 11. Photography Consent 12. Parental Guidance 13. Managing Young People on Away Trips 14. Social Media Guidance 15. Whistleblowing Policy 16. England Golf DBS Flowchart 17. Categories of Child Abuse 18. Club Welfare Officer Poster 19. Safeguarding Children and Young People – a short guide for club members 20. Photography Policy 21. Anti-Bullying Policy	

Children and Young People Safeguarding Policy

INTRODUCTION

Whilst children and young people are participating in golf activities in our care, Cuckfield Golf Centre has a responsibility to ensure their safety and wellbeing.

The Cuckfield Golf Centre recognises the policies of the National Governing bodies, as set in out in the "England Golf Safeguarding Children and Young People Policy and Procedures".

The policy and supporting procedures set out a framework to fulfil our commitment to good practice and the protection of children in our care.

KEY PRINCIPLES

- The welfare of children is paramount.
- A child is defined by law in England and Wales as a person under the age of 18 years.
- All children, regardless of their Age, Race, Religion or Belief, Disability, Gender identity or Sexual Orientation, have the right to protection from abuse.
- All concerns and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.
- All children have the right to be safe.
- All children have the right to be treated with dignity and respect.
- The Cuckfield Golf Centre will work with children, their parents/carers and external organisations to safeguard the welfare of children participating in golf.
- We recognise the authority of the statutory agencies and are committed to complying with Local Safeguarding Children Board Guidelines (LSCB), Working Together under the Children Act 2004, and any legislation and statutory guidance that supersedes these.
- The Cuckfield Golf Centre is committed to working in partnership with other key UK Golf Bodies to continually improve and to promote safeguarding initiatives across the sport.
- The Cuckfield Golf Centre owes a legal duty of care to children on their premises or engaged in their activities. That duty is to take reasonable care to ensure their reasonable safety and the duty is higher than it would be for adults.

OBJECTIVES

The Cuckfield Golf Centre aims to:

- Provide a safe environment for children and young people participating in golfing activities and try to ensure that they enjoy the experience.
- Ensure robust systems are in place to manage any concerns or allegations.

- Support adults (staff, volunteers, PGA Professionals, coaches, members and visitors) to understand their roles and responsibilities with regard to their duty of care and protection of children.
- Provide appropriate level training, support and resources for staff, volunteers & coaches to make informed and confident responses to specific safeguarding issues and fulfill their role effectively.
- Ensure that children and their parents/carers are informed and consulted and, where appropriate, fully involved in decisions that affect them.
- Reassure parents and carers that all children and young people will receive the best care possible whilst participating in club activities and communicate Policy and Procedure to them through website/letter/consents.

RESPONSIBILITIES AND IMPLEMENTATION

The Cuckfield Golf Centre will seek to promote the principles of safeguarding children by:

- Reviewing their policy and procedures every three years or whenever there is a major change in legislation. Guidance from England Golf will be sought as part of the review process.
- Conducting a risk assessment of club activities with regard to safeguarding and take appropriate action to address the identified issues within suitable timescales.
- Using appropriate recruitment procedures to assess the suitability of volunteers and staff working with children and young people in line with guidance from England Golf.
- Following National Governing Body (NGB) procedures to report concerns and allegations about the behaviour of adults and ensuring that all staff, volunteers, parents and children are aware of these procedures.
- Directing staff, volunteers & coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role.

1. RECRUITMENT AND TRAINING

The Cuckfield Golf Centre will endeavour to ensure that all volunteers and staff working with children and young people are appropriate and suitable to do so, and that they have all the information they require to undertake their job effectively and appropriately.

Each role which involves an element of responsibility with regard to children, particularly those involving the regular supervision of children, whether voluntary or paid, should be assessed by the recruiting body to establish which qualifications, checks and other requirements are necessary. These will include the following:

- An application form (**Appendix 1**)
- A self-disclosure form (**Appendix 2**)
- References from 2 people (**Appendix 3**)
- A signed Code of Conduct (**Appendix 4**)
- A Disclosure & Barring Service (DBS) check on people involved in 'regulated activity' with children (**Guidance on Regulated Activity & DBS- Appendix 16**)

Details of the requirements and the qualifications and checks of individuals will be recorded by the Club Welfare Officer/Secretary/Manager who will also hold copies of the necessary Safeguarding and Protecting Children (SPC) certificates. The nominated person will possess all relevant and appropriate contact details of all staff / volunteers and other relevant bodies.

All staff, volunteers & coaches will be offered access to appropriate child protection training. The Cuckfield Golf Centre recommends attendance at the UK Coaching Safeguarding and Protecting Children (SPC) workshop and will ensure that all volunteers and staff who have significant contact with children attend. An online UK Coaching refresher course should be completed and repeated every three years for those involved in "Regulated Activity."

All staff, volunteers & coaches working with children and young people will be asked to read and become familiar with the Cuckfield Golf Centre Safeguarding Policy and Procedures.

All staff, volunteers & coaches involved with children and young people will be asked to read the Cuckfield Golf Centre Code of Conduct relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code. The code is linked to the Cuckfield Golf Centres Disciplinary Procedures. (**Codes of Conduct-Appendix 4,5,6**)

The Cuckfield Golf Centre are committed to the fact that every child and participant in golf should be afforded the right to thrive through being involved in sporting activity for life, in an enjoyable, safe environment, and be protected from harm. The Cuckfield Golf Centre acknowledge the additional vulnerability

of some groups of children (e.g. disabled, looked after children, those with communication differences). The Cuckfield Golf Centre will ensure that the environment is appropriate for the child, and tailored to their needs so that they have a positive experience of their sport without risk of harm.

2. COMPLAINTS, CONCERNS AND ALLEGATIONS

- 2.1** If a player, parent/carer, member of staff or volunteer has a concern about the welfare of a child, or the conduct of another child/young person or an adult (whether they are a parent, coach, member, or otherwise), these concerns should be brought to the attention of the Club Welfare Officer without delay. The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass their concerns and any relevant information to the Welfare Officer. Please refer to Flowcharts 1 & 2 for further details (see below).
- 2.2** All concerns will be treated in confidence. Details should only be shared on a "need to know" basis with those who can help with the management of the concern.
- 2.3** Concerns will be recorded on an Incident Report Form and sent to the England Golf Lead Safeguarding Officer and retained confidentially within the club. *The England Golf Lead Safeguarding Officer will assist with completion of this form if required, tel: 01526 351851. (Incident Report Form-Appendix 8)*
- 2.4** The Cuckfield Golf Centre will work with England Golf and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. The Cuckfield Golf Centre disciplinary procedures will be applied and followed where possible.
- 2.5** In the event of a child making a disclosure of any type of abuse, the following guidance is given:
- Reassure them that they have done the right thing to share the information
 - Listen carefully
 - Do not make promises that cannot be kept, such as promising not to tell anyone else
 - Do not seek to actively question the child or lead them in any way to disclose more information than they are comfortably able to: this may compromise any future action. Only ask to clarify your understanding where needed e.g. Can you tell me what you mean by the word xxxxx?
 - Record what the child has said as soon as possible on an incident report form.

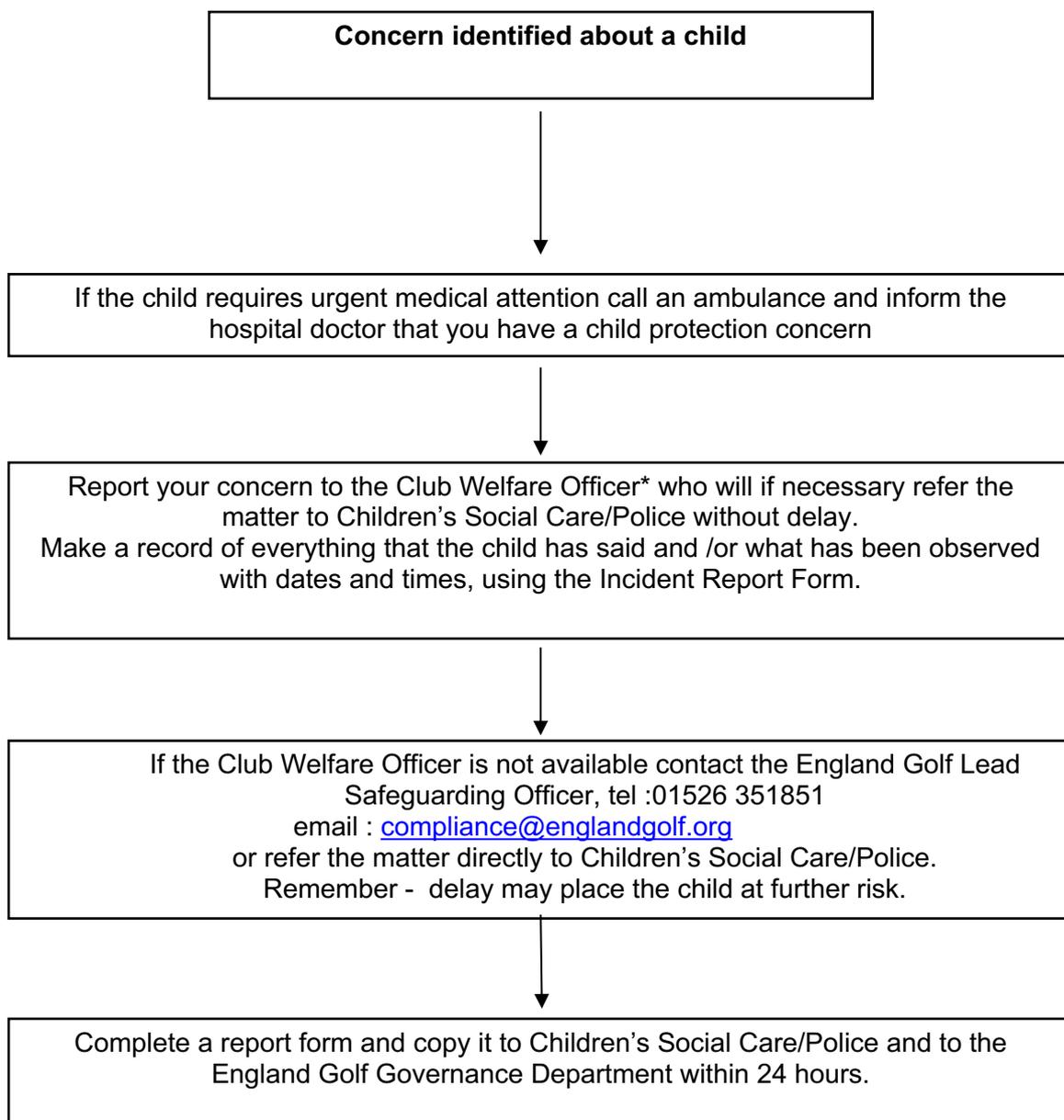
Do not notify the parents or carers unless you have first sought advice from England Golf Lead Safeguarding Officer tel: 01526 351851.

If the England Golf Lead Safeguarding Officer is not available and a delay cannot be justified then seek advice from the local Children's Social Care department, the Police, the LADO (the Local Authority Designated Officer) or the NSPCC. **(Useful contacts page 13)**

- 2.6** The NSPCC Helpline is available to discuss concerns regarding poor practice and abuse in confidence with members of the public who need support. Those with concerns are encouraged to use this service. The Helpline number is 0808 800 5000.
- 2.7** Safeguarding children and young people requires everyone to be committed to the highest possible standards of openness, integrity and accountability. The Cuckfield Golf Centre supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding and child protection concerns. Anyone who reported a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously. **(Whistleblowing Policy-Appendix 15)**

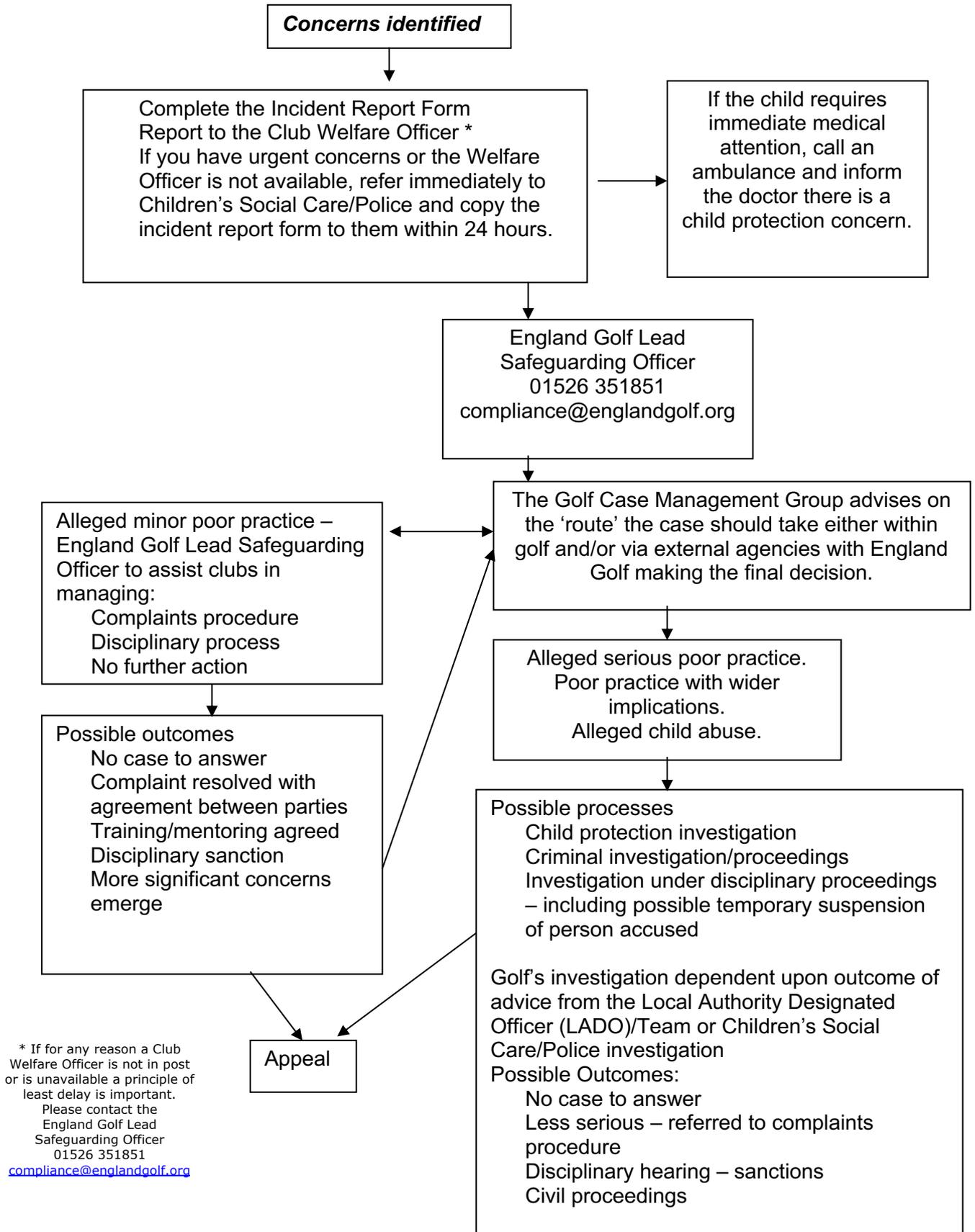
FLOWCHART 1

What to do if you are worried about what is happening to a child outside of the Club (but the concern is identified through the child's involvement in golf)



* If for any reason a Club Welfare Officer is not in post or is unavailable a principle of least delay is important. Please contact the
England Golf Lead Safeguarding Officer
01526 351851
compliance@englandgolf.org

FLOW CHART 2
What to do if you are worried about the behaviour of any member, parent/carer, volunteer, staff, Professional, coach or official in golf or affiliated organisations



3. EMERGENCIES AND INCIDENTS

3.1 Parental Consent Forms will be obtained and retained by the Cuckfield Golf Centre for all children who are participating in events or activities, or attending coaching organised by the club. These forms will be treated in confidence and only shared with those who require the information they contain to perform their role effectively. **(Junior Profile and Parental Consent Forms-Appendix 10)**

3.2 In the event of a child requiring medical attention:

- The parents will be contacted immediately.
- In the event of failure to contact parents, the alternative emergency contacts will be used.
- The consent form will be consulted to establish whether parents have given their consent for a club representative to act in loco parentis.
- An adult club representative will accompany the child to seek medical attention, if appropriate, ensuring that they take the consent form with them.
- A record of the action taken will be made and retained by a club representative.

3.3 Where a parent is late in collecting their child the following procedure will apply:

- Attempt to contact the parent/carer using the contact details on the Parental Consent Form
- Attempt to contact the first, then the second emergency contact nominated on the Consent Form
- Wait with the young person(s) at the venue with, wherever possible, other staff/volunteers or parents.
- If no one is reachable, contact the Club's Welfare Officer for advice.
- If all attempts to make contact fail, consideration should be given to contacting the police for their advice.

Staff, volunteers and coaches should try to avoid:

- Taking the child home or to another location without consent.
- Asking the child to wait in a vehicle or the club with them alone.
- Sending the child home with another person without permission.

4. SUPERVISION

- 4.1** During coaching sessions, coaches should conduct a risk assessment to inform decision making about appropriate supervision levels. Regardless of the recommended ratio of adults to participants, it is recommended that 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.
- 4.2** Parents may be encouraged to stay for coaching/competitions & other events where their children are of an age where greater levels of parental supervision are required.
- 4.3** Wherever possible adults will avoid changing or showering at the same time as children but parents will be made aware that with limited changing room space there will be occasions when adults and children may need to share the facilities.
- 4.4** Parents should be aware that if children are left at a venue unsupervised, other than to attend specific coaching sessions, competitions, or other organised events, the club cannot accept supervisory responsibility.
- 4.5** Special arrangements will be made for away trips. Parents will receive full information about arrangements for any such trip and will be required to provide their consent for their child's participation. **(Managing Young People on Away Trips-Appendix 13)**

5. GOOD PRACTICE GUIDELINES

5.1 Behaviour of adults and children

- 5.1.1** Adults who work with children are placed in a position of trust in relation to children, and therefore it is important they behave appropriately and provide a strong positive role model for children, both to protect children and those working with children from false allegations of poor practice. Codes of conduct will be issued to junior members & adults working with them to promote good practice.
- 5.1.2** The Cuckfield Golf Centre requires that all staff and volunteers working with children and young people adhere to the standards set out in the Code of Conduct relevant to their role. Similarly, children are expected to follow their own Code of Conduct to ensure the enjoyment of all participants and assist the club in ensuring their welfare is safeguarded.
- 5.1.3** The Cuckfield Golf Centre requires that all staff and volunteers working with children adhere to the guidelines on Managing Challenging Behaviour. **(Managing Challenging Behaviour-Appendix 7)**
- 5.1.4** Parents and carers should also work together with the club to ensure that the welfare of all children is safeguarded. A sheet on "Parental Guidance" is

provided to assist them in understanding how they can best assist the club
(Parental Guidance-Appendix 12)

5.2 Adults and Children playing golf together

One of the reasons for the popularity of golf is that the game is not restricted by ability, age or gender. Responsible interaction between adults and children helps bring mutual respect and understanding and will be encouraged as part of club activities. Adults should always be aware however that age related differences do exist and conduct themselves in a manner that both recognises this and prioritises the welfare of any children involved.

5.3 Physical Contact

Physical contact with children by coaches or volunteers should always be intended to meet the needs of the child and the sport, not the adult. That is, to develop golf technique, to protect the child from injury, to provide first aid or treat an injury. It should always take place in an open environment, and should not, as a general principle, be made gratuitously or unnecessarily.

5.4 Transport

5.4.1 The club believes it is primarily the responsibility of parents/carers to transport their child/children to and from events. It is not the responsibility of club volunteers or coaches to transport children and young people to and from events, activities, tournaments or matches.

5.4.2 The club may make arrangements for transport in exceptional circumstances, such as team events. Where this is the case, the written permission of the parents of the relevant children will be sought. The drivers used will be checked for their suitability to transport and supervise children (see Section 1 Recruitment and Training) and their insurance arrangements verified.

5.4.3 Children and young people are often involved in competition. When taking young people away from their home club, consideration and planning needs to be paramount to ensure the duty of care for the young people within the team is fulfilled.

5.5 Photography/ Videoing

5.5.1 Permission will be sought from parents prior to the publication or use of any video or photographic images of their child, for instance in newspapers, websites or for coaching purposes. The personal details of the child will not be used in any promotional material. **(Photography Consent-Appendix 11)**

5.5.2 Any press/official photographers attending events will be required to seek permission from the club before taking photographs and also permission of parents to use the images. **(Photography Policy – Appendix 20)**

5.6 Social Media

Social media provides unique opportunities for the club to engage and develop relationships with people in a creative and dynamic forum where users are active participants. It is important that all staff, volunteers, coaches, officials/referees, board members, or anyone working on behalf of the club are aware of the club Social Media policy **(Social Media Guidance– Appendix 14)**

5.7 Anti Bullying Procedures

5.7.1 We believe that every effort must be made to eradicate bullying in all its forms.

Bullying can be difficult to define and can take many forms which can be categorised as;

- Physical – hitting, kicking, theft
- Verbal – homophobic or racist remarks, threats, name calling
- Emotional – isolating an individual from activities or a group

All forms of bullying include;

- Deliberate hostility & aggression towards an individual(s)
- A victim who is weaker and less powerful than the bully or bullies
- An outcome which is always painful & distressing for the victim

Bullying behaviour may also include;

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing
- Tormenting, ridiculing, humiliation
- Racial taunts, graffiti, gestures
- Unwanted physical contact or abusive or offensive comments of a sexual nature.

The Club and its Staff, Volunteers & Coaches will not tolerate bullying in any of its forms during club matches, competitions, coaching or at any other time while at the club. **(Anti-Bullying Policy -Appendix 21)**

5.7.2 We will:

- Provide a point of contact where those being bullied can report their concerns in confidence – The Club Welfare Officer.
- Take the problem seriously.
- Investigate any and all incidents and accusations of bullying.

- Talk to bullies and their victims separately along with their parents/carers.
- Impose sanctions where appropriate
- Keep a written record of all incidents referred to England Golf and the action taken.
- Have discussions about bullying and why it matters.

5.8 Confidentiality

5.8.1 Details of all juniors will be kept on file in the office and will not be shared with a third party without parent/carer consent.

5.8.2 All concerns/allegations will be dealt with confidentially by the club and information will only be shared on a need to know basis, either internally or externally depending on the nature/seriousness of the concern/allegation.

5.9 Changing rooms

The changing rooms are used by all members & visitors. Juniors will only be supervised if needed at club organised events. Parents will be made aware that adults use the changing rooms throughout the day for changing & showering. Where a parent/carer does not consent to their child accessing the changing rooms, it is their responsibility to either supervise the child while in the changing rooms or ensure that they do not use them.

6. Useful Contacts

Golf Contacts		
Name	Address	Number
Club Welfare Officer – Niki Smyth	Cuckfield Golf Centre	Mob:07879692946 Email:niki@cuckfieldgolf.co.uk
England Golf Lead Safeguarding Officer	England Golf National Golf Centre The Broadway Woodhall Spa Lincolnshire LN10 6PU	01526 351851 compliance@englandgolf.org
Club Secretary – Emma Fairbank	Cuckfield Golf Centre	Mob:01444459999 Email:emma@cuckfieldgolf.co.uk

Local Contacts		
Local Children’s Social Care (including out of office hours contact) NB. In an emergency, the Samaritans will hold the Duty Officer’s contact number	WSCC	01403229900 Out of hours 03302226664 After 5pm or at the weekends please contact The Emergency Social Work Duty Team
Samaritans		08457 90 90 90
Local Police child protection teams	XXXXXXXXXX	XXXXXXXXXXXXXXXXXX
In an emergency contact 999		
NSPCC Freephone 24 hour Helpline		0808 800 5000
NSPCC Whistleblowing Helpline for Professionals		0808 028 0285

National Contacts

The NSPCC	National Centre 42 Curtain Road London EC2A 3NH	Tel: 0808 800 5000 help@nspcc.org.uk
Childline UK	Freepost 1111 London N1 0BR	Tel: 0800 1111
NI Childline	74 Duke Street Londonderry	Tel: 028 90 327773
NSPCC Child Protection in Sport Unit	3 Gilmour Close Beaumont Leys Leicester LE4 1EZ	Tel: 0116 234 7278 cpsu@nspcc.org.uk

Safeguarding Adults Policy

Contents

Safeguarding Policy Statement	<u>19</u>
Supporting Documents	
1. Complaints, concerns and allegations	<u>22</u>
2. Responding to a Disclosure of Abuse	<u>23</u>
3. Signs and Indicators of Abuse and Neglect	<u>24</u>
4. Consent	<u>25</u>
5. Useful Contacts	<u>26</u>
Supporting Documents	
Safeguarding Adults Flowchart	<u>28</u>
Capacity – Guidance on Making Decisions	<u>29</u>
Incident Report Form	<u>31</u>
Guidance on Types of Harm	<u>33</u>
Guidance on Consent and Information Sharing	<u>35</u>

Safeguarding Adults Policy

Introduction

Cuckfield Golf Centre is committed to creating and maintaining a safe and positive environment for all individuals involved in golf.

Safeguarding duties apply to an adult who:

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

Principles in relation to adults at risk

The Care and Support Statutory Guidance Section 14.13 sets out the following six key principles which underpin all adult safeguarding work:

- Empowerment: People being supported and encouraged to make their own decisions and informed consent.
- Prevention: It is better to take action before harm occurs.
- Proportionality: The least intrusive response appropriate to the risk presented.
- Protection: Support and representation for those in greatest need.
- Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability: Accountability and transparency in delivering safeguarding.

Making safeguarding personal is the concept that adult safeguarding should be person led and outcome focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control. As well as improving quality of life, well-being and safety.

Wherever possible discuss safeguarding concerns with the adult to get their view of what they would like to happen and keep them involved in the safeguarding process, seeking their consent to share information outside of the organisation where necessary.

The principles of the Mental Capacity Act 2005 (MCA) state that every individual has the right to make their own decisions and provides the framework for this to happen.

In addition Cuckfield Golf Centre recognises the following principles which underpin our work with all groups and individuals who may have additional needs for support and protection:

- It is every adult's right to be protected from abuse irrespective of their age, gender identity, faith or religion, culture, ethnicity, sexual orientation, background, economic position, marital status, disability or level of ability.
- All staff and volunteers share the responsibility for the protection of adults at risk and will show respect and understanding for their rights, safety and welfare.
- The additional vulnerability of disabled adults (including those with invisible disabilities, learning and communication differences) is recognised.
- Allegations of abuse or concerns about the welfare of any adult will be treated seriously and will be responded to swiftly and appropriately.
- Cuckfield Golf Centre recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.
- Confidentiality will be maintained appropriately at all times and the adult's safety and welfare must be the overriding consideration when making decisions on whether or not to share information about them.
- Cuckfield Golf Centre will support all adults to understand their roles and responsibilities with regards to safeguarding and protecting adults at risk, including the responsibility to report all concerns in line with Cuckfield Golf Centre safeguarding adults policy and procedures.
- All participants involved in golfing activities have the right to be listened to with respect and to be heard.

Guidance and legislation

The practices and procedures within this policy are based on the principles contained within the UK and legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures, and take the following into consideration:

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006

- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998
- The Data Protection Act 2018

Responsibilities and implementation

Cuckfield Golf Centre will seek to promote the principles of safeguarding by:

- Reviewing Cuckfield Golf Centre policy and procedures every three years or whenever there is a major change in legislation.
- Giving guidance on appropriate recruitment procedures to assess the suitability of volunteers and staff working with vulnerable groups.
- Following procedures to report welfare concerns and allegations about the behaviour of adults and ensure that all staff, volunteers, parents and participants, including children, are aware of these procedures.
- Directing club staff, volunteers & coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role.

1. Complaints, concerns and allegations

- 1.1** As a player, parent, carer, member of staff or volunteer you may be concerned about the welfare of an adult, become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or be told about something that may be abuse or poor practice. These concerns should be brought to the attention of the England Golf Lead Safeguarding Officer without delay.
- 1.2** The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass on their concerns and any relevant information tel: 01526 351824. All concerns will be treated in confidence. Details should only be shared on a 'need to know' basis with those who can help with the management of the concern.
- 1.3** Concerns will be recorded on an Incident Report Form and sent to England Golf Lead Safeguarding Officer and retained confidentially. The Lead Safeguarding Officer will assist with completion of this form if required, tel 01526 351824.
- 1.4** Cuckfield Golf Centre will work with England Golf, counties and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. Cuckfield Golf Centre disciplinary procedures will be applied and followed where possible.
- 1.5** Safeguarding adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. Cuckfield Golf Centre supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding concerns. Anyone who reports a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.
- 1.6** It is important when considering your concern that you also consider the needs and wishes of the person at risk.

2. Responding to disclosure of abuse

2.1 If an adult indicates that they are being abused the person receiving the information should:

- Stay Calm
- Listen carefully to what is said, allowing the adult to continue at their own pace, and take it seriously.
- Explain that it is likely the information will have to be shared with others- do not promise to keep secrets.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next and ask if they are happy for you to share the information in order for you to help them. As long as it does not increase the risk to the individual, you should explain to them that it is your duty to share your concern with your Lead Safeguarding Officer.
- Record in writing what was said using the adult's own words as soon as possible

2.2 DO NOT:

- Dismiss the concern.
- Panic or allow shock or distaste to show.
- Probe for more information than is offered.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Make negative comments about the alleged perpetrator.

If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately. Complete and Incident Form and copy it to the England Golf Lead Safeguarding Officer within 24 hours.

3. Signs and indicators of abuse and neglect

3.1 Abuse can take place in any context. Abuse may be inflicted by anyone. Players, members, staff, volunteers or coaches may suspect that an adult is being abused or neglected outside of the club setting. There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions.
- Someone losing or gaining weight / an unkempt appearance. A change in the behaviour or confidence of a person.
- Self-harm.
- A fear of a particular group or individual.
- They may tell you / another person they are being abused – i.e. a disclosure.

4. Consent

- 4.1** The Care Act 2014 statutory guidance advises that the first priority in safeguarding should always be to ensure the safety and well-being of the adult.
- 4.2** Adults have a general right to independence, choice and self-determination including control over information about themselves.
- 4.3** Cuckfield Golf Centre does not expect staff, coaches or volunteers to support an adult who is felt to be vulnerable or at risk through their decision making process but expects them to inform England Golf without delay so that they can clearly define the various options to help support the adult at risk to make a decision about their safety. As long as it does not increase the risk to the individual, it should be explained to them that it is their duty to share their concern with the England Golf Lead Safeguarding Officer. Consent is not required to seek guidance or share information with the National Governing Body.
- 4.4** Adults may not give their consent to the sharing of safeguarding information outside of the organisation for a number of reasons. For example, they may be unduly influenced, coerced or intimidated by another person, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information.
- 4.5** Those seeking to support the adult should consider the following:
- Explore the reasons for the adult's objections – what are they worried about?
 - Explain the concern and why you think it is important to share the information
 - Tell the adult with whom you may be sharing the information with and why
 - Explain the benefits, to them or others, of sharing information – could they access better help and support?
 - Discuss the consequences of not sharing the information – could someone come to harm?
 - Reassure them that the information will not be shared with anyone who does not need to know

- Reassure them that they are not alone and that support is available to them.
- 4.6** If the adult continues to refuse intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners their wishes should be respected.
- 4.7** However, there are a number of circumstances where those seeking to support the adult can reasonably override such a decision, including but not limited to:
- It appears that the adult lacks the mental capacity to make that decision (this must be properly explored and further guidance should be sought from the England Golf Lead Safeguarding Officer)
 - Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent
 - Other people are, or may be, at risk, including children
 - A serious crime has been committed / may be prevented
 - Individuals in a Position of Trust are implicated
- 4.7.1** In such circumstances, it is important to keep a careful record of the decision-making process and guidance should be sought from the England Golf Lead Safeguarding Officer. Legal advice will be sought where appropriate. If the decision is to take action without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why.

5. Useful Contacts

England Golf Useful Contacts

Name	Address	Number and email
Lead Safeguarding Officer	England Golf National Golf Centre The Broadway Woodhall Spa Lincolnshire LN10 6PU	01526 351824 safeguarding@englandgolf.org

Local Contacts

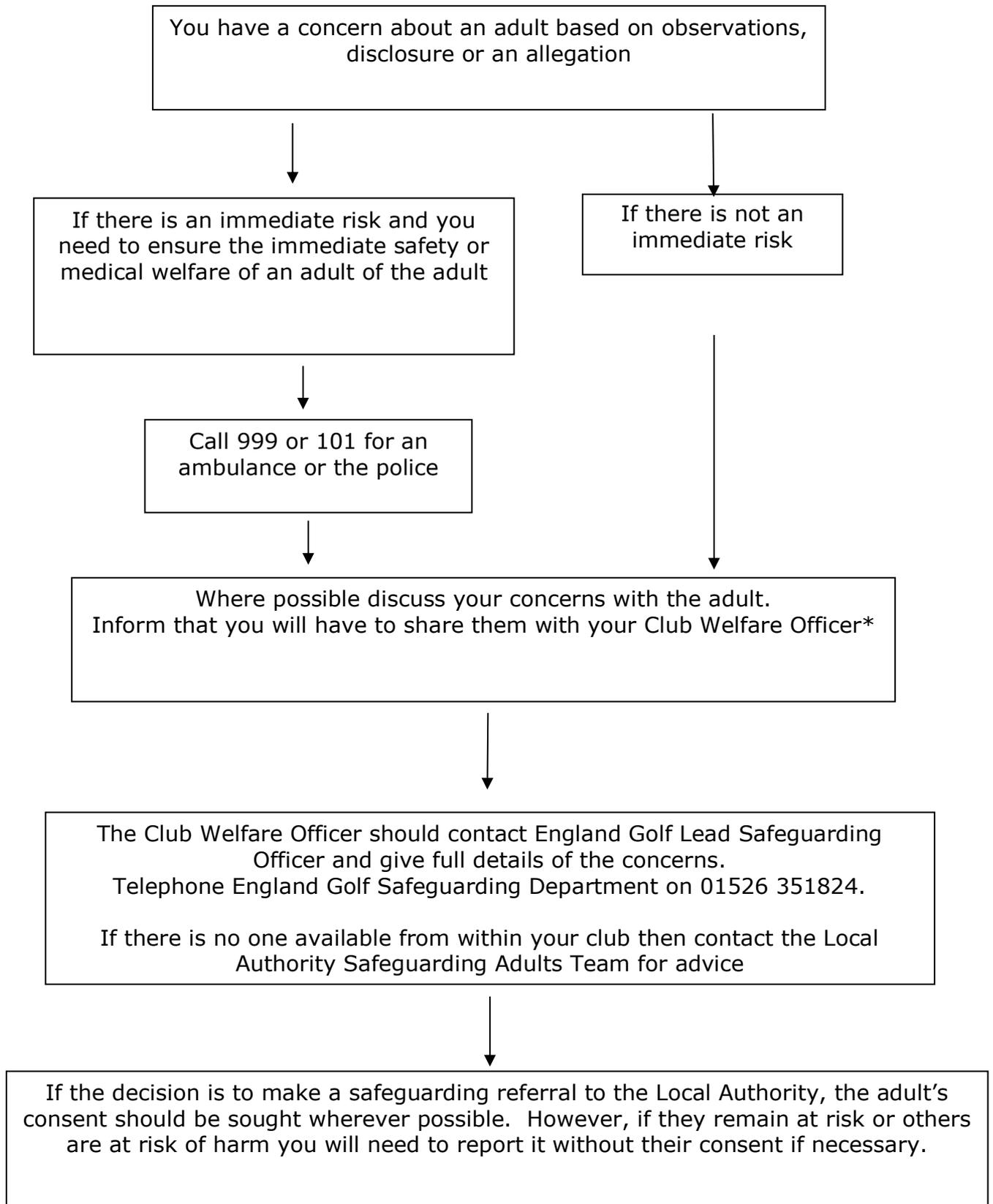
Name	Address	Number and email
West Sussex County Council – Safeguarding Adults		Socialcare@westsussex.gov.uk 01243 642121
West Sussex County Council- Social Care- Emergency Duty Team		033 022 27007 (out of hours) 01243 642121

National Contacts

Name	Website	Number and email
Ann Craft Trust - Safeguarding Adults in Sport and Activity	www.anncrafttrust.org	0115 951 5400 Ann-Craft Trust@nottingham.ac.uk
Samaritans		01522 782333

Safeguarding Adults Flowchart

What to do if you have a concern about an adult?



Remember

It is not your duty to investigate concerns about an adult but do not ignore them – talk to the adult if possible and get in touch with someone within your organisation or the local authority for advice.

* If for any reason a Club Welfare Officer is not in post or is unavailable a principle of least delay is important. Please contact the England Golf Lead Safeguarding Officer

Cuckfield Golf Centre

Capacity – Guidance on Making Decisions

The issue of capacity or decision making is a key one in safeguarding adults. It is useful for organisations to have an overview of the concept of capacity.

We make many decisions every day, often without realising. We make so many decisions that it's easy to take this ability for granted.

But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

To make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things like learning disability, dementia, mental health needs, acquired brain injury, and physical ill health.

The Mental Capacity Act 2005 (MCA) states that every individual has the right to make their own decisions and provides the framework for this to happen.

The MCA is about making sure that people over the age of 16 have the support they need to make as many decisions as possible.

The MCA also protects people who need family, friends, or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Our ability to make decisions can change over the course of a day.

Here are some examples that demonstrate how the timing of a question can affect the response:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

In each of these examples, it may appear as though the person cannot make a decision. But later in the day, presented with the same decision, they may be able to at least be involved.

The MCA recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity. The MCA also recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

To help you to understand the MCA, consider the following five points:

- 1.** Assume that people are able to make decisions, unless it is shown that they are not. If you have concerns about a person's level of understanding, you

should check this with them, and if applicable, with the people supporting them.

2. Give people as much support as they need to make decisions. You may be involved in this – you might need to think about the way you communicate or provide information, and you may be asked your opinion.
3. People have the right to make unwise decisions. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised.
4. If someone is not able to make a decision, then the person helping them must only make decisions in their “best interests”. This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
5. Find the least restrictive way of doing what needs to be done.

Remember

- You should not discriminate or make assumptions about someone’s ability to make decisions, and you should not pre-empt a “best-interests” decision merely on the basis of a person’s age, appearance, condition, or behaviour.
- When it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way you provide information might influence a person’s ultimate decision. A person may be receiving support that is not in line with the MCA, so you must be prepared to address this.

Incident Report Form

Recorder's Name:	
Address:	
Post Code:	Telephone No:

Name of Identified Adult:	
Address:	
Post Code:	Telephone No:

Complainant's Name:	
Address:	
Post Code:	Telephone No:

Details of the allegations: [include: date; time; location; and nature of the incident.]
Additional information: [include: witnesses; corroborative statements; etc.]
Have you discussed your concerns with the adult? What are their views?

England Golf Safeguarding department notified (01526 351824) Case Number (if allocated): Name of person spoken to: Date: Time:	
Action taken: Date: Time:	
Signature of Recorder: Signature of Complainant:	
<p>Data protection:</p> <p>England Golf Safeguarding Department may use the information in this form (together with other information they obtain as a result of any investigation) to investigate the alleged incident and to take whatever action is deemed appropriate, in accordance with their Safeguarding Adults Policy and Procedures. Strict confidentiality will be maintained and information will only be shared on a "need to know" basis in the interests of safeguarding. This may involve disclosing certain information to a number of organisations and individuals including relevant clubs and County bodies, individuals that are the subject of an investigation and/or Statutory agencies such as the Police and Adult Social Care.</p>	

Cuckfield Golf Centre

Guidance on types of harm

The Care Act 2014 recognises 10 categories of abuse that may be experienced by adults.

Self-neglect

This covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Modern Slavery

This encompasses slavery, human trafficking, forced labour and domestic servitude.

Domestic Abuse

This includes psychological, physical, sexual, financial and emotional abuse perpetrated by anyone within a person's family. It also includes so called 'honour' based violence.

Discriminatory

Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

Organisational

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

Physical

This includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual

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

Financial or material

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

Neglect/Acts of omission

This includes ignoring medical or physical care needs, failing to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Emotional or psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Not included in the Care Act 2014 but also relevant to safeguarding adults in sport and physical activity:

Cyber Bullying

Cyberbullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime

A 'mate crime' is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual. Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Cuckfield Golf Centre

Consent and Information Sharing

Workers and volunteers within sports and physical activity organisations should always share safeguarding concerns in line with their organisation's policy, usually with their safeguarding lead or welfare officer in the first instance, except in emergency situations. As long as it does not increase the risk to the individual, the worker or volunteer should explain to them that it is their duty to share their concern with their safeguarding lead or welfare officer.

The safeguarding lead or welfare officer will then consider the situation and plan the actions that need to be taken, in conjunction with the adult at risk and in line with the organisation's policy and procedures and local safeguarding adults board policy and procedures.

To make an adult safeguarding referral you need to call the local safeguarding adults team. This may be part of a MASH (Multi-Agency Safeguarding Hub). A conversation can be had with the safeguarding adults team without disclosing the identity of the person in the first instance. If it is thought that a referral needs to be made to the safeguarding adults team, consent should be sought where possible from the adult at risk.

Individuals may not give their consent to the sharing of safeguarding information with the safeguarding adults team for a number of reasons. Reassurance, appropriate support and revisiting the issues at another time may help to change their view on whether it is best to share information.

If they still do not consent, then their wishes should usually be respected.

However, there are circumstances where information can be shared without consent such as when the adult does not have the capacity to consent, it is in the public interest because it may affect other people or a serious crime has been committed. This should always be discussed with your safeguarding lead and the local authority safeguarding adults team.

If someone does not want you to share information outside of the organisation or you do not have consent to share the information, ask yourself the following questions:

- Is the adult placing themselves at further risk of harm?
- Is someone else likely to get hurt?
- Has a criminal offence occurred? This includes: theft or burglary of items, physical abuse, sexual abuse, forced to give extra money for lessons (financial abuse) or harassment.
- Is there suspicion that a crime has occurred?

If the answer to any of the questions above is 'yes' - then you can share without consent and need to share the information.

When sharing information there are seven Golden Rules that should always be followed.

- 1.** Seek advice if in any doubt

- 2.** Be transparent - The Data Protection Act (DPA) is not a barrier to sharing information but to ensure that personal information is shared appropriately; except in circumstances where by doing so places the person at significant risk of harm.
- 3.** Consider the public interest - Base all decisions to share information on the safety and well-being of that person or others that may be affected by their actions.
- 4.** Share with consent where appropriate - Where possible, respond to the wishes of those who do not consent to share confidential information. You may still share information without consent, if this is in the public interest.
- 5.** Keep a record – Record your decision and reasons to share or not share information.
- 6.** Accurate, necessary, proportionate, relevant and secure - Ensure all information shared is accurate, up-to-date; necessary and share with only those who need to have it.
- 7.** Remember the purpose of the Data Protection Act (DPA) is to ensure personal information is shared appropriately, except in circumstances where by doing so may place the person or others at significant harm.

Please contact Cuckfield Golf Centre Welfare Officers below,



Committed to
delivering a safe
environment
for golf

Club
WELFARE
officer

Is something worrying you?
Do you need someone to talk to?

Speak to your club welfare officer



Niki Smyth

07879 692946 / 01444 459999

Niki@cuckfieldgolf.co.uk

ABOUT ME

Alternatively, you can speak
to someone at

ChildLine 0800 1111
NSPCC 0808 800 5000
England Golf 01526 351851

www.safegolf.org

Welfare Officers

The Welfare Officer(s) for Cuckfield Golf Centre are: Niki Smyth

- The role of the Welfare Officer is to take the lead in the Club on welfare and protection issues and ensure the appropriate action is taken when there is a potential /alleged abuse, bullying or poor practice. It is not their role to investigate fully any allegations made. The Welfare Officer will undertake Child Protection training provided by national golfing bodies and others. Child protection concerns will be reported to the police/Social Services Department as appropriate.

You may wish to contact England Golf Lead Safeguarding officer, on 01526 351824 or safeguarding@englandgolf.org.

If the England Golf Lead Safeguarding Officer is not available and a delay cannot be justified then seek advice from the local County Council Safeguarding Adults Team or County Council Social Care-Emergency Duty Team.