



## **CHILD PROTECTION POLICY**

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## **1.0 INTRODUCTION**

Every child or young person who benefits from Zamzam programs should be able to take part in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in Zamzam.

Zamzam management recognizes its responsibility to safeguard the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. Zamzam is determined to meet this obligation through adherence to the Child Protection guidelines contained in this Policy.

This Policy shall apply to all Zamzam management, employees, contractors or volunteers. Clear practices and procedures has to be adhered to, in addition to these proper training has to be conducted regularly, these will help ensure that all Personnel know exactly what is expected of them in relation to the protection of children within Zamzam.

For the avoidance of doubt, a child is defined as a person under the age of 18 (The Children Act 1989).

### **1.1 Aims**

The aims of this Policy are:

- to develop a positive and pro-active position in order to best protect all children and young people who benefits from Zamzam, enabling them to participate in an enjoyable and safe environment;
- to deliver quality assured child protection training for all Personnel
- to demonstrate best practice in the area of child protection; and
- To promote ethics and high standards throughout Zamzam.

### **1.2 Principles**

The key principles underpinning this policy are:

- The child's welfare is, and must always be, the paramount consideration.
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All children and young people have a right to the appropriate management, support, personal and social development with regard to their involvement in Zamzam foundation.
- it is the responsibility of the child protection experts and agencies to determine whether or not abuse has taken place but it is everyone's responsibility to report any concerns; and
- Confidentiality should be upheld in line with the Data Protection Act 1998 and the Human Rights Act 2000.

## **2.0 RECRUITMENT, EMPLOYMENT AND DEVELOPMENT OF PERSONNEL**

Zamzam Foundation recognizes that anyone may have the potential to abuse children and therefore all reasonable steps must be taken to ensure unsuitable people are prevented from working with them.

It is essential that the same procedures are used consistently for all posts whether Personnel are paid voluntary, full-time or part-time, as under the Protection of Children Act 1999, all individuals working on behalf of, or otherwise representing, an Organisation are treated as employees whether working in a paid or voluntary capacity.

### **2.1 Pre-selection**

The following pre-selection checks shall be carried out:

- All Personnel must complete an application form (a sample of which is set out at Appendix 2E).
- All Personnel with access to children must complete a declaration form (a sample of which is set out at Appendix 2D) and shall be required to undergo a criminal records check with the Criminal Records Bureau (CRB). Criminal records checks and declaration forms must be completed once every three years.
- All Personnel must provide two confidential references, including one regarding previous work with children. These references must be taken up and confirmed through telephone contact.
- All Personnel must provide evidence of identity (passport or driving license with photo).

The successful applicant will only be allowed to take up his/her duties or gain official recognition from Zamzam Foundation once their criminal records check has been cleared by the Zamzam Child Protection Officer and two satisfactory references have been obtained.

### **2.2 Interview and Induction**

All Personnel will be required to undergo an interview carried out to acceptable protocol and recommendations.

All Personnel should receive formal or informal induction, during which:

- Checks should be made that the application form has been completed in full (including sections on criminal records and self-disclosures);
- Their qualifications should be substantiated;
- The job requirements and responsibilities should be clarified;
- They should sign up to the organization's Code of Ethics and Conduct set out at Appendix 2A; and
- Child protection procedures are explained and training needs are identified. Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help Personnel to:

- Analyse their own practice against established good practice, and to ensure their practice is likely to protect them from false allegations.
- Recognize their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Respond to concerns expressed by a child or young person; and
- Work safely effectively with children.

### **2.3 Zamzam Foundation requires**

- All Management to attend a recognized 3-hour good practice and child protection awareness training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and child protection.
- All Personnel (e.g. employee's, contractors and volunteers) to complete a recognized awareness training on child protection;
- All relevant Personnel to receive advisory information outlining good practice and informing them about what to do if they have concerns about the behaviour of an adult towards a young person.
- All relevant Personnel to gain a national first aid training (where necessary); and
- All relevant Personnel to attend update training when necessary.

### 3.0 PROMOTING GOOD PRACTICE

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgment about the appropriate action to take.

Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer will have regular contact with young people and be an important link in identifying cases where they need protection. All suspicious cases of poor practice should be reported following the guidelines in this Policy.

#### 3.1 Good practice guidelines

All Personnel are encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. Common sense examples of how to create a positive culture and climate are as follows:

- Always work in an open environment avoiding private or unobserved situations and encouraging open communication;
- Treat all young people/disabled adults equally with respect and dignity;
- Always put the welfare of each young person first;
- Build balanced relationships based on mutual trust and empowering children to share in decision making.
- Ensure that if any form of manual/physical support is required, it should be provided openly;
- keep up to date with technical skills, qualifications and insurance;
- Involve parents/carers wherever possible;
- Ensure that if mixed genders are taken away for the day or night, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur;
- Be an excellent role model – this includes not smoking or drinking alcohol, munching khat in the company of young people;
- Give enthusiastic and constructive feedback rather than negative criticism;
- Recognise the development needs and capacity of young people and disabled adults – avoiding excessive training or competition and not pushing them against their will;
- Secure parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment;
- Keep a written record of any injury that occurs, along with the details of any treatment given; and
- Request written parental consent if you are required to transport young people in your car.

#### 3.2 Practices to be avoided

The following should be **avoided** except in emergencies. If a case arises where these situations are unavoidable (eg the child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session), it should be with the full knowledge and consent of the child's parents.

**Otherwise, avoid:**

- Spending excessive amounts of time alone with children away from others; or

- Taking or dropping off a child to an event.

### **Practices never to be sanctioned**

The following should never be sanctioned. You should never:

- Engage in rough physical or sexually provocative activities, including horseplay;
- Share a room with a child;
- Allow or engage in any form of inappropriate touching;
- Allow children to use inappropriate language unchallenged;
- Make sexually suggestive comments to a child, even in fun;
- Reduce a child to tears as a form of control;
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon;
- Do things of a personal nature for children or disabled adults that they can do for themselves;  
or
- Invite or allow children to stay with them at their home unsupervised.

**NB** It may sometimes be necessary for Personnel to do things of a personal nature for children, particularly if they are young or disabled. These tasks should only be carried out with the full understanding and consent of parents and the children or young person involved.

### **Incidents that must be reported/recorded**

The following should be reported immediately to the Zamzam Child Protection Officer with a record of the incident:

- If you or any other person accidentally hurts a child;
- If a child seems distressed in any manner;
- If a child appears to be sexually aroused by your actions; or
- If a child or young person misunderstands or misinterprets something you have done.

The parents of the child should also be informed.

### **3.3 Use of photographic/filming equipment at sporting events**

There is evidence that some people have used children an opportunity to take inappropriate photographs or film footage of young and disabled in vulnerable positions. All Personnel should be vigilant and any concerns should be reported to Zamzam Foundation Child Protection Officer.

Video as a documenting aid: there is no intention to prevent official staff using video equipment as a legitimate documenting aid. However, performers and their parents/carers should be made aware that this is part of the programme and such films should be stored safely.

Please see guidance provided under Appendices B and C.

## 4.0 RECOGNITION OF POOR PRACTICE AND ABUSE

Child abuse can and does occur outside the family setting. Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Zamzam acknowledges that its Personnel, whether in a paid or voluntary capacity, are not experts at such recognition. However, all Personnel have a responsibility to act if they have any concerns about the behaviour of someone (an adult or another young person) towards a young person and to follow the procedures in this Policy.

### 4.1 Poor practice

Allegations may relate to poor practice where an adult's or another young person's behaviour is inappropriate and may be causing concern to a young person. In the application of this Policy, poor practice includes any behaviour of a child protection nature which contravenes Zamzam Foundation Code of Ethics and Conduct (**Appendix 2A**), infringes individuals' rights and/or is a failure to fulfil the highest standards of care. Poor practice is unacceptable in Zamzam

And will be treated seriously and appropriate actions taken.

### 4.2 Abuse

Child abuse is a term used to describe ways in which children or young people are harmed, usually by adults and increasingly by peers. Often these are people they know and trust. It refers to the damage done to a child's or young person's physical, mental or emotional health. Children or young people can be abused within or outside their family, at school and within Zamzam environment. Abusive situations arise when adults or peers misuse their power over children or young people.

There are five main forms of abuse:

**Physical Abuse** includes situations where adults:

- Physically hurt or injure children or young people (eg. by hitting, shaking, squeezing, biting or burning).
- Give children or young people alcohol, cigarettes, inappropriate drugs or poison.
- Attempt to suffocate or drown children or young people; or
- Use excessive and inappropriate training methods.

**Neglect** includes situations in which:

- A child's or young person's basic physical needs (eg. for food, warm clothing) are not met; or
- Children or young people are consistently left alone and unsupervised.

In Zamzam environment, neglect might occur if a staff or volunteer fails to ensure children or young people are safe e.g. by leaving them alone and unsupervised.

**Sexual abuse** includes situations in which adults/peers use children or young people to meet their own sexual needs through:

- Full sexual intercourse, masturbation, oral sex, fondling or anal intercourse; or
- Showing them pornographic books, photographs or videos or taking photographs for pornographic purposes.

In Zamzam environment, sexual abuse might also occur when inappropriate physical contact takes place, etc. through inappropriate supporting, treatment or touching of children or young people.

**Emotional Abuse** includes situations in which:

- There is a persistent lack of love, affection or attention shown to a child or young person.
- Children or young people are overprotected preventing them from socialising; or
- Children or young people are frequently shouted at or taunted.



In Zamzam environment, emotional abuse might also include situations where parents or staff subject children or young people to constant criticism, bullying or unrealistic pressure to perform to high expectations or to attain standards they are clearly not able to reach.

**Bullying** is not always easy to define, can take many forms and is usually repeated over a period of time. The three main types are: **physical** (eg. hitting, kicking, theft), **verbal** (eg. racist or homophobic remarks, threats, name calling) and **emotional** (eg. isolating an individual from activities). They all will include:

- Deliberate hostility and aggression towards a victim;
- A victim who is weaker and less powerful than the bully or bullies; or
- An outcome which is always painful and 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; or
- Unwanted physical contact or abusive or offensive comments of a sexual nature.

All Personnel must comply with any anti-bullying policy introduced by Zamzam from time to time.

Zamzam Foundation is prepared to:

- Take the problem seriously;
- Investigate the incident;
- Talk to bullies and victims, separately; and
- Decide on appropriate action, such as:
  - Obtain apology from bully/ies to victim.
  - Inform parents of the bully/ies.
  - Insist on the return of items 'borrowed' or stolen.
  - Insist bullies compensate victim.
  - Hold communal discussions about bullying.
  - Provide support for victims.
  - Encourage/support bully to change his/her behavior.
  - Impose sanctions against bully/ies eg. Bullies will be excluded.
  - Hold a follow up meeting with victim's family to report progress; and
  - Keep a written record of incident and action taken.

Every effort must be made by Personnel to ensure bullying is eradicated within Zamzam. It is important as bullying can result in children becoming vulnerable and isolated. These particular children or young people could then become an easy target for adult abusers.

#### **4.3 Recognition of Abuse**

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may be occurring or has already taken place. Whether in a paid or voluntary capacity, most people working with children or young people are not experts at such recognition. Any concern about the welfare of a child or young person should be reported as outlines in this manual.

Indications that a child or young person may be being abused include:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- Any injury for which the explanation seems inconsistent;
- The child or young person describing what appears to be an abusive act involving him/her;
- Someone else - a child or adult, expressing concern about the welfare of another child or young person;
- Unexplained changes in behaviour - eg; becoming very quiet, withdrawn, or displaying sudden outbursts of temper;
- Sexual awareness inappropriate for age;
- Engaging in sexually explicit behaviour;

- Being mistrustful of adults, particularly those with whom a close relationship would normally be expected;
- Having difficulty in making friends;
- Being prevented from socialising with other children or young people;
- Variations in eating patterns including overeating or loss of appetite;
- Loss of weight for no apparent reason; or
- Becoming increasingly dirty or unkempt.

It must be recognised that the above list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. All children or young people will suffer cuts, bruising and grazes from time to time, and their behaviour may sometimes give cause for concern. There may well be reasons for these factors other than abuse. If, however, you are concerned about the welfare of a child or young person **YOU MUST ACT!**

Do not assume that somebody else will.

#### **4.4 Zamzam Child Protection Officer**

The essence of an effective child protection procedure is that there is a clear reporting structure in place, so that concerns and suspicions about potential abuse can be communicated to the appropriate people.

ZAMZAM has appointed a Child Protection Officer ("Zamzam Child Protection Officer") to whom concerns and suspicions should be reported in the first instance. Zamzam Child Protection Officer has the responsibility of ensuring that concerns are properly dealt with and, where appropriate, passed to the relevant child protection agencies. Zamzam may appoint more than one Child Protection Officer if they so wish to cater for particular age groups and genders.

The role of Zamzam Child Protection Officer shall ensure that the Zamzam Child Protection Policy and implementation procedures work in practice. Zamzam Child Protection Officer acts as the first point of contact for anyone who has a concern about a child and about poor practice/possible abuse by adults working with children.

## 5.0 RESPONDING TO DISCLOSURE, SUSPICIONS AND ALLEGATIONS

### 5.1 How to respond to a disclosure from a young person

If a young person informs you directly that he/she, or another young person, is concerned about someone's behaviour towards them (a 'disclosure'), the person receiving information should:

- React calmly so as not to frighten or deter the young person;
- Tell the young person he/she is not to blame and that he/she was right to tell;
- Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a young person who has a speech disability and/or differences in language;
- Keep any questions to the absolute minimum to ensure a clear and accurate understanding of what has been said;
- Reassure the young person but do not make promises of confidentiality which might not be feasible in the light of subsequent developments;
- Seek advice immediately from the local Social Services or Police who will advise on the action to be taken, including advice on contacting parents. Expert advice can also be provided by the Helpline.

### 5.2 Actions to avoid

The person receiving the disclosure should not:

- Panic;
- Allow their shock or distaste to show;
- Do not ask questions other than to clarify that you have enough information to act;
- Speculate or make assumptions;
- Make negative comments about the alleged abuser;
- Approach the alleged abuser;
- Make promises or agree to keep secrets.

**NB.** It may not be that all children and young people are able to express themselves verbally. Communication difficulties may mean that it is hard for them to complain or be understood. Sometimes it is difficult to distinguish the signs of abuse from the symptoms of some disabilities or conditions, in relation to the nature of an individual's impairment. However, where there are concerns about the safety of a child or young person, record what has been observed in detail and follow the procedures to report these concerns, as detailed below.

### 5.3 Action to take regarding allegations within ZAMZAM

If a young person informs you directly that he/she is being abused within Zamzam environment **OR** through your own observations or through a third party you become aware of:

- Poor practice. or
- Possible abuse, within Zamzam environment, you must **REACT IMMEDIATELY.**

#### (i) **Poor Practice**

- If following, consideration, the allegation is about poor practice (see Section 4) then contact Zamzam Child Protection Officer;
- Zamzam Child Protection Officer and/or one or more members of Zamzam Child Protection Disciplinary Panel, will make the decision on how the allegation is to be dealt with, eg. Internally by Zamzam Child Protection Disciplinary Panel, externally as a matter for Social Services and/or the Police. A decision will also be made with regard to suspending the individual concerned, pending the outcome of the internal or external enquiry;
- Zamzam Protection Disciplinary Hearing will be held which will include the Chair and two other members, with a designated Secretary in attendance.

There is no time limit to the submission of allegations or incidents of a Child Protection nature.

## Possible Outcomes of Zamzam Child Protection Disciplinary Panel Hearing

- No case to answer.
- Warrants advice/warning as to future conduct/sanctions.
- Further training and support needed.

### 5.4 Appeals

The appeals procedure is available to anyone under investigation as part of natural justice. Zamzam Child Protection Disciplinary Appeal Panel will exclude anyone sitting on the initial panel, excluding the Secretary. The Panel should comprise of a Chair and two other members with the Secretary in attendance. Every organisation and individual wishing to appeal against decisions by the Zamzam Child Protection Disciplinary Panel must do so in writing, to be received by Zamzam Child Protection Officer within seven (7) days of the decision being made.

### 5.5 Monitoring and Evaluation

To be conducted at the close of the case to see if changes need to be made to policies/procedures or lessons can be learnt.

#### (ii) Possible Abuse

If a young person says or indicates that he/she is being abused, or information is obtained or observations are made which gives concern that a young person is being abused, you must **REACT IMMEDIATELY**.

- Ensure the safety of the young person – if the young person needs immediate medical treatment, take the young person to hospital or call an ambulance, inform doctors of concerns and ensure they are aware it is a child protection issue;
- If available contact Zamzam Child Protection Officer immediately who will follow the reporting procedures detailed below. If Zamzam Child Protection Officer cannot be contacted or is the subject of the allegation, then the person that has the concerns about the young person's welfare should follow the reporting procedures. **Reporting Procedures**
- Seek advice immediately from the local Social Services or Police who will advise on the action to be taken, including advice on contacting parents. Expert advice can also be provided by a given Helpline.
- Make a full and factual record of events as soon as possible and forward a copy of the recorded information, as directed by Police, and also to Zamzam Child Protection Officer who will take appropriate action.

#### Possible Outcomes

Where there is a complaint of abuse against any Personnel investigations may include:

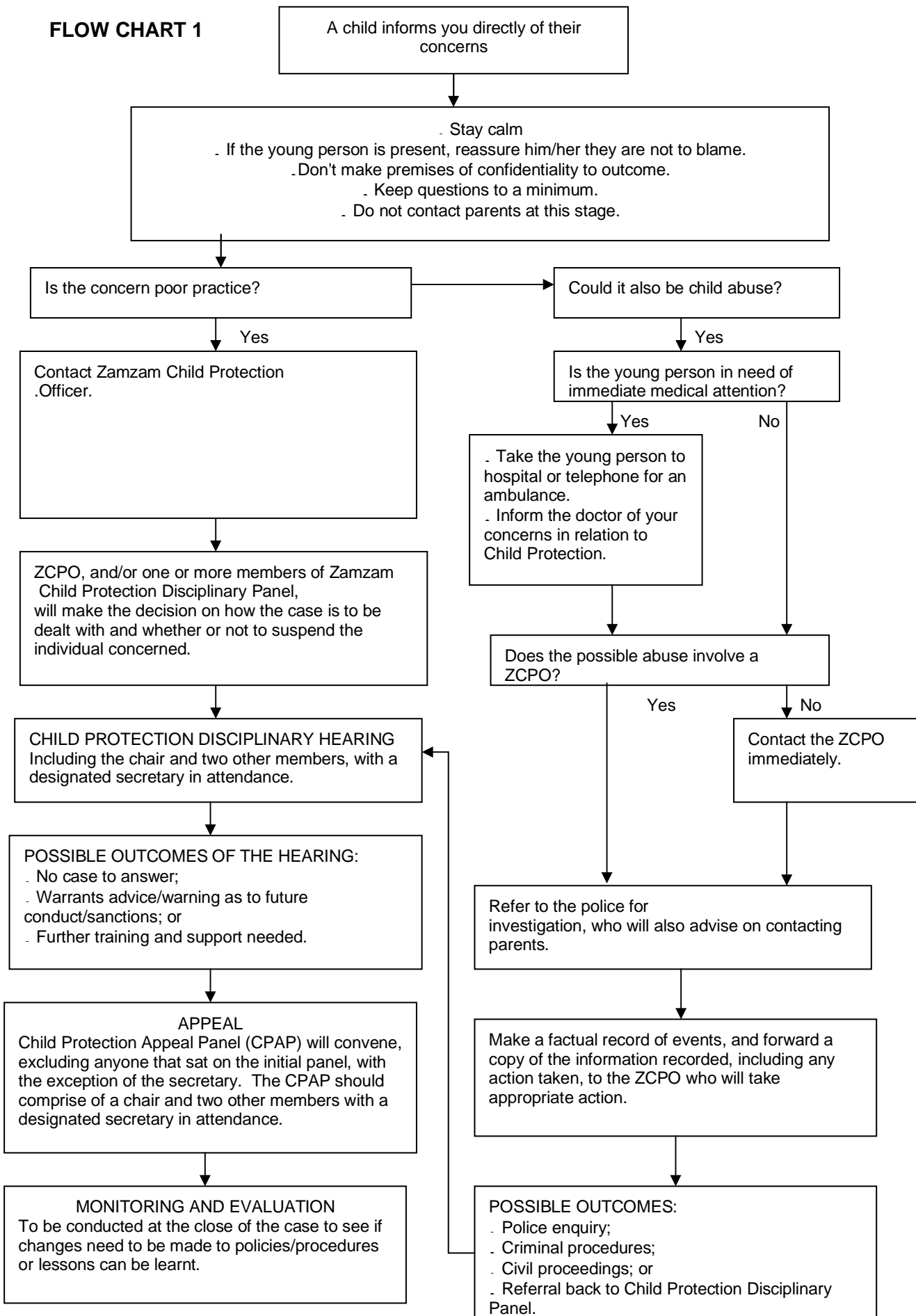
- A police enquiry;
- Criminal proceedings;
- Civil proceedings; or
- Referral back to Zamzam Child Protection Disciplinary Panel.

The results of the Police investigation may help to inform the Zamzam Child Protection Disciplinary Panel Investigation, but not necessarily.

#### Dealing with concerns, disclosure or allegations about staff or volunteers within snooker (see Flow Chart 1 below)

Immediate action to take if a young person informs you directly that he/she is being abused within the snooker environment OR through your own observations or through a third party you become aware of possible abuse or poor practice within Zamzam environment.

**FLOW CHART 1**



**Action to take regarding allegations outside Zamzam Foundation**

If a young person informs you directly that he/she is being abused outside the Zamzam environment (ie at home or some other setting outside of Zamzam or through your own observations or through a

third party you become aware of possible abuse outside the Zamzam environment (ie at home or some other setting outside of Zamzam), you must **REACT IMMEDIATELY**.

- Ensure the safety of the young person – if the young person needs immediate medical treatment, take the young person to hospital or call an ambulance, inform doctors of concerns and ensure they are aware it is a child protection issue.
- If available, contact Zamzam Child Protection Officer immediately who will follow the reporting procedures detailed below. If Zamzam Child Protection Officer is **unavailable or cannot be contacted**, the person that has concerns about a young person's welfare should follow the reporting procedures.

### **5.6 Reporting Procedures**

- Seek advice immediately from the Police who will advise on the action to be taken, including advice on contacting parents. Expert advice can also be provided by a Helpline.
- Make a full and factual record of events and forward a copy of the recorded information, as directed by the Police, and also to Zamzam Child Protection Officer.
- If the individual being accused is from within the Zamzam environment, Zamzam Child Protection Officer will consider suspension of the individual concerned following contact with the Police. The case will be referred to Zamzam Child Protection Disciplinary Panel following completion of the Police investigation.

It is never easy to respond to a young person who tells you that they are being abused and you may feel upset and worried yourself. Make sure that you are offered adequate support by discussing the matter with Zamzam Child Protection Officer.

### **Reinstatement and Aftermath**

#### **Reinstatement**

- Irrespective of the findings of Police Enquiries, Zamzam Child Protection Disciplinary Panel will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the Police. In such cases, Zamzam Child Protection Disciplinary Panel must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than no that the allegation is true. The welfare of young people should always remain paramount.

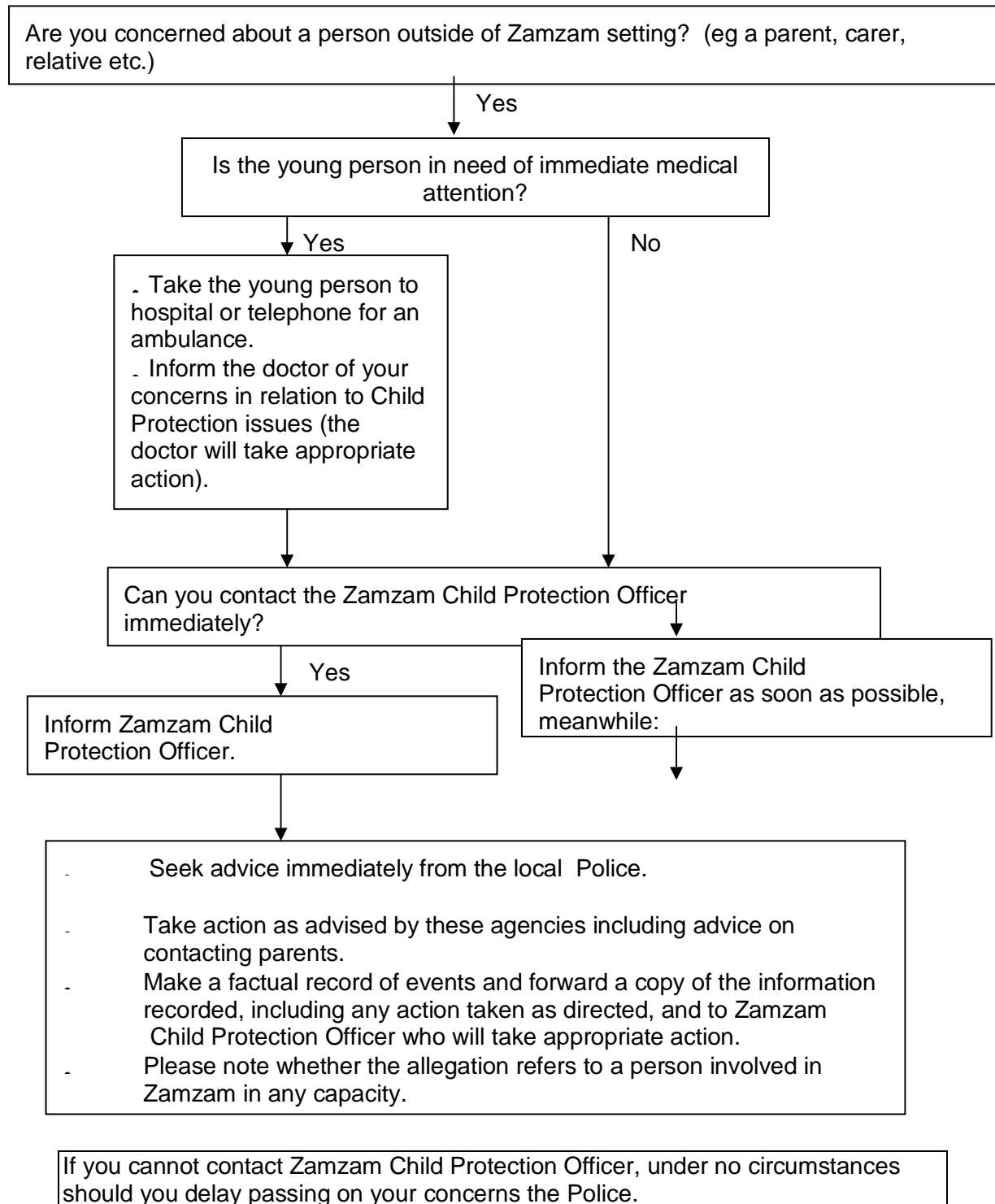
#### **Support to deal with the Aftermath**

- Consideration should be given about what support may be appropriate to young people, parents and members of staff. Use of Helplines, support groups and open meetings will maintain an open culture and help the healing process.

#### **Dealing with concerns, disclosure or allegations outside the Zamzam setting (see Flow Chart 2 below)**

Immediate action to take if a young person informs you directly that he/she is being abused outside Zamzam setting (ie at home or some other setting outside of Zamzam) OR through your own observations or through a third party you become aware of possible abuse outside Zamzam setting (ie at home or some other setting outside of Zamzam).

## FLOW CHART 2



### 5.7 Records and Information

Information passed to the Police must be as helpful as possible, hence the necessity for making a detailed record at the time of the disclosure/concern.

Information required at the referral stage:

### 5.8 Child

- Age/gender/name/disabilities/address/parental responsibility/culture/agencies already working with the family/relationship between young person and accused.

### 5.9 Accused



- Name/address/position in the organisation -employee/volunteer/paid/contractor.
- Any other allegations;
- Marital status;
- Age; and
- Previous incidents.

#### 5.10 Primary evidence

Core information about the alleged incident

- The facts from the person making the allegation including dates/times/venue/witness details.
- Records with dates.
- Has anyone else been informed or is anyone else already involved in the investigation?

Reporting the matter to the Police should not be delayed by attempts to obtain more information. Wherever possible, referrals telephoned to the Social Services department should be confirmed in writing within 24 hours. A record should also be made of the name and designation of Police officer to whom the concerns were passed, together with the time and date of the call, in case any follow up is needed.

A copy of this information should also be sent direct to Zamzam Child Protection Officer.

#### 5.11 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned.

Information should be handled and disseminated on a 'need to know basis' only. This includes the following people:

- The parents of the person who is alleged to have been abused
- The person making the allegation.
- Police.
- Zamzam Child Protection Officer, Zamzam Child Protection Disciplinary Panel and members; and
- The alleged abuser (and parents if the alleged abuser is a young person) **only following advice from Police.**

## 6.0 PROTECTING DISABLED YOUNG PEOPLE AND VULNERABLE ADULTS

We must be aware that some disabled young people and adults may be more vulnerable to abuse for a number of reasons (see below). It must be remembered that all adults and children, regardless of impairment, may be vulnerable at certain times in their lives but for disabled people, this vulnerability will be more frequent and they could therefore be at a higher risk and more open to abuse.

Historically, some disabled people have been encouraged to comply with other people's wishes, for example, in residential homes and hospitals; this has made them easily forced, bribed and manipulated.

Limited life experiences and social contacts may mean that many disabled people have not had the same opportunities to acquire the social skills that non-disabled peers have had to assess the behaviour and attitudes of other people. This could also lead to them being unable to understand what appropriate or inappropriate adult is or peer behaviour.

Individuals with dependency and support needs may have found that it is easier to be pleasing and compliant than challenge those caring for them because of the consequences. Any challenge or complaint could lead to more abusive practice or retribution. Continuing dependency on others may make some people feel powerless.

Lack of education regarding personal, sexual and social skills and lack of information about individual rights, together with feelings of isolation and rejection, may make some disabled people more vulnerable. This includes those sports people with a sensory impairment who have not had the opportunity to learn appropriate and inappropriate touching or guiding.

A physical impairment may prevent individuals from defending themselves by being able to physically move away from a situation. Communication difficulties may make it hard to complain or be understood. It could be that the individual is unable to speak to tell anyone or does not have the vocabulary to describe what has happened to them.

Individuals requiring intimate care could be in a more vulnerable situation, especially if they have to rely on a number of different carers to support their needs.

The general thought that no-one would abuse a disabled person, for whatever reason, has meant that procedures for reporting abuse have not been in place as it has been felt that they are not necessary.

There may be misuse of treatments, for example, inappropriate use of medication or carers not being properly instructed or adhering to a care plan.

The general thought that disabled people are not abused may make it difficult for them to be believed if they report an incident.

Intrusion into body space for physical and medical care can lead to disabled people never developing ownership of their own bodies.

Some individuals may be unable to recognise or understand abusive situations and behaviour by others, both potential and actual.

Some disabilities may mean that an adult's emotional and development age is less than their chronological age.

The stress that some parents and carers experience from looking after a disabled person may lead to abuse. Parents especially are often seen as *pillars of strength and wonderfully caring* when they are, in fact, struggling to manage.

Some visually impaired people may not be able to read the facial expressions or body language of other people around them. They may also not be aware that another person or a number of people is/are near them.

There may be occasions when a visually impaired person would need to ask a stranger for help; this could potentially be an opportunity for the person to be abused.

## **7.0 APPENDICES**

### **7.1 Appendix 1: CODE OF ETHICS AND CONDUCT**

Those involved in Zamzam must respect the rights, dignity and worth of every person, and treating everyone equally within the context of the organization. In particular, to be aware of the special needs of children or young people, their well being, including difficulties or possible abuse experienced from within or from other sources.

The following codes of conduct must be adhered to at all times so that snooker can be enjoyed by all.

#### **1 Zamzam Staff**

All Zamzam staff and related activities arranged by or under the auspices of Zamzam Foundation must be carried out in accordance with the following code of conduct.

1. Staff must respect the rights, dignity and worth of each and every person and treat each equally within the context of the Zamzam activities.
2. Staff must place the well-being and safety of each child above all other considerations.
3. Staff must adhere to any and all guidelines laid down from time to time by Zamzam Foundation.
4. Staff must develop an appropriate working relationship with each child beneficiary on mutual trust and respect.
5. Staff must not exert undue influence to obtain personal benefit or reward.
6. Staff must encourage and guide beneficiaries to accept responsibility for their own behavior.
7. Staff must ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the child beneficiaries.
8. Staff should, at the outset, clarify with the child (and, where appropriate, their parents) exactly what is expected of them and also what they are entitled to expect from the support they get.
9. Staff must co-operate fully with other authorities (eg. The police and relevant department) in the best interests of the child.
10. Staff must always promote the positive aspects of the activities (eg. fair support/distribution of resources) and never condone violations of the laws of Zamzam behaviour contrary to the spirit of the laws of the Zamzam Foundation or relevant rules and regulations or the use of prohibited substances or techniques.
11. Staff must consistently display high standards of behaviour and appearance.

#### **2 .Volunteers and Contractors**

Any person contracted by Zamzam must comply with the following obligations:

1. Should at all times act in accordance with and in the spirit of this Policy.
2. Must respect the rights, dignity and worth of every person, Staff and beneficiaries alike, treating everyone equally within the context of Zamzam. In particular, they should be aware of the special needs of young people and their well-being, including difficulties or possible abuse experienced from within or from other sources.
3. Have a duty to ensure that every child and young person involved in the activity of Zamzam enjoys safe environment and be protected from abuse.

### **3. Zamzam Management**

All the management must act at all times in accordance with the following code of conduct:

1. Must treat everyone equally and sensitively regardless of their gender, ethnic origin, cultural background, sexual orientation or political affiliation.
2. Shall set a good example of behaviour and conduct at all times.
3. Shall not manipulate the rules in order to benefit personally.
4. Shall encourage all staff and contractors to abide by the rules and the spirit of the organisation.
5. Shall not use foul, sexist or racist language.
6. Shall ensure equipment and facilities meet safety standards.
7. Shall always have regard to the best interests of the organization.
8. Shall promote ethical principles.
9. Shall resist all illegal or unsporting influences, including banned substances and techniques.
10. Shall adhere to any and all guidelines laid down from time to time by Zamzam.

#### **7.2 APPENDIX 2B: PHOTOGRAPHS/IMAGES AND ONLINE USAGE**

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on project activities. Photographs can be used as a means of identifying children when they are accompanied with personal information – this is "X" who likes music – this information can make a child vulnerable to an individual who may wish to start to 'groom' that child for abuse. Secondly the content of the photo can be used or adopted for inappropriate use and there is evidence of this adapted material finding its way onto child pornography sites.

Zamzam should develop a policy in relation to the use of images of child beneficiary on their website. The project staffs will need to make decisions about the type of images they consider suitable and that appropriately represent their activity. They will want to ensure that parents support their policy. When assessing the potential risks in the use of images of the child, the most important factor is the potential of inappropriate use of images of children.

#### **Easy rules to remember are:**

- If the child is named, avoid using their photograph;
- If the photograph is used, avoid naming the child;
- Ask for parental permission to use an image of a young person. This ensures that parents are aware of the way the image of their child is representing the organization.
- Ask for the child permission to use their image. This ensures that they are aware of the way the image of themselves is to be used to represent the organization.
- Only use images of the child in suitable dress to reduce the risk of inappropriate use. With regard to the actual content it is difficult to specify exactly what is appropriate given the wide diversity of the organization activity
- Create a recognised procedure for reporting the use of inappropriate images to reduce the risks to children.

### **7.3 APPENDIX 2C: PHOTOGRAPHIC/FILMING EQUIPMENT AT EVENTS**

There is evidence that some people have used activity events as an opportunity to take inappropriate photographs or film footage of young and disabled people in vulnerable positions.

If professional photographers have been commissioned or the press has been invited to an activity or event it is important to ensure that:

- They are clear about the expectations of them in relation to child protection;
- A clear brief is provided about what is considered appropriate in terms of content and behaviour;
- The photographer is issued with identification which must be worn at all times;
- The child and parents are informed that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs;
- No unsupervised access to beneficiaries is allowed for one-to-one photo sessions at events; and
- No photo sessions outside the events or at a child's home are approved/allowed.

If parents or other invited people are intending to photograph or video at an event they should also be made aware of the following expectations:

- Should be asked to register at an event if they wish to use photographic equipment;
- Children and parents should be informed that if they have concerns they can report these to the organiser; and
- Concerns regarding inappropriate or intrusive photography should be reported and recorded in the same manner as any other Child Protection concern.

#### **How to deal with someone who is using photographic or filming equipment and has not sought permission.**

The appropriate staff or other personnel should:

- Approach the individual;
- Challenge the individual as to who they are and why they are using photographic or filming equipment without permission;
- Make them aware that they should have sought permission from the organisers to use their equipment and advise them of the protocol; and
- Make them aware that if they are seen to be doing anything untoward, they will be reported to the Police.

## 7.4 APPENDIX 2D: SAMPLE DECLARATION FORM

You have a right of access to information held on you and other rights under the Data Protection Act 1998

Title: .....

First Name: .....

Surname: .....

Please also include any previous names by which you may have been known (including first names, surnames and maiden names):

Address:.....

.....Postcode:.....

NB. Post Code MUST be completed

Telephone (include national code): Daytime: Evening:

E-Mail Address:

Gender: M  Female  appropriate  
Please tick as

Please attach evidence of your identity to this form (e.g., a copy of your passport or driving licence with photograph)

Have you ever been convicted of any criminal offences? (Excluding motoring offences) YES/NO\*

**If YES, please supply details of any criminal convictions on a separate sheet of paper.**

NOTE: You are advised under the provisions of the Rehabilitation of Offenders Act 1974 (exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Exceptions Amendment) Order 1986, 2001 and 2002 you should declare all convictions including 'spent' convictions.

Are you a person who has been investigated by any Social Services department as being an actual or potential risk to children or young people? YES/NO\*

**If YES, please supply details on a separate sheet of paper**

Have you had disciplinary sanction relating to child abuse imposed on you by any sporting body? YES/NO\*

**If YES, please supply details on a separate sheet of paper**

\*Delete as appropriate

### **IMPORTANT**

I hereby consent Zamzam Foundation undertaking criminal record and/or social services and other relevant third party checks and I fully indemnify Zamzam Foundation in relation to any claims or expenses that may arise as a result of such checks.

I understand that the information contained on this form, the results of police and social services checks and information supplied by third parties, will be recorded.

I understand that action may be taken in negation to my employment and voluntary work in relation to the provision of incomplete or false information or where the information provided indicates that action should be taken for reasons relating to child protection.

Signed by the above named individual:

Date:

This form should be returned to the Zamzam office.

**7.5 APPENDIX 2G : CHILD PROTECTION REFERRAL FORM**

Your Name:.....

Your Position:.....

Your knowledge of and relationship to the child/young person/vulnerable adult:  
.....

Child's/young person's/vulnerable adult's name:.....

Child's/young person's/vulnerable adult's address:.....

.....

.....

Child's/young person(s)vulnerable adult's date of birth:..... Date(s),  
time(s) and location(s) of any incident(s):.....

.....

.....

.....

Nature of the concern/allegation:.....

.....

.....

.....

Observations made by you or to you (e.g. description of visible bruising, other injuries, child's or young person's emotional state etc):

*NB Make a clear distinction between what is fact, opinion or hearsay)*

.....

.....

.....

Exactly what the child/young people/vulnerable adult said and what you said (Remember, do not lead the child or young person - record actual details. Continue on separate sheet if necessary):

.....

.....

.....

**Actions taken so far:**.....

.....

.....

External agencies contacted (date and time):

.....

.....

.....

**Police**

YES/NO if yes - which:.....

Name and contact number:.....

Details of advice received:.....

**Social Services**

YES/NO If yes - which:.....

Name and contact number:.....

Details of advice received:.....

**Zamzam Foundation**

YES/NO If yes - which:..... Name

and contact number:.....



Details of advice received:.....

**Local Authority**

YES/NO If yes - which:..... Name

and contact number:.....

Details of advice received:.....

**Other**

Which:.....

Name and contact number:..... Details

of advice received:.....

Print Name:.....

Signed:..... Date:.....

If this incident has been reported to Social Services a copy of this form must be sent to Police within 24 hours of the telephone report.

Remember to maintain confidentiality on a need to know basis - only share it if it will protect the child.

Do not discuss this incident with anyone other than those who need to know.

If this incident involves a person who is involved in Zamzam Foundation in any capacity then a copy of this form must be sent to Zamzam Child Protection Officer.

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*NB All information of a personal and confidential nature should be held in line with data protection regulations.*

**7.6 APPENDIX 2H: USEFUL CONTACTS**

Please complete the table with local details for quick referral:

**Local contacts – to be inserted as appropriate**

**Area Child Protection Committee**

(please note the Area Child Protection Committee, which can be contacted via your local authority, will be able to provide details of all local contacts re: Child Protection).

**Local Social Services**

(including out of office hours contact)

NB in an emergency, the Samaritans will hold the Police Duty Officer's contact number.

**Local Police child protection teams**

In an emergency contact via emergency number.

**Zamzam Child Protection Officer**