



NORMAL OPERATING PROCEDURES FOR SOUTH SHIELDS SURF CIC

DAY TO DAY RUNNING OF THE SURFING AND SUP CENTRE

1. Arrival:

1.1 Arrive at the Centre in good time to open, at least one hour before opening.

2. Safety:

2.1 Check weather conditions, wind, fog, rain, hail, sun in all locations of operation (Little Haven and Sandhaven).

2.2 Check sea conditions, swell size, swell direction, rips and tides, in all locations of operation (Little Haven and Sandhaven).

2.3 Record this on a Daily Beach Report, if conditions change then complete a new updated report.

2.4 Make decision on lesson or rental operation and opening of the surf school.

Do not run lessons or hire if lifeguards have red flagged the beach.

Do not run any lessons or hire if visibility under 200m, wind is blowing above force 6 (in gusts) on beaufort scale, or there is lightening.

Do not run lessons or hire if temperature dips below 5 degrees centigrade real feel.

Do not run stand up paddle board (sup) hire or lessons if blowing more than force 3 (12mph/19kmph) offshore or force 4 (18mph/28kmph) the on beaufort scale; when onshore or waves over 0.5 metres in height.

Run sup hire and lessons at location with most favourable locations – this is flat calm with low winds that enable clients to enjoy sup safely.

2.5 Check equipment is safe and in good condition to use.

2.6 Repair or replace equipment as necessary, and record as necessary in damage report.

2.7 Ensure all radios are fully charged and turned on

3. Opening

3.1 Open surf school as per checklist.

3.2 If SUP hire and lessons are running at little haven:

3.2.1 Ensure the SUP van is loaded with appropriate equipment and water.



3.2.2 Ensure that phone, radios and looking systems are all functioning.

3.2.3 Management to brief staff going with van with conditions (current and forecast), bookings and anticipated timings for the day.

3.2.4 Drive van and staff over to littlehaven. Park the van and position the trailer in a position next to the grass bank to the very north of the car park. Ensure that clients are not going to be waiting in the way of moving traffic.

3.2.4 Open the van on littlehaven site as per checklist.

3.3 Check bookings for the day, take late / new bookings

3.4 Ensure that for all bookings we have the relevant emergency contact, medical, relevant information. Where appropriate ensure that a Needs Assessment/Pen Portrait has been done and the measures are put in place (see adaptive sessions specific procedures)

3.5 Write up bookings onto white board showing name of individual, hire of equipment, time of hire and when they should return from the water. Lessons for the day are also written onto white board including; name of lesson, what time the lesson begins and ends, participants names and name of instructor taking the group.

Only SUP lessons/hire to be written on whiteboard in SUP van if going to little haven.

3.6 Brief instructors and other staff as appropriate

4. Welcoming guests, day to day running of school and sessions:

4.1 Greet and check in participants, brief them on the session and their equipment and, if necessary, assist them to put on their wetsuits and boots

4.2 Double check that for all bookings we have the relevant emergency contact, medical, relevant information. Where appropriate ensure that a Needs Assessment/Pen Portrait has been done and the measures are put in place (see adaptive sessions specific procedures)

4.3 Mark down on the whiteboard arrival of participants for lesson/hire and note on board when they are 'out' on the water.

4.4 Ensure that the instructor for each group is ready to start the session without any undue delay

4.5 Turn on 2 way radio at surf school and keep near at all times responding to requests when needed.

4.6 Carry out a radio check with instructors before every lesson.

4.7 Answer phone and give out information to the public, as and when necessary.

5. Finishing sessions: (see further down for more detail)

5.1 At the end of each session collect equipment and check it for damage / wear and tear, complete records as necessary on the lesson reports, damage reports

5.2 Remove participants and hire/lesson from the whiteboard when session has ended.

5.3 Repair / replace equipment when necessary



5.4 Complete beach reports, lesson reports, incident reports, damage reports as appropriate.

6. Closing:

6.1 Ensure that all clients are definitely out of the water and all people and equipment is accounted for.

6.2 If Stand Up Paddle Board is operating out of the van at Little Haven:

6.2.1 Staff at little haven to let staff at sandhaven know that they are closing operations there for the day and returning to the main centre.

6.2.2 Equipment to be cleaned as best as possible onsite at littlehaven and packed into the van.

6.2.3 The van return to the main centre at Sand Haven if necessary.

6.2.4 Equipment to unloaded, cleaned and put away as necessary.

6.2.5 Van cleaned down as necessary.

6.3 Record any incidents, damage as appropriate

6.4 Close Centre as per checklist.

6.5 Van to be returned to storage location.

N.B. The Centre is a working environment and should be treated as such. Personal guests and visitors should be advised of appropriate behaviour and of places to gather, socialise. None of these should interfere with the safety of the Centre or the efficiency of instructors and the running of the Centre.

RUNNING SESSIONS:

1. Preparing for Session

1.1 Ensure that for all bookings we have the relevant emergency contact, medical, relevant information. Where appropriate ensure that a Needs Assessment/Pen Portrait has been done and the measures are put in place (see adaptive sessions specific procedures)

1.2 Check resources for availability, safety and appropriateness.

1.3 Review bookings for the day and write up on whiteboard to ensure clear understanding of what lessons/hire are going ahead and that they have an appropriate instructor:participant ratio.

1.4 Ensure that arrangements are made sufficiently flexible to allow modification of the activity to satisfy group/individual needs.

1.5 Check all radios are on correct channel and are fully charged

2. Meeting Participants

2.1 Be punctual and make the participants feel welcome and at ease.



2.2 Double check for any relevant individual information (medical or otherwise) that may affect participants during the session or if anything has changed for any individual participant since they have booked the session.

2.3 Ensure any measures required by Needs Assessment/Pen Portrait are put in place (see adaptive sessions specific procedures)

2.4 Ensure equipment is SAFE and appropriate to the participants ability level,

2.5 Participants should be made aware of rules, codes of behaviour, organisational and health/safety requirements and the need to minimise damage to the environment.

3. Introducing Participants to the Surfing Lesson / Rules for hire / SUP Lesson.

3.1 Ensure that participants have understood and signed the terms and conditions of hire and lessons.

3.3 If an adaptive session for anyone with additional needs then please see Adaptive Session Specific Procedures.

3.2 Ascertain participant's previous experience and knowledge (where applicable) and adjust lesson plan accordingly.

3.3 Make allowance for any medical problems identified when preparing for the session.

3.4 Introduce the outline of the lesson

3.5 Ensure that all hires understand the boundaries of the hire. That all hires must be visible to the surf school and or surf school staff and must stay within the yellow Port of Tyne Buoys.

4. Instructing and Supervising Guest Participation

4.1 Emphasise safety points and procedures and their functions. The safety and welfare of both participants and instructors are paramount. Follow measures put in place by any Needs Assessment/Pen Portrait (see adaptive sessions specific procedures)

4.2 Endeavour to create and maintain a positive, friendly and enjoyable atmosphere throughout the session

4.3 Ensure that any disagreements or conflicts between instructors and participants (or between participants) are dealt with firmly and quickly in accordance with Surfing England /ISA. Guidelines. (N.B. Don't let individual behaviour compromise the safety of the group or themselves.)

4.3.1 Direct staff to grievance procedure and clients to complaint procedure as necessary.

4.4 Incidents, accidents, and/or emergencies are to be dealt with, reported and recorded accurately in accordance with risk assessments, emergency action plan, policy and procedure and ISA/Surfing England guidelines.

4.5 Instructors to take a charged radio in a waterproof case into the water with them and leave a first aid kit on a rescue board on the beach.

4.6 Be environmentally aware and friendly

4.7 If a participant wants to finish the session early ensure that they are safely able to return to the surf school and be met there by staff who if needed (participant is under 18) will inform the parents/guardians/group leader immediately. Use radio to contact Surf School if a participant leaves the group early.



5. Ending the session

- 5.1** Allow sufficient time for a cool down and de-brief / discussion with participants.
- 5.2** Collect in any equipment that has been hired out.
- 5.3** Ensure that the participants are given details concerning any further sessions following the initial lesson
- 5.4** Supervise participant's departure to ensure their personal safety and welfare.
- 5.5** Remove participants recording from white board once they are out of the water
- 5.6** Check for damage and record in damage report as needed, clean as appropriate, put away all equipment issued for the session.
- 5.7** Ensure the environment and facility is left in a condition acceptable for future use.

6. After the Session (Instructor Specific)

- 6.1** The lead instructor must complete a Lesson Report plus an Incident Report if needed
- 6.2** Incidents, queries and problems relating to any aspect of the session should be discussed with appropriate person(s) and recorded in the lesson report and incident report.
- 6.3** Any evaluation, (self or otherwise) should take place within review framework.
- 6.4** Each instructor should be encouraged to make constructive contributions to departmental and centre meetings and briefings.

7. Instructing to a basic level

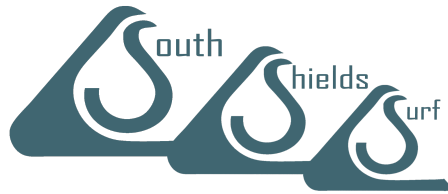
- 7.1** Present and explain any appropriate skills, techniques and knowledge.
- 7.2** Ensure that explanations / demonstrations are clear and technically correct.
- 7.3** At all times monitor the participant's understanding of the lesson and give them the opportunity to ask questions.
- 7.4** Coach skills that are within ability level of participant
- 7.5** Correctly identify the strengths and weaknesses of each participant's performance and give them information and advice on ways to improve their skills
- 7.6** Each session should progress in the approved step-by-step framework as appropriate.
- 7.7** Feedback from, and tuition by, the instructor should aim to promote the participants' self-esteem, motivation and safe enjoyment of the surf.

8. Supervision of Participants

- 8.1** Participants must abide by agreed terms, and conditions, rules and guidelines and should be reminded of them as and when appropriate



8.2 Any assistant instructor(s) who are not surf coach qualified must be overseen by a qualified instructor. All instructors must have a valid beach lifeguard qualification: Minimum of SLSGB surf rescue award, with at least one senior member of staff holding a RLSS National Vocational Beach Lifeguard Award on duty at any location we are operating at.



INSTRUCTORS

Instructors must hold an appropriate beach lifeguard/lifesaving qualification. Minimum of SL5GB surf rescue award, with at least one senior member of staff holding a RLSS National Vocational Beach Lifeguard Award on duty.

To lead a lesson instructors must be fully qualified Surfing England /ISA Coaches (or equivalent) or be able to demonstrate suitable experience in surfing and had training from the surf school. To assist in lessons instructors need to hold a lifeguard qualification.

Instructors must have been through an induction with the surf school policies, procedures and risk assessments.

Instructors must be fit, be punctual and suitably dressed

Instructors will not smoke or be under the influence of alcohol/drugs whilst on duty. At all times instructors must behave and act in an acceptable fashion.

Instructors should be friendly and helpful to all participants and people making general inquiries.

BEGINNER LESSON-SPECIFIC

Clients' equipment to be in safe repair, ready for use.

Instructors and participants to wear appropriate coloured ID vest identifying them in the water

Instructors to carry out a radio check before each lesson and carry radio on then during the lesson.

Emergency Action Plan (signals) will be explained to everyone.

No more than **8 students** to be instructed in the water at one time by each coach for novice lessons.

No surfing by instructors (except demonstrations) in beginner's sessions.

Surfing allowed only as prescribed by instructor in charge on intermediate sessions

Correct boards to be used for ability level.

Clients' safety is paramount and takes precedence over all other considerations.

Only designated rescue or soft board will be used by instructors except when demonstrating advanced techniques to intermediate (or higher) level students.

SUP LESSON SPECIFIC:

All of the above to be taken into account.

Assess the conditions to make sure that it is safe to paddle board. Move to another venue if it is safer to do so and are able to run the session there. We operate at Sandhaven and/or Little Haven Beach.

If the wind is offshore at any strength then participants are to be taught how to return to shore in the prone position paddling with arms. Instructor is to assess the groups ability to return to shore and only proceed with lesson if happy the group can return themselves. If the wind increases in strength during the lesson the instructor is to assess the group's ability to return to shore again.

Ensure instructors have the water-proof first aid kit and radio in waterproof case and has enough charge to work.

Ensure instructors have a throw line and rescue tube.



Instructors are to stay with group in water and keep close to shore. Instructors to use their paddle board when appropriate to keep close supervision over the group.

Instructor is to keep the group within 50m of the shore.

SUP TOUR SPECIFIC

Check conditions, tides, wind, weather and swell and adjust tour route and distance accordingly so that can easily access and escape route as marked on the map.

Assess groups abilities verbally and in water and adjust distance travelled accordingly.

Ensure you have the water proof first aid kit, wet phone and radio in its case., and a has enough charge and credit to work.

Ensure you have a throw line, group shelter and rescue tube.

Group will be told they have a radio, phone, first aid kit, rescue tube, throw line and emergency shelter bag and told if the lead instructor is unable to call for help to phone to call the emergency services and surf school.

Ensure that whoever is working in the school knows what time you have left and what time you are expected back and this information on the offsite board in the surf school.

Ensure that whoever is left working at the surf school understands the late back procedure and has access to a phone and the number of that phone is with the group.

If any delays or changes to the agreed route and return time are encountered en-route then inform the surf school immediately.

Inform surf school of any incidents immediately after group's safety has been secured.

Assess conditions and the abilities of the group as you progress and adjust the tour if needed, only proceed further round to more difficult extraction points if they are clear and accessible and confident that the group will complete during the designated time.

On return inform the surf school and removed fact that tour out from the board.

ADAPTIVE SESSION SPECIFIC PROCEDURES

Make sure that a needs assessment is completed through pen portrait and that we have sent out any relevant information to the surfers. Double check with surfers when they arrive for relevant information and check for any medical conditions that might affect them during the day. This includes anything that might affect them when changing, during transfers (if there are transfers or lifts being made) or during the surf session.

Things to consider how can we make the changing easier (fisherman's legs, bigger wetsuits), are there any sensitive areas that will hurt or cause distress from a wetsuit or hurt if assisting putting on a wetsuit, will this be affected when doing transfers and lifts if we're doing any, are there medical conditions that need to be monitored (who will monitor this and are they qualified and experienced to monitor then deal with the medical conditions), is there anything which may cause upset and adverse reactions in the water or specific sensitivities we need to be aware of,

Decide on how best to surf on that day (individual surfing independent, individual surfing assisted, tandem prone, tandem standing, tandem seated on chair board) and then confirm with our surfer and if appropriate with parents/teachers/carers.



Decide on the best equipment for the surfer and confirm with them when they arrive. Get this out ready to go and ensure it is all fit for use.

Make sure that the changing rooms are set up ready to go with all the equipment needed outlined in the pen portrait (changing tables, hoist, fishermans legs). Show new surfers around and ensure they are comfortable.

Check conditions, tides, wind, weather and swell and ensure that it is safe to run the adaptive session with the planned equipment, the number of staff and volunteers we have and the support needs of our surfer.

Ensure that we have enough staff and volunteers to run a session safely. The adaptive chair board needs at least 3 to help with transfers and a minimum of 2 in the water depending on the individual and conditions. For the adaptive boards with handles it depends on the individual: We may need 1 to 1 support under an instructor or 2 to 1 support. For independent individual surfers it might be ok with 1 instructor to 8 people with 2-3 volunteers. It totally depends on the individuals and the conditions we have and the instructor on the day needs to make a decision as to what is the safest plan and confirm this with surfers, staff, volunteers and parents/guardians/carers/teachers. We must have a person on the session who is qualified and experienced to deal with any medical conditions that our surfers may have.

Ensure that non swimmers have a life jacket and that if using the chair board that helmets are provided for surfers, instructors and volunteers. Helmets should be provided for any surfers that have sensitive areas on their head that needs particular protection, if this surfer is riding tandem the instructor should also wear a helmet and any staff or volunteers who will be near the take off point of the board. If a surfer cannot wear a helmet when using the chair board then the instructor should assess the conditions and see if we can run a session safely without one and then agree this with the surfer and or parents/guardians/carers/teachers where appropriate.

Brief everyone involved about what role they will be taking in the surf session. If we are tandem surfing, who is on the board, where are people going to be situated in the water and what are their roles (who are there to catch on wipeout, who are there to support individual surfers). Ensure everyone knows what to do when a surfer wipes out. Ensure everyone knows what to do in an emergency situation and ensure that everyone is aware of potential dangers in the water including relevant medical conditions and specific sensitivities.

Transfers to/from the surfboards, only for surfers who use a wheelchair or need support with their mobility. Find out from our surfers (or their parents/guardians/carers/support staff) how they would normally transfer between chairs, equipment - do they prefer a manual lift, supported self transfer, or a sling. Agree how the transfers will happen before getting to the water and explain a back up plan if this isn't feasible.. We always move equipment around people, not the other way round. Make sure that our surfers are facing the shore whenever we do a transfer so that they don't get hit in the face with water unexpectedly, ensure we have enough people to lift our surfers safely where needed (ie do we need a 2 person lift for someone 30-40kg and under or need a 3 or 4 person lift). We lift the person/help them move into the water, then take away the beach wheelchair/mobility aid and bring in the board to get them on. With hoist transfers make sure that the hoist is set up correctly under the person and goes into the chair board so that we can use it to lift people out again or back in there is a wipeout.

Support in the water needs to be according to the needs of the individual surfer. Danger points are take off and where we stop.

For surfers unable to support themselves independently in the water we need to have volunteers/staff there to catch them if they fall, this might be ok with just the instructor if riding tandem and they can swim and are confident in the water, this may be with volunteers either side of the direction of surfing if a surfer has high level needs with someone just at take off and other staff/volunteers on alternating sides equidistant from each other between the take off spot and the shore.

If the surfer is non-verbal/has complex medical conditions we must make sure that we're surfing towards a suitably qualified/experienced person is on the shoreline who can see our surfer and has means to signal



(whistle is best) to everyone in the water if our surfer is distressed or experiencing a medical issue and that we need to get to the shore immediately.

Wipe out action for a surfer who cannot support themselves in the water. The instructor on the board or staff/volunteer nearest to the surfer to get to them and support them in the prearranged way (for surfers with complex needs this will be lifted onto chest of the instructor when they put their arms under our surfers arms from behind, for lower level needs this may just be doing what they ask to get them supported, it may be providing lift on the arms under the shoulders).

Second person to secure the board and make sure it doesn't hit the surfer.

We move to a point where the surfer can comfortably and safely get back on the board or out of the water if they want to (often this means going shallow so that we can do a lift to get them back onto the chair board).

Start sessions slowly and build up checking with our surfers as to what they want to get from the session.

Once the session is over, get everyone back to the surf school and have everything they need in the changing room.

Clean equipment and check for damage.

These Procedures will be reviewed at least annually. Last Review: 24/11/2022. Next Review: 24/11/2023

LATE BACK PROCEDURE

LEAVING FROM THE SURF SCHOOL BY WATER:

1. RECORD

Before leaving the time the group is leaving, their planned route and expected time back written on the board.

2. LOOK

If the group are not back at the expected time back then whoever is working in the surf school needs to do a visual check along the beach and direction expected return..

- o If the group can be seen and are making progress then keeping checking to ensure they are making progress until safely back at the surf school.
- o If not making progress and stationary call the group leader and ascertain if they need further assistance from either surf school staff assisting with group or from additional services (lifeguards, and coastguard). Provide assistance needed. If group are safe and just making slow progress or leaving via a different exit point keep with regular checks to ensure no further action is required.

3. CALL

If when the visual check is completed and you cannot see the group. Call the group leader (on the phone and/or radio) and ascertain location and if group is safe. If the group is safe no further action just monitor until group are back. If further action required call for assistance from lifeguards or coastguard as needed.

4. WALK

If the group leader does not answer walk along direction of the route of the group and see if the group can be seen:

- o Continue to call the group leader as you walk along and ensure you can see the sea at all times to make sure the group cannot return unnoticed.
- o If the group can be seen but not contacted by phone try and make contact from land to ensure group safety.
- o If no contact is made and the group are not moving or responding in anyway then ask for assistance from lifeguards or coastguard.

5. HELP

If the group cannot be seen or contacted by phone the call emergency services and ask for coastguard and inform of last known location and the intended route of the group.

GOING OFF-SITE FROM SURF SCHOOL VIA VEHICLE/WALKING:

1. RECORD

Before leaving the time the group left, their destination/planned route and expected time back written on the board.

2. CALL

If not back at the expected time surf school personnel to call. the group leader and ascertain location and if group is safe. If the group is safe no further action just monitor until group are back. If further action required call for assistance from lifeguards or coastguard as needed.

3. LOOK

If possible and location is within 10 minutes journey time then look while moving to the site of group activity keeping in view of ocean to ensure that group can't be missed.

Before leaving any group at surf school must be secured and must be ensured as safe.

4. HELP

If the group cannot be seen or contacted by phone the call emergency services and ask for coastguard and inform of last known location and the intended route of the group.

This procedure will be reviewed annually:

Last review: 17/01/2023

Next review: 17/01/2024



South Shields Surf School

FLAT WATER AND BIG SEAS POLICY.

This policy is for surf instructors and those running lessons and those of technical competency and qualification to review it.

South Shields surf school does not set a minimum wave size for a surf lesson to be conducted: This is a surf coach's professional judgment' decision: i.e. it is to be made in relation to the ability & body size of the surfer. However English Surf Federation does set out minimum conditions for 'prone' or 'stand-up' surfing to take place. Therefore for a surfing lesson to be provided:

There will be enough force in the sea conditions to propel a surfer and surfboard forward

There will be enough time, for a reasonable effort to be made by the surfer, to stand up and ride the wave with control.

Any other (alternative) water activity to be conducted when the surf is flat cannot be referred to as a Surfing England Approved surfing lesson.

Alternative flat-water activities can be used as a form of cross-training or part Surfing England lesson.

South Shields surf school will endeavour to run surf lessons when the surf has enough force to propel the client forward and will cancel or rearrange lessons due to flat sea conditions. In the circumstances where the client cannot cancel, i.e. school or organisation booking because has to go ahead on this day and time, we will offer other surfing related activities, i.e. paddle racing, but we will not refer to this as a ESF surfing lesson, as they will not be getting the "real deal" due to the lack of waves.

All beginner & improver surfing at both lower & higher ability - will be conducted on beach break wave conditions. Such waves and wave peak will be clearly suitable for the surfers in the group. Coach's need to assess if the risk is tolerable to the group. The coach must assess the conditions on each occasion.

Any lesson cancellation decisions caused by changing sea conditions will be made by the coaches/ instructors in charge of the lesson on the day, not by centre managers or surf school owners.

South Shields Surf School will abide by the lifeguard flags and co-operate with lifeguards on duty where applicable and reasonable. No surf lesson will take place whilst a beach is red flagged unless the Beach Lifeguard has provided a dedicated area for the surf school's activities.

All beginner & novice improver surfing lessons will be conducted on safe sandy beach locations where waves are less than 1.5 metres from the surface of the water where beginner surfers are and in surf conditions that are clearly safe and 'tolerable' for the group and individuals who will be surfing in the lesson.

No matter what the average size of the actual waves on the day even if it is less than 1.5m the decision to operate a beginners & improvers lesson at the chosen location, will be decided by the strength & power of the prevailing surf conditions. These forces are conventionally referred to as: swell (strength, direction, size), tide (height & flooding / ebbing direction), wind/air/sea (force, direction and temperature), Rip Currents (strength, direction)

The decision whether a lesson will go ahead after taking into consideration all the above details and conditions will be made by the coach/instructor taking the lesson.

This policy will be reviewed annually:

Last review: 17/01/2023



South Shields Surf School

Next review due: 17/01/2024



**SOUTH SHIELDS SURF CIC
EMERGENCY ACTION PLAN**

EMERGENCY ACTION PLAN

This document outlines the course of action that is to be undertaken by staff when an emergency / incident occurs during a surf/stand up paddle/ hire session.

Remove rest of participants from water/to a point of safety using recall signal & inform them of situation.

Radio/call surf school to inform of situation, location and ask for assistance as needed.

Effect rescue of patient (Inform & seek assistance from Lifeguards/other Instructors if necessary)

Diagnose extent of injury

Take appropriate action for first aid & call out of Emergency services.

Inform & seek assistance from Lifeguards if necessary.

Move patient to surf school or hospital as appropriate

No injured patient is to walk up beach unattended. Radio the surf school for assistance as needed.

Inform the group & update them on situation

Patient to be taken to hospital with emergency services where appropriate. Identify the easiest access available to the venue/surf school (key to gate for Sandhaven beach is with head coach or the copy in the surf school).

Under 18 patients: parents / guardians to be informed as soon as possible

Continue lesson, delay, or cancel as appropriate

Complete Incident Report forms as necessary.

Further reporting (RIDDOR) as necessary.

Clean up and dispose of any used first aid supplies appropriately. Use body fluid spill disposal kits provided.

Wash down rescue equipment and check ready for use.

SUP TOUR SPECIFIC

In case of emergency the lead instructor will:

- o get the group and patient (s) to a safe location using the emergency exits and escape routes identified on the map of the location.



SOUTH SHIELDS SURF CIC EMERGENCY ACTION PLAN

- o Call the surf school and emergency services if required and inform of location and details of incident
- o Will treat any injuries.
- o The incident will be reported on an incident sheet and any RIDDOR reporting to be completed by lead instructor.

In case of emergency identified to staff at the surf school will:

- o Immediately ensure any clients are safe at surf school then assist in any way they can, calling emergency services and lifeguards when on duty, and sending suitably qualified staff to location to help with incident.
- o Follow the late back procedure if no call is made received and the group isn't back in time.

REPORTING PROCEDURES

Complete incident report form as necessary after every incident, accident or near miss.

Discuss incident & report with Head Coach/ Manager

Report and comply with R.I.D.D.O.R. regs. If patient admitted to hospital or 3 day injury. Reporting Injuries, Diseases and Dangerous Occurrences Regulations. More advice and guidance available at www.hse.gov.uk/riddor/reportable-incidents.htm

ROLES IN EAP:

The senior member of staff will take control in an event of an emergency.

The second in command will, if needed, be designated in case of an emergency.

There will be pre-arranged emergency signals for all guests to adhere to that will not conflict with the lifeguards and cause potential confusion.

All Surf School guests will be withdrawn from the water during an emergency where a head count will then be conducted.

Guests will be used if necessary to assist in an emergency e.g. crowd control and obtaining assistance etc.

In the event of a water rescue another instructor / pupil will be sent to contact the relevant emergency services whilst we enlist any suitable help to:



**SOUTH SHIELDS SURF CIC
EMERGENCY ACTION PLAN**

- (i) Effect the rescue of the patient - without putting the instructors' and guests' lives at risk.
- (ii) Remove the person to a safe area (victims of a spinal injury should not be moved unless absolutely necessary).
- (iii) Diagnose the extent of injury and shock.
- (iv) Follow appropriate action with reference to previous training.

If there is a land based incident and the instructors are attending then all guests are to be withdrawn from the water.

IF AN INSTRUCTOR IN CHARGE, IS INJURED OR BECOMES INCAPACITATED DURING THE OPERATIONS OF A LESSON:

At the start of the lesson the instructor should make this procedure clear to all participants.

All surfers in the group to remove themselves from the sea and gather away from the water's edge in a safe and secure position - THEN CARRY OUT THE FOLLOWING:

If on a lifeguard beach, seek assistance from the lifeguards on duty.

If there are no lifeguards seek assistance from another instructor and / or appropriate person on the beach.

If under 18 years age, go with a buddy to seek help

If no one on beach report to 999 emergency
Inform Surfing School HQ, ASAP.

This EAP must be communicated to the group / students if the coach is working alone. This information should be included in the introduction / safety brief to the students.

After any incident there will be a debrief and the emergency action plan will be assessed and re-structured if needed.



**SOUTH SHIELDS SURF CIC
EMERGENCY ACTION PLAN**

SAFEGUARDING INCIDENT:

REFER TO SAFEGUARDING PROCEDURE FLOWCHART FOR MORE INFORMATION.

- **If a crime is taking place now or anyone requires medical attention:
Dial 101 to inform the police (or 999 if it is a serious crime / emergency)
Call 999 if you believe any other emergency service is needed**
- Any concerns at all about the wellbeing or safety of anyone needs to be reported to the designated safeguarding lead, using the safeguarding incident forms, who will take appropriate action following current safeguarding guidelines and either calling the police or the local authority safeguarding children and adults board. Unless a concern or allegation involves the designated safeguarding lead in which case instructors must report to the second safeguarding officer. If neither are available or involved in an incident then instructors must report it directly to relevant authority – see below for further guidance. Safeguarding forms must be used and completed for all incidents.

Designated Safeguarding Lead: Nick Jones – 07583144560

Second Safeguarding Officer – Lynn Johnston - 07951439388

- If you have concerns that you feel are not being dealt with or directly concern the manager or group own leader then contact the South Tyneside Safeguarding Board/Children and Families Social Care/NSPCC/Childline
 - South Tyneside Safeguarding Board Tel: (office hours): 0191 424 6512
 - Alternatively you can call ChildLine for advice on 0800 1111 or email them by visiting www.childline.org.uk.
 - If you are suspicious or have any concerns that a child is suffering or is likely to suffer significant harm, call **Children and Families Social Care on:**

0191 424 5010 (Monday to Thursday - 8.30am to 5pm, Friday - 8.30am to 4.30pm)

0191 456 2093 (Outside of the above time)

For more information and advice free phone the **NSPCC** 0808 800 5000.

- REFER TO SOUTH SHIELDS SURF CIC SAFEGUARDING PROCEDURE FOR HOW TO FOLLOW UP AND THE APPROPRIATE WAY TO ESCALATE A CONCERN.

MISSING CHILD PROCEDURE:

- Person who discovers a child is missing informs head instructor and or manager
- Collect remaining group and ensure safety and wellbeing
- Make an immediate search of the area. When using radios do not include details of the child or name.
- Seek assistance of lifeguards.
- Call Police
- Call school (if a school group) and parent/guardian
- Continue Search
- Record incident



**SOUTH SHIELDS SURF CIC
EMERGENCY ACTION PLAN**

FOUND CHILD PROCEDURE:

- Person who discovers a child has lost their parents informs head instructor and or manager.
- Child to be brought to the surf school and cared for there. In line with safeguarding policy the child should not be left alone with one person.
- Ascertain information of last known position of parents, their names and if known telephone number.
- If the child is part of group that has attended the surf school then staff can access the records to call parents.
- Collect remaining group and ensure safety and wellbeing.
- Make an immediate search of the area for parents and check all groups.
- Broadcast to all staff that child has lost their parents. When using radios do not include details of the child or name.
- Seek assistance of lifeguards.
- Call Police if no parents can be found
- Continue Search
- If parents/guardians are found then they must be asked for some kind of proof of parenthood if it is not clearly obvious the child recognises the parents. If in doubt do not return the child to the parents and call the police.
- Record incident

These procedures will be reviewed at least annually:

Last Review: 13/01/2023

Next Review: 13/01/2024



SOUTH SHIELDS SURF CIC

COMPANY NUMBER 11943413

20 HADDRICKS MILL ROAD, NEWCASTLE UPON TYNE, NE3 1QL

SAFEGUARDING POLICY

South Shields Surf CIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



Safeguarding Policy

1.0 Introduction

- 1.2 South Shields Surf CIC takes seriously its responsibility to safeguard and promote the welfare of children; and to work together with other agencies to ensure adequate arrangements within our organisation to identify, assess, and support those children who are suffering harm.
- 1.3 We recognise that all adults, including temporary staff, volunteers have a full and active part to play in protecting our participants from harm, and that the people's welfare is our paramount concern.
- 1.4 All staff believe that our organisation should provide a caring, positive safe and stimulating environment.
- 1.5 The aims of this policy are:
 - 1.5.1 To support the child's development in ways that will foster security, confidence and independence.
 - 1.5.2 To provide an environment in which our participant's feel safe, secure, valued and respected, and feel confident, and know how to, approach staff if they are in difficulties, believing they will be effectively listened to.
 - 1.5.3 To raise the awareness of all staff of the need to safeguard children & adults and of their responsibilities in identifying and reporting possible cases of abuse.
 - 1.5.4 To provide a systematic means of monitoring participants known or thought to be at risk of harm, and ensure we, the organisation, contribute to assessments of need and support packages for those children.
 - 1.5.5 To emphasise the need for good levels of communication between all members of staff.
 - 1.5.6 To develop a structured procedure within the organisation which will be followed by all members of the organisation community in cases of suspected abuse.
 - 1.5.7 To develop and promote effective working relationships with other agencies, especially the Police and Social Care.
 - 1.5.8 To ensure that all staff working within our organisation who have substantial access to children or vulnerable adults have been checked as to their suitability, including verification of their identity, qualifications, and a satisfactory Enhanced DBS check (according to governmental guidance), and a single central record is kept for audit.

2.0 Safe Organisation, Safe Staff



2.1 We will ensure that:

- 2.1.1 All members of the company understand and fulfil their responsibilities.
- 2.1.2 We have a senior designated officer for safeguarding and a deputy, both of whom have undertaken a Level 3 Safeguarding Children Training and a Level 3 Safeguarding Adults Training and who undertake to update their training at least every 2 years.
 - 2.1.2.1 Senior Designated Safeguarding Officer:
Nicholas Jones – 07583144560 – shieldssurf@gmail.com
Last Training Completed: December 2022 Level 3 Adults and Children Safeguarding, April 2022 Working with Children with Learning Difficulties and Disabilities.
Deputy: Lynn Johnston - 07951439388
Last Training Completed:
- 2.1.3 All members of staff are provided with child protection awareness at induction of the organisation safeguarding policy so that they know who to discuss a concern with.
- 2.1.4 The Chair of the Directors, where he/she is not the SDO, and all other staff and committee members, have had appropriate child protection awareness training, to be arranged by the SDO every 3 years, to maintain their understanding of the signs and indicators of abuse.
- 2.1.5 All members of staff, volunteers, and committee members know how to respond to a young person or adult who discloses abuse.
- 2.1.6 All parents/carers are made aware of the responsibilities of staff members with regard to child protection procedures through publication of the organisations' Safeguarding Policy.
- 2.1.7 Community users organising activities for children are aware of the organisation's child protection guidelines and procedures.
- 2.1.8 We will ensure that child protection type concerns or allegations against adults working in organisation are referred to the Local Safeguarding Board for advice, and that any member of staff found not suitable to work with children will be notified to the Independent Safeguarding Authority (Contact the Safeguarding Board for further advice) for consideration for barring, following resignation, dismissal, or when we cease to use their service in the case of a volunteer.

2.2 The name of the Senior Designated Person for Safeguarding, will be clearly advertised in the organisation, with a statement explaining the organisation's role in referring and monitoring cases of suspected abuse.

2.3 All new members of staff will be given a copy of our safeguarding statement, and safeguarding policy, with the SDO's name clearly displayed, as part of their induction into the organisation.



3.0 Responsibilities

3.1 The SDO is responsible for:

- 3.1.1 Referring a child if there are concerns about possible abuse, to the local safeguarding board and if the person is in danger to the police. Referrals should be made in writing, following a telephone call.
- 3.1.2 Keeping written records of concerns about a child or adult even if there is no need to make an immediate referral.
- 3.1.3 Ensuring that all such records are kept confidentially and securely, and shared with relevant organisations - ie the local safeguarding board, the school/organisation that they have come to the company with.
- 3.1.4 Liaising with other agencies and professionals.
- 3.1.5 Organising child protection induction, and update training every 3 years, for all organisation staff.
- 3.1.6 Provide an annual report for the board, detailing any changes to the policy and procedures; training undertaken by the SDO, and by all staff and committee members; number and type of incidents/cases.

3.2 Staff and Volunteer Responsibilities:

- 3.2.1 All staff and volunteers are to maintain appropriate safeguarding training and understanding of the company's safeguarding policy and procedure.
- 3.2.2 To report and follow up any safeguarding concerns to the SDO. If in doubt about any concern please report anyway.
- 3.2.3 Staff are to record any concern, disclosure or incident to the SDO via the safeguarding incident form.
- 3.2.4 Unless a concern or allegation involves the designated safeguarding lead in which case instructors must report to the second safeguarding officer. If neither are available or involved in an incident then instructors must report it directly to relevant authority – see below for further guidance. Safeguarding incident forms must be used and completed for all incidents.
- 3.2.5 If you have concerns that you feel are not being dealt with or directly concern the manager or group own leader then contact the South Tyneside Safeguarding Board/Children and Families Social Care/NSPCC/Childline or South Tyneside Safeguarding Board Tel: (office hours): 0191 424 6512 Alternatively you can call ChildLine for advice on 0800 1111 or email them by visiting www.childline.org.uk.
- 3.2.6 If you are suspicious or have any concerns that a child is suffering or is likely to suffer significant harm, call **Children and Families Social Care on:**
0191 424 5010 (Monday to Thursday - 8.30am to 5pm, Friday - 8.30am to 4.30pm) 0191 456 2093 (Outside of the above time)



For more information and advice free phone the **NSPCC** 0808 800 5000.

3.2.7 If a crime is taking place now:

Dial 101 to inform the police (or 999 if it is a serious crime / emergency) Call 999 if you believe any other emergency service is needed.

4.0 Supporting Children

- 4.1 We recognise that a child who is abused or witnesses violence
May feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self worth.
- 4.2. We recognise that the organisation may provide the only stability in the lives of children who have been abused or who are at risk of harm.
- 4.3. We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.
- 4.4. Our organisation will support all students by:
 - 4.4.1 Encouraging self-esteem and self-assertiveness, through our activities as well as our relationships, whilst not condoning aggression or bullying.
 - 4.4.2 Promoting a caring, safe and positive environment within the organisation.
 - 4.4.3 Liaising and working together with all other support services and those agencies involved in the safeguarding of children.
 - 4.4.4 Notifying Social Care as soon as there is a significant concern.

5.0 Confidentiality

- 5.1 We recognise that all matters relating to safeguarding are confidential.
- 5.2 The SDO will disclose any information about a participant to other members of staff on a need to know basis only. Guidance on this can be found on the DoH website.
- 5.3 All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and adults.
- 5.4 All staff must be aware that they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing.



5.5 We will always undertake to share our intention to refer a child to Social Care with their parents /carers unless to do so could put the child at greater risk of harm, or impede a criminal investigation. If in doubt, we will consult with the local safeguarding board.

6.0 Supporting Staff

6.1 We recognise that staff working in the organisation who have become involved with a child or adult who has suffered harm, or appears to be likely to suffer harm may find the situation stressful and upsetting.

6.2 We will support such staff by providing an opportunity to talk through their anxieties with the SDO and to seek further support as appropriate.

7.0 Allegations against staff

7.1 All organisation staff should take care not to place themselves in a vulnerable position with a child or adult. It is always advisable for work with individuals to be conducted in view of other adults.

7.2 Guidance about conduct and safe practice will be given at induction

7.3 We understand that a participant may make an allegation against a member of staff.

7.4 If such an allegation is made, or information is received which suggests that a person may be unsuitable to work with children or vulnerable adults, the member of staff receiving the allegation or aware of the information, will immediately inform the Directors.

7.5 The organisation will follow the Government procedures for managing allegations against staff.

7.6 Suspension of the member of staff against whom an allegation has been made, needs careful consideration, and the SDO or deputy in the case for an allegation against the SDO will seek the advice of the local safeguarding board in making this decision



8.0 Prevention

- 8.1 We recognise that the organisation plays a significant part in the prevention of harm to our participants by providing participants with good lines of communication with trusted adults, supportive friends and an ethos of protection.

- 8.2 The organisation community will therefore:
 - 8.2.1 Work to establish and maintain an ethos where our participants feel secure and are encouraged to talk and are always listened to.
 - 8.2.2 Ensure that all participants know there is a member of staff in the organisation whom they can approach if they are worried or in difficulty.
 - 8.2.3 Include across all our activities, including in, opportunities which equip our participants with the skills they need to stay safe from harm and to know to whom they should turn for help.

This policy will be reviewed annually.

The last review was on: 21/12/2022

The next review will be by 21/12/2023



SAFEGUARDING INCIDENT REPORT FORM

This form is to be used to record basic information in the light of an allegation, suspicion or disclosure of a potential safeguarding concern. Completing this record should not stand in the way of contacting Police or Social Services in the event of an emergency or urgent safeguarding incident. This form should be given to the designated safeguarding officer or deputy officer only.

YOUR DETAILS:
Name of person completing this form:
Date and time of completing this form:
Your position or relationship to who your safeguarding concern is about:
Your telephone number:
Your Address:
DETAILS OF PERSON/S THE SAFEGUARDING CONCERN OR INCIDENT IS ABOUT:
Name:
Address (if known) of person the safeguarding concern is about:
Telephone number (if known) of the person the safeguarding concern is about:
Name and Address of Parent, carer or guardian of alleged victim:
Telephone Number:
Age and Date of Birth of alleged victim (if known):
INCIDENT DETAILS:
Date and time of any incident:
What have you seen or heard? Has the alleged victim said anything to you? (do not lead or investigate – Just record actual details) – Continue on another sheet if required
Any other relevant information:



ACTION TAKEN SO FAR:
Have you informed the designated safeguarding officer? If so how and when have you contacted them?
EXTERNAL AGENCIES CONTACTED:
School/Organisation alleged victim is under care of - yes/no:
Name and contact number:
Details of advice received:
Police - 999 yes/no
Name and contact number:
Details of advice received:
Social services 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 (e.g. NSPCC, NGB, OFSTED?) Which:
Name and contact number:



Details of advice received:

SIGNATURE:

REMEMBER TO NOTIFY SOUTH SHIELDS SURF CIC SAFEGUARDING OFFICER AND OTHER CONTRACTUALLY OBLIGED PARTNER'S. DO NOT DISCUSS THIS INCIDENT WITH ANYONE OTHER THAN THOSE WHO NEED TO KNOW.

SAFEGUARDING PROCEDURE

A safeguarding incident has occurred:

You are concerned about a child, young person, or vulnerable adult.

A disclosure has been made to you.

Information has come to light concerning the behaviour of a member of staff, volunteer or participant in the sessions towards a child young person or vulnerable adult.

Something else has happened that has you concerned for the safety and wellbeing of an individual.

Is the person in immediate danger of harm? Do they need an ambulance? Is a crime taking place?

NO

YES

Even if there isn't an emergency situation in the moment, are you concerned they are suffering likely to suffer significant harm?

NO

YES

CALL 999 if there is a crime happening at the moment and/or if the person needs medical attention.

Contact the safeguarding officer as soon as possible.

Nicholas Jones – 07583144560 / 07961306684 – info@southshieldsurf.co.uk

Deputy: Lynn Johnston – 07951439388
lynnmjohnston@hotmail.com

If you cannot contact the above (they are not available or are involved in the incident) call **Children and Families Social Care on:**
0191 424 5010 (Monday to Thursday - 8.30am to 5pm, Friday - 8.30am to 4.30pm) 0191 456 2093 (Outside of the above time)

Make sure that the person doesn't return to a place they could be facing harm.

If you are suspicious or have any concerns that a child is suffering or is likely to suffer significant harm, call **Children and Families Social Care on:** 0191 424 5010 (Mon-Thur 8.30am to 5pm, Fri 8.30am to 4.30pm) 0191 456 2093 (Outside of the above time).

If you're concerned about an adult, please call South Tyneside Council. 0191 424 600 Mon-Thur 8:30-5pm and Fri 8:30-4:30pm
Out of hours call 0191 456 2093.

Record what has happened on a safeguarding incident report and send it to the designated safeguarding lead.

Ensure that they have received the form – Nick Jones info@southshieldsurf.co.uk

If you cannot get hold of the designated safeguarding officer then send to the deputy.

Make sure you get confirmation of receipt of the form in writing.

Follow up with the designated safeguarding in 24 hours to see what action has been taken.

Make sure you get a response in writing. Any action taken by the designated safeguarding officer should be added to the original safeguarding form with dates of additional information added.

Follow up again in 48 hours if you are not satisfied with the first response or if the matter is ongoing.

If you are not satisfied with the response from the safeguarding officer then you must contact the local safeguarding partnership at South Tyneside Council (see numbers above). Then refer to our Whistleblowing Policy.



Make sure that you're following best practice for the situation you're in.

Is this a disclosure?

Explain that you will have to share the information in order to help that person. Do not promise to keep secrets.

Listen carefully and take seriously what is said.

Reassure the person (explain they have done the right thing and that you believe them)

Give them time to talk but do not ask leading questions or probe – investigation is not your responsibility.

Record what has been said as soon as possible.

Do not confront a person subject to an allegation.

Does this incident involve a member of staff, volunteer, or participant.

Contact the safeguarding officer as soon as possible – if the incident involves them

Do not confront the person subject to an allegation and refer to the safeguarding officer and local safeguarding partnership regarding what action to take if that person is still present.

Contact the local safeguarding partnership as soon as possible if this involves a member of staff or volunteer.

If working with another group responsible for the young person, child, or vulnerable adult:

If we are working with a school, community group, care group or similar organisation then follow the above procedure but ensure that the designated safeguarding officer is contacting the safeguarding officer in the other organisation, as they may be better placed to follow up a concern. **Ensure in the 24 hour and 48 hour follow up that the other organisation is responding to concerns. If you feel that insufficient action is taken then contact the local safeguarding partnership.**

Do not put yourself in harms way.

If a situation is arising that is likely to cause harm to participants, volunteers and participants then do not put yourself in harms way, call the police if necessary.

Seek support:

These situations can be stressful and traumatic please make sure that you ask for support if you need it. Ensure that your safeguarding officer debriefs with you and your manager can provide additional support where needed.

This Procedure was last reviewed on 09/01/2023.

The next review is due on 09/01/2024



SOUTH SHIELDS SURF CIC

SAFEGUARDING GUIDANCE.

Objective

The objective of this guidance is to enable all employees and volunteers to follow our safeguarding policy.

The guidance here was taken from the NSPCC website and should be read in conjunction with the NSPCC document 'Definitions and Signs of Child Abuse'.

Identifying concerns

Disclosure

Disclosure is the process by which children and young people start to share their experiences of abuse with others. This can take place over a long period of time – it is a journey, not one act or action.

Children may disclose directly or indirectly and sometimes they may start sharing details of abuse before they are ready to put their thoughts and feelings in order.

Not all disclosures will lead to a formal report of abuse or a case being made or a case being taken to court, but all disclosures should be taken seriously.

It takes extraordinary courage for a child to go through the journey of disclosing abuse.

It's vital that anyone who works with children and young people undertaking this journey is able to provide them with the support they need.

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How disclosure happens

Children and young people may disclose abuse in a variety of ways, including:

- directly– making specific verbal statements about what’s happened to them
- indirectly – making ambiguous verbal statements which suggest something is wrong
- behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- non-verbally – writing letters, drawing pictures or trying to communicate in other ways.

Children and young people may not always be aware that they are disclosing abuse through their actions and behaviour.

Sometimes children and young people make partial disclosures of abuse. This means they give some details about what they’ve experienced, but not the whole picture. They may withhold some information because they:

- are afraid they will get in trouble with or upset their family
- want to deflect blame in case of family difficulties as a result of the disclosure
- feel ashamed and/or guilty
- need to protect themselves from having to relive traumatic events.

When children do speak out it is often many years after the abuse has taken place (McElvaney, 2015).

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Barriers to disclosure

Some children and young people are reluctant to seek help because they feel they don't have anyone to turn to for support.

They may have sought help in the past and had a negative experience, which makes them unlikely to do so again.

They may also:

- feel that they will not be taken seriously
- feel too embarrassed to talk to an adult about a private or personal problem
- worry about confidentiality
- lack trust in the people around them (including parents) and in the services provided to help them
- fear the consequences of asking for help
- worry they will be causing trouble and making the situation worse
- find formal procedures overwhelming

(Mental Health Foundation and Camelot Foundation, 2006).

Not all children and young people realise they have experienced abuse, for example if they have been **groomed**.

Spotting the signs of abuse

Children and young people who have been abused may want to tell someone, but not have the exact words to do so. They may attempt to disclose abuse by giving adults clues, through their

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actions and by using indirect words (Allnock and Miller, 2013; Cossar et al, 2013).

Adults need to be able to notice the signs that a child or young person might be distressed and ask them appropriate questions about what might have caused this.

Child protection training can help increase adults' confidence in recognising the indicators of abuse and understanding the different ways a child might try to share what they have experienced.

You should never wait until a child or young person tells you directly that they are being abused before taking action. Instead, ask the child if everything is OK or discuss your concerns with your organisation's designated safeguarding lead, or the NSPCC helpline.

Waiting for a child to be ready to speak about their experiences could mean that the abuse carries on and they, or another child, are put at further risk of significant harm (Cossar et al, 2013).

Not taking appropriate action quickly can also affect the child's mental health. They may feel despairing and hopeless and wonder why no-one is helping them. This may discourage them from seeking help in the future and make them distrust adults.

Helping children disclose abuse

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It's important to create an environment where children and young people are comfortable about speaking out if anything is worrying them. They need to:

- be able to recognise abuse and know it is wrong
- know who they can talk to about it.

The people they choose to disclose to need to listen, understand and respond appropriately so the child gets the help, support and protection they need.

Talking PANTS (the underwear rule) is a simple way to talk to children as young as four about staying safe from sexual abuse. It helps children to:

- name their body parts and know which parts should be private
- know the difference between appropriate and inappropriate touch
- understand they have the right to say "no"
- think about who they trust and who they can ask for help.

Our Speak out Stay safe service for primary schools helps children understand abuse in all its forms and know how to protect themselves.

The NSPCC Childline service offers children and young people confidential help and advice. Calls to 0800 1111 are free and children can also contact Childline online or find advice on the Childline website.

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Encouraging children and young people to seek help and support

Many children and young people will seek help because they know where to go and believe that it will make a difference.

Others may not have the confidence to seek support or be too scared to ask for help. They may not get the help they need until they reach crisis point (Garvey et al, 2009).

Make it as easy as you can for young people to find and take up the offer of help.

- Reinforce positive messages about those who seek help – seeking help is a sign of strength.
- Encourage parents to support their children in seeking help.
- Be positive about young people, their capacity for change and their resilience.
- Listen to the people you help – improve your services using feedback from service users.
- Shout about your work – lack of awareness is a significant barrier to young people seeking help.
- See the whole person – engage with young people both in terms of their strengths and their weaknesses.
- Build trust – treat young people with respect.
- Help young people to help each other – equip young people with the skills and tools to support their friends/peers and family members.
- Consider the role of new technologies – these should be complementary to other ways of supporting young people.

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(Garvey et al, 2009).

Through Childline, children and young people can access a range of support including:

- information and advice
- online and telephone counselling
- peer support message boards
- therapeutic tools.

Responding to disclosures

We carried out research to find out how adults can better respond to a child who is disclosing abuse (Baker et al, 2019). We found three key interpersonal skills that help a child feel they are being listened to and taken seriously:

- **show you care, help them open up:** Give your full attention to the child or young person and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today' help.
- **take your time, slow down:** Respect pauses and don't interrupt the child – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.
- **show you understand, reflect back:** Make it clear you're interested in what the child is telling you. Reflect back what they've said to check your understanding – and use their language to show it's their experience.

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If a child tells you they are experiencing abuse, it's important to reassure them that they've done the right thing in telling you. Make sure they know that abuse is never their fault.

Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.

Watch our animation on how to respond to a child's disclosure of abuse

Non-biased approach

It's vital that any child who is trying to disclose abuse feels that they are being listened to and taken seriously.

But there can be a risk that if professionals just believe the child's account without thoroughly investigating the situation, this can lead to unfair bias against the alleged abuser as formal investigations progress (Child Protection Resource, 2021; Transparency Project, 2018).

This means it's important to maintain an unbiased approach when responding to disclosures and follow your organisation's procedures to ensure each case is treated in a fair and transparent manner and that the child gets the protection and support that they need.

Making notes

It's important to keep accurate and detailed notes on any concerns you have about a child. You will need to share these with your nominated child protection lead.

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Include:

- the child's details (name, age, address)
- what the child said or did that gave you cause for concern (if the child made a verbal disclosure, write down their exact words)
- any information the child has given you about the alleged abuser.

Information sharing

Why information sharing is important

Sharing information about a child's welfare helps professionals build a clearer picture of the child's life and gain a better understanding of any risks the child is facing.

Information sharing helps to ensure that an individual receives the right services at the right time and prevents a need from becoming more acute and difficult to meet (DfE, 2018a).

General principles of best practice for information sharing are outlined below. Refer to your organisation's procedures as well as local multi-agency arrangements to ensure you are following the information sharing processes that are most appropriate for your role.

When to share information

Timely information sharing is key to safeguarding and promoting the welfare of children.

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People who work with children, whether in a paid or voluntary role, may need to share information about the children and families they are involved with for a number of reasons. These include:

- you are making a referral to arrange additional support for someone in the family
- someone from another agency has asked for information about a child or family
- someone in the family has asked to be referred for further help
- a statutory duty or court order requires information to be shared
- you are concerned that a child or a member of their family may be at risk of significant harm
- you think a serious crime may have been committed or is about to be committed which involves someone in the family.

You must always have a clear and legitimate purpose for sharing a child's personal information. Keep a record of the reasons why you are sharing or requesting information about a child or their family.

You should also make sure you are not putting a child's safety and welfare at risk by sharing information about them.

Some professionals have a legal duty to share information relating to safeguarding concerns. More information about this is available in the Mandatory reporting tab.

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Always seek consent to share information about a child and their family. However if consent isn't given, you can still share information with relevant professionals under certain circumstances, for example if you are protecting a child from significant harm. The [Data Protection Act 2018](#) and [General Data Protection Regulation \(GDPR\)](#) do not affect this principle.

What information to share

You need to decide what specific information is appropriate to share and who to share it with.

- Prioritise the safety and welfare of the child and anyone else who may be affected by the situation.
- Make sure you share the information quickly and securely. The sooner you report your concerns the better. This means the details will be fresh in your mind and action can be taken quickly.
- Identify how much information should be shared. This will depend on the reasons for sharing it.
- Use language that is clear and precise. Different agencies may use and understand terminology differently.
- Make sure the information you are sharing is accurate. Make it clear what information is factual and what is based on opinion (yours or other people's).

Facts and opinions

When working with children and families you will gather information from a variety of sources. How you interpret this information can depend on:

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- any previous information received
- your knowledge of research and theory
- your own frame of reference.

When recording information you should be as factual as possible. If you need to give your own or somebody else's opinion make sure it is clearly differentiated from fact. You should identify whose opinion is being given and record their exact words.

Seeking consent to share information

Children should be given the opportunity to decide whether they agree to their personal information being shared. If a child doesn't have the capacity to make their own decisions ask their parent or carer (unless doing so would put the child at risk of harm).

The Gillick competency and Fraser guidelines help professionals to assess whether a child is mature enough to make decisions.

You should always seek consent to share information about an adult.

Tips for getting consent:

- be open and honest
- make sure the person you're asking for consent understands what information will be shared and why
- explain who will see the information and what it will be used for

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- make sure the person you're asking for consent understands the consequences of their information not being shared
- get the consent in writing, in case there are any disputes in the future. If it's only given verbally, make a written record of this
- make sure the person knows they can withdraw consent at any time.

Sharing information without consent

If consent is refused or if you're unable to seek consent, you can still share information with relevant professionals if this is in the public interest.

This includes protecting children from significant harm and promoting the welfare of children.

The [Data Protection Act 2018](#) and [General Data Protection Regulation \(GDPR\)](#) do not affect this principle.

When deciding whether to share information without consent, you should consider each case individually.

- Decide if the need to share information is in the public interest and whether it outweighs the need to maintain confidentiality.
- Consider all the implications of sharing the information, for example if you are sharing sensitive details about a person's life.

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If you're not sure what to do, [contact the NSPCC helpline for advice](#).

Make sure you are following the relevant legislation and guidance. More information about this is available in the Legislation and guidance tab.

If you're sharing information without consent keep a written record explaining:

- what steps you took to get consent
- the person's reasons for not giving consent (if known)
- why you felt it was necessary to share information without consent.

Pass a copy of this record on to the agency/agencies you're sharing the information with.

Confidentiality

Never promise a child that you will keep the things they're telling you a secret. Explain that you need to share what they've told you with someone who will be able to help.

If a child or young person needs confidential help and advice direct them to Childline. Calls to 0800 1111 are free and children can also [contact Childline online](#).

Reporting concerns

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If a child is suffering or at risk of suffering significant harm, you can share information with appropriate agencies or professionals without the child's or their parent's consent

If a child is in immediate danger, call the police on 999.

If a child is not in immediate danger:

- **Follow your organisation's safeguarding policies and procedures** as soon as possible. These should provide clear guidelines on the steps you need to take if a child discloses abuse. They will state who in your organisation has responsibility for safeguarding or child protection and who you should report your concerns to.
- **Contact your local child protection services.** Their contact details can be found on the website for the local authority the child lives in.
- **Contact the police.** They will assess the situation and take the appropriate action to protect the child.
- **Contact the NSPCC Helpline** on **0808 800 5000** or by emailing help@nspcc.org.uk. Our trained professionals will talk through your concerns with you, give you expert advice and take action to protect the child as appropriate. This may include making a referral to the local authority.

If you have made a verbal referral to local children's services you should follow this up with a written referral as soon as possible, ideally within 48 hours.

If your organisation doesn't have a clear safeguarding procedure or you're not comfortable with how your organisation has

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responded to your report, contact the Whistleblowing Advice Line to discuss your concerns.

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Definitions and signs of child abuse

Guidance for professionals who work with children on how to recognise the signs of child abuse

July 2020

What is child abuse?

Child abuse happens when a person harms a child. It can be physical, sexual or emotional, but can also involve neglect.

Children may be abused by:

- family members
- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers.

General signs of abuse

Children experiencing abuse often experience more than one type of abuse over a period of time.

Children who experience abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion – particularly if the abuser is a parent, caregiver or other close family member or friend.

Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be able to recognise the signs. These include a child:

- being afraid of particular places or making excuses to avoid particular people
- knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- having angry outbursts or behaving aggressively towards others
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming or having thoughts about suicide
- showing changes in eating habits or developing eating disorders
- regularly experiencing nightmares or sleep problems
- regularly wetting the bed or soiling their clothes
- running away or regularly going missing from home or care
- not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents or carers. If you have any concerns about a child's wellbeing, you should report them following your organisation's safeguarding and child protection procedures.

➤ [Find out more about recognising and responding to abuse](#)

Physical abuse

What is physical abuse?

Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating.

It's also physical abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

Spotting the signs of physical abuse

All children have trips, falls and accidents which may cause cuts, bumps and bruises. These injuries tend to affect bony areas of their body such as elbows, knees and shins and are not usually a cause for concern.

Injuries that are more likely to indicate physical abuse include:

Bruising

- bruises on babies who are not yet crawling or walking
- bruises on the cheeks, ears, palms, arms and feet
- bruises on the back, buttocks, tummy, hips and backs of legs
- multiple bruises in clusters, usually on the upper arms or outer thighs
- bruising which looks like it has been caused by fingers, a hand or an object, like a belt or shoe
- large oval-shaped bite marks.

Burns or scalds

- any burns which have a clear shape of an object, for example cigarette burns
- burns to the backs of hands, feet, legs, genitals or buttocks.

Other signs of physical abuse include multiple injuries (such as bruising, fractures) inflicted at different times.

If a child is frequently injured, and if the bruises or injuries are unexplained or the explanation doesn't match the injury, this should be investigated. It's also concerning if there is a delay in seeking medical help for a child who has been injured.

➤ [Find out more about physical abuse](#)

Neglect

What is neglect?

Neglect is not meeting a child's basic physical and/or psychological needs. This can result in serious damage to their health and development. Neglect may involve a parent or carer not:

- providing adequate food, clothing or shelter
- supervising a child or keeping them safe from harm or danger (including leaving them with unsuitable carers)
- making sure the child receives appropriate health and/or dental care
- making sure the child receives a suitable education
- meeting the child's basic emotional needs – this is known as emotional neglect.

Neglect is the most common type of child abuse. It often happens at the same time as other types of abuse.

Spotting the signs of neglect

Neglect can be difficult to identify. Isolated signs may not mean that a child is suffering neglect, but multiple and persistent signs over time could indicate a serious problem.

Some of these signs include:

- children who appear hungry - they may not have lunch money or even try to steal food
- children who appear dirty or smelly
- children whose clothes are inadequate for the weather conditions
- children who are left alone or unsupervised for long periods or at a young age
- children who have untreated injuries, health or dental problems
- children with poor language, communication or social skills for their stage of development
- children who live in an unsuitable home environment.

➤ [Find out more about neglect](#)

Sexual abuse

What is sexual abuse?

Sexual abuse is forcing or enticing a child to take part in sexual activities. It doesn't necessarily involve violence and the child may not be aware that what is happening is abuse.

Child sexual abuse can involve contact abuse and non-contact abuse.

Contact abuse happens when the abuser makes physical contact with the child. It includes:

- sexual touching of any part of the body whether the child is wearing clothes or not
- rape or penetration by putting an object or body part inside a child's mouth, vagina or anus
- forcing or encouraging a child to take part in sexual activity
- making a child take their clothes off or touch someone else's genitals.

Non-contact abuse involves non-touching activities. It can happen online or in person and includes:

- encouraging or forcing a child to watch or hear sexual acts
- making a child masturbate while others watch

- not taking proper measures to prevent a child being exposed to sexual activities by others
- showing pornography to a child
- making, viewing or distributing child abuse images
- allowing someone else to make, view or distribute child abuse images.
- meeting a child following online sexual grooming with the intent of abusing them.

Online sexual abuse includes:

- persuading or forcing a child to send or post sexually explicit images of themselves, this is sometimes referred to as sexting
- persuading or forcing a child to take part in sexual activities via a webcam or smartphone
- having sexual conversations with a child by text or online.

Abusers may threaten to send sexually explicit images, video or copies of sexual conversations to the young person's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the abuse has stopped.

Abusers will often try to build an emotional connection with a child in order to gain their trust for the purposes of sexual abuse. This is known as grooming.

Spotting the signs of sexual abuse

There may be physical signs that a child has suffered sexual abuse.

These include:

- anal or vaginal soreness or itching
- bruising or bleeding near the genital area
- discomfort when walking or sitting down
- an unusual discharge
- sexually transmitted infections (STI)
- pregnancy.

Changes in the child's mood or behaviour may also cause concern. They may want to avoid spending time with specific people. In particular, the child may show sexual behaviour that is inappropriate for their age.

For example:

- they could use sexual language or know things about sex that you wouldn't expect them to
- they might become sexually active or pregnant at a young age.

- [Find out more about child sexual abuse](#)
- [Find out more about online abuse](#)

Child sexual exploitation

What is child sexual exploitation?

Child sexual exploitation (CSE) is a type of sexual abuse. Young people may be coerced or groomed into exploitative situations and relationships. They may be given things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities.

Young people may be tricked into believing they're in a loving, consensual relationship. They often trust their abuser and don't understand that they're being abused. They may depend on their abuser or be too scared to tell anyone what's happening. They might be invited to parties and given drugs and alcohol before being sexually exploited. They can also be groomed and exploited online.

Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs (Berelowitz et al, 2013).

Child sexual exploitation can involve violent, humiliating and degrading sexual assaults and involve multiple perpetrators.

- [Find out more about grooming](#)

Spotting the signs of child sexual exploitation

Sexual exploitation can be very difficult to identify. Young people who are being sexually exploited may:

- go missing from home, care or education
- be involved in abusive relationships
- hang out with groups of older people
- be involved in gangs or anti-social groups
- have older boyfriends or girlfriends
- spend time at places of concern, such as hotels or known brothels
- be involved in petty crime such as shoplifting
- have access to drugs and alcohol
- have new things such as clothes and mobile phones, which they aren't able to easily explain

- have unexplained physical injuries.

➤ [Find out more about child sexual exploitation](#)

Harmful sexual behaviour

What is harmful sexual behaviour?

Harmful sexual behaviour (HSB) is developmentally inappropriate sexual behaviour which is displayed by children and young people and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour.

HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children and young people who display it, as well as the people it is directed towards.

HSB can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other children or adults.

Sexual behaviour between children is considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't (Davies, 2012). However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled (Rich, 2011).

Spotting the signs of harmful sexual behaviour

It's normal for children to show signs of sexual behaviour at each stage in their development. Children also develop at different rates and some may be slightly more or less advanced than other children in their age group. Behaviours which might be concerning depend on the child's age and the situation.

➤ [Find out more about harmful sexual behaviour](#)

Emotional abuse

What is emotional abuse?

Emotional abuse involves:

- humiliating, putting down or regularly criticising a child
- shouting at or threatening a child or calling them names
- mocking a child or making them perform degrading acts
- constantly blaming or scapegoating a child for things which are not their fault
- trying to control a child's life and not recognising their individuality
- not allowing a child to have friends or develop socially
- pushing a child too hard or not recognising their limitations
- manipulating a child
- exposing a child to distressing events or interactions
- persistently ignoring a child
- being cold and emotionally unavailable during interactions with a child
- not being positive or encouraging to a child or praising their achievements and successes.

Spotting the signs of emotional abuse

There aren't usually any obvious physical signs of emotional abuse but you may spot changes in a child's actions or emotions.

Some children are naturally quiet and self-contained whilst others are more open and affectionate. Mood swings and challenging behaviour are also a normal part of growing up for teenagers and children going through puberty. Be alert to behaviours which appear to be out of character for the individual child or are particularly unusual for their stage of development.

Babies and pre-school children who are being emotionally abused may:

- be overly-affectionate towards strangers or people they haven't known for very long
- not appear to have a close relationship with their parent, for example when being taken to or collected from nursery
- lack confidence or become wary or anxious
- be unable to play
- be aggressive or nasty towards other children and animals.

Older children may:

- use language, act in a way or know about things that you wouldn't expect for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents
- lack social skills or have few, if any, friends
- fear making mistakes
- fear their parent being approached regarding their behaviour
- self-harm.

➤ [Find out more about emotional abuse](#)

Domestic abuse

What is domestic abuse?

Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional or financial abuse.

Exposure to domestic abuse is child abuse. Children can be directly involved in incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

Spotting the signs of domestic abuse

It can be difficult to tell if domestic abuse is happening, because abusers can act very differently when other people are around.

Children who witness domestic abuse may:

- become aggressive
- display anti-social behaviour
- suffer from depression or anxiety
- not do as well at school - due to difficulties at home or disruption of moving to and from refuges.

➤ [Find out more about domestic abuse](#)

Bullying and cyberbullying

What are bullying and cyberbullying?

Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable.

Bullying includes:

- verbal abuse, such as name calling
- non-verbal abuse, such as hand signs or glaring
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumours
- controlling or manipulating someone
- racial, sexual or homophobic bullying
- physical assaults, such as hitting and pushing
- making silent, hoax or abusive calls.

Bullying can happen anywhere – at school, at home or online. When bullying happens online it can involve social networks, games and mobile devices. Online bullying can also be known as cyberbullying.

Cyberbullying includes:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games
- excluding children from online games, activities or friendship groups
- setting up hate sites or groups about a particular child
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name.

Spotting the signs of bullying and cyberbullying

It can be hard to know whether or not a child is being bullied. They might not tell anyone because they're scared the bullying will get worse. They might also think that the bullying is their fault.

No one sign indicates for certain that a child's being bullied, but you should look out for:

- belongings getting 'lost' or damaged
- physical injuries such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- not doing as well at school
- asking for, or stealing, money (to give to a bully)
- being nervous, losing confidence or becoming distressed and withdrawn
- problems with eating or sleeping
- bullying others.

➤ [Find out more about bullying](#)

Child trafficking

What is child trafficking?

Child trafficking is child abuse. It involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.

Children may be trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal exploitation such as cannabis cultivation, pickpocketing, begging, transporting, drugs, selling pirated DVDs and bag theft.

Children who are trafficked experience many forms of abuse and neglect. Physical, sexual and emotional abuse is often used to control them and they're also likely to suffer physical and emotional neglect.

Child trafficking can require a network of organised criminals who recruit, transport and exploit children and young people. Some people in the network might not be directly involved in trafficking a child but play a part in other ways, such as falsifying documents, bribery, owning or renting premises or money laundering (Europol, 2011). Child trafficking can also be organised by individuals and the children's own families.

Traffickers trick, force or persuade children to leave their homes. They use grooming techniques to gain the trust of a child, family or community. Although these are methods used by traffickers, coercion, violence or threats don't need to be proven in

cases of child trafficking - a child cannot legally consent to their exploitation so child trafficking only requires evidence of movement and exploitation.

Modern slavery is another term which may be used in relation to child trafficking. Modern slavery encompasses slavery, servitude, forced and compulsory labour and human trafficking (HM Government, 2014). The **Modern Slavery Act** passed in 2015 in England and Wales categorises offences of slavery, servitude, forced or compulsory labour and human trafficking.

Spotting the signs of child trafficking

Signs that a child has been trafficked may not be obvious but you might notice unusual behaviour or events.

Children who have been trafficked may:

- have to do excessive housework chores
- rarely leave the house and have limited freedom of movement
- not have any documents (or have falsified documents)
- give a prepared story which is very similar to stories given by other children
- be unable or reluctant to give details of accommodation or personal details
- not be registered with a school or a GP practice
- have a history with missing links and unexplained moves
- be cared for by adults who are not their parents or carers
- not have a good quality relationship with their adult carers
- be one among a number of unrelated children found at one address
- receive unexplained or unidentified phone calls whilst in a care placement or temporary accommodation.

There are also signs that an adult is involved in child trafficking, such as:

- making multiple visa applications for different children
- acting as a guarantor for multiple visa applications for children
- having previously acted as the guarantor on visa applications for visitors who have not left the UK when the visa expired.

➤ [Find out more about child trafficking and modern slavery](#)

Female genital mutilation

What is female genital mutilation?

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.

The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy (Home Office et al, 2016).

FGM is child abuse. There are no medical reasons to carry out FGM. It's dangerous and a criminal offence.

Spotting the signs of female genital mutilation

A child at risk of FGM may not know what's going to happen. But they might talk about or you may become aware of:

- a long holiday abroad or going 'home' to visit family
- relative or cutter visiting from abroad
- a special occasion or ceremony to 'become a woman' or get ready for marriage
- a female relative being cut – a sister, cousin or an older female relative such as a mother or aunt
- missing school repeatedly or running away from home.

A child who has had FGM may:

- have difficulty walking, standing or sitting
- spend longer in the bathroom or toilet
- appear withdrawn, anxious or depressed
- have unusual behaviour after an absence from school or college
- be particularly reluctant to undergo normal medical examinations
- ask for help, but may not be explicit about the problem due to embarrassment or fear.

Reporting requirements

Regulated health and social care professionals and teachers in England and Wales must report 'known' cases of FGM in under-18s to the police (Home Office, 2016).

➤ [Find out more about FGM](#)

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+ More about protecting children from abuse and neglect



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SOUTH SHIELDS SURF CIC

1. Policy statement

1.1 This policy aims to enable and encourage staff to raise concerns within South Shields Surf CIC. It recognises a worker's legal rights to make a protected disclosure to certain prescribed persons or bodies under the Public Interest Disclosure Act 1998 and any subsequent legislation, as incorporated into the Employment Rights Act 1996.

1.2 South Shields Surf CIC is committed to creating a safe, open and transparent workplace culture, where employees are encouraged to raise concerns at the earliest opportunity. South Shields Surf CIC recognises that employees are often the first to realise that there may be something seriously wrong within an organisation.

1.3 It is important to South Shields Surf CIC that any fraud, misconduct or wrongdoing by workers or officers of the organisation is reported and properly dealt with. South Shields Surf CIC is committed to tackle malpractice and wrongdoing. Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. If any cases of wrongdoing are upheld they will be seriously dealt with.

1.4 South Shields Surf CIC encourages staff to use internal mechanisms for reporting malpractice or illegal acts or omissions by employees or ex-employees. Employees will be listened to and serious concerns will be investigated.

1.5 South Shields Surf CIC will provide regular refresher training to all managers enabling them to deal with concerns that are raised and is committed to treating all disclosures consistently and fairly.

1.6 South Shields Surf CIC will ensure that all new employees, supervisors and managers will receive induction on the policy and will provide refresher training to all members of staff so that they are aware of whistleblowing law and know how to use this policy.

1.7 Adequate resources will be made available to fulfil the aims of this policy. The policy will be widely promoted, and copies will be freely available.

1.8 This policy allows staff to take the matter further if they are dissatisfied with the management response and aims to reassure staff that they will be protected from harassment or victimisation from co-workers or from South Shields Surf CIC for raising concerns.

2. Definitions and scope

2.1 This policy applies to all staff including temporary, casual and agency staff, work experience, trainees and apprentices. Other individuals who work or have worked within the organisation, such as former staff, volunteers, the self-employed and contractors, are also encouraged to use it.

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2.2 For the purpose of this policy, South Shields Surf CIC recognises that whistleblowing is the passing on of information about wrongdoing at work. The whistleblower must reasonably believe that they are acting in the public interest.

2.3 The statutory categories for wrongdoing are:

- a criminal offence
- a breach of any legal obligation
- a miscarriage of justice
- endangering an individual's health and safety
- damage to the environment
- deliberate concealment of information about any of the above.

2.4 Examples of wrongdoing might include (but are not restricted to) :

- unsafe working conditions
- lack of, or poor, response to a reported safety incident
- inadequate induction or training for staff
- suspicions of fraud
- a bullying culture (across a team or organisation rather than individual instances of bullying).
- Safeguarding issue not being dealt with.
- Not following best practice with working with people in the ocean

2.5 It is not necessary for the member of staff to have proof that wrongdoing is being, has been, or is likely to be committed. A reasonable belief is sufficient to disclose the concern. The member of staff has no responsibility for investigating the wrongdoing. It is the organisation's responsibility to ensure that an investigation takes place.

2.6 A member of staff who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because they have made a disclosure.

2.7 South Shields Surf CIC recognises that any so-called 'gagging' or confidentiality clauses in settlement agreements or non-disclosure agreements with individuals do not prevent members of staff from making disclosures in the public interest and are void in such circumstances.

2.8 If the wrongdoing that the staff member wants to disclose is not included in the list above, advice may be sought from the designated officers (see section 4 below) or from a trade union representative on the use of the appropriate policy.

2.9 This policy is not for staff with concerns about their employment that affect only them – that type of concern is better suited to the grievance policy or dignity at work policy which can be found in our policies and procedures.

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2.10 South Shields Surf CIC recognises employees may wish to seek advice and be represented by their trade union(s) officers when using the provisions in this policy.

2.11 This policy is supported by and developed with the trade unions representing the employees.

2.12 This policy will be reviewed annually from date of issue by the designated officer/s (see section 4 below) in conjunction with the senior management team and trade union representatives. Where review is necessary due to legislative change, this will happen immediately.

3. Roles and Responsibilities

3.1 The senior management team and company board of directors are responsible and accountable for this Whistleblowing Policy and Procedure. They will:

- demonstrate commitment to developing an open culture within the organisation, through actions and strategy
- receive and review annual reports on whistleblowing activity
- appoint designated officer/s.

3.2 All staff have a duty to report wrongdoing (whistleblow) under the circumstances set out in section 2 of this policy.

3.3 Line managers are responsible for:

- ensuring all staff are aware of this policy and procedure and their responsibilities
- investigating issues raised promptly and thoroughly
- fostering an open culture within their teams
- ensuring any whistleblower is not subject to detriment
- escalating issues and engaging the support of designated officer/s where required.

3.4 Designated officer/s (see below) have lead responsibility for the whistleblowing procedure and for dealing with issues raised. They will:

- oversee and review the whistleblowing policy and procedure
- providing advice and support to managers and employees
- ensure learning from whistleblowing cases is fed back to the wider organisation
- ensure managers are trained in dealing with issues
- investigating issues raised with them directly promptly and thoroughly
- informing all reported disclosures to the senior management team and the actions being taken
- ensure the process is monitored and improved where required

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- provide reports on whistleblowing activity on an annual basis to the senior management team.

4. Designated officers

4.1 The following people have been nominated and agreed by South Shields Surf CIC as designated officers for concerns under this procedure

Benny Pettifer – staff@southshieldsurf.co.uk, 07954848764

4.2 These designated officers will act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation.

4.3 All these people have been given special responsibility and training in dealing with whistleblowing concerns and will give you information about where you can go for more support. They will:

- treat the concern confidentially unless otherwise agreed
- ensure the staff member receives timely support to progress their concern
- escalate to senior management any indications that the staff member is being subjected to detriment for raising their concern
- remind the organisation of the need to give the staff member timely feedback on how their concern is being dealt with
- ensure the staff member has access to personal support as it is recognised that raising such a concern may be stressful.

5. How to raise a concern

5.1 In many circumstances, the easiest way a member of staff can get their concern resolved will be to raise it formally or informally with their line manager who should report it to the designated officer.

5.2 If this is not appropriate as the concern relates to the line manager, or if the member of staff does not feel able to raise it with them or if raising it with their line manager does not resolve matters, the member of staff can approach a designated officer directly. The designated officer will then confirm how the matter will be investigated.

5.3 Any member of staff who wants to raise a concern that is potentially of public interest, is encouraged to get legal advice where appropriate such as through their trade union, our National Governing Body (Surfing England) or through the charity Protect (see section 9.'More information and support' below).

5.4 If, for any reason, the member of staff does not feel comfortable raising their concern internally, they can raise concerns externally with 'prescribed bodies' (see section 8 below) if they feel this is necessary and in the public interest.

5.5 Concerns should be raised in writing (including email). The letter should set out the background and history of the concerns, giving names, dates and places where possible, and the reason why the member of staff is making the disclosure. If the

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individual does not feel able to make the disclosure in writing, an interview will be arranged.

5.6 When any meetings are arranged with an individual who is making or has made a protected disclosure, they have a right to be accompanied by a trade union representative. The meeting can be off site if requested.

5.7 The employee raising concerns does not have to prove the allegation but they must demonstrate that there are sufficient grounds for concern.

5.8 If the member of staff wants to raise the matter in confidence, they should please say at the outset so that appropriate arrangements can be made.

5.9 Confidentiality will be maintained as far as is possible. It is guaranteed at the point of making a protected disclosure and will be maintained throughout the investigation and hearings, other than when a disclosure of identity is needed due to cross examination of the staff member as a witness to any subsequent procedure, or is required by law.

5.10 It is best to raise a concern openly, because that makes it easier for South Shields Surf CIC to follow it up. South Shields Surf CIC will not disclose the whistleblower's identity without their consent unless there are legal reasons that require them to do so. This might be, for example, where their information is about a child or vulnerable adult who is at risk, or where there is a possible criminal offence. If this is the case, South Shields Surf CIC may have to tell the police or another official body, or if required to do so by a court. South Shields Surf CIC will let the individual know if it has to do this and that this will identify them to another body.

5.11 Staff may, if they wish, disclose information anonymously. However, it should be noted that in such circumstances, South Shields Surf CIC will not be able to contact staff to discuss their concern or ask them for further information, nor will they normally be able to give any feedback about any action it takes, although anonymous whistleblowers may seek feedback through a telephone appointment or by using an anonymised email address.

6. How South Shields Surf CIC will respond

6.1 Any concern raised under this policy will be investigated thoroughly, promptly and confidentially.

6.2 Any approach to line managers and designated officers will be treated with the strictest confidence and the member of staff's identity will not be disclosed without their prior consent. All members of staff will be treated with respect at all times and the person raising the concern will be thanked.

6.3 There may be a meeting with the member of staff raising the concern to ensure South Shields Surf CIC understands exactly the particular worry.

6.4 When any meetings are arranged with an employee who has made a protected disclosure, they have a right to be accompanied by a trade union representative. The meeting can be off site if requested.

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6.5 When an individual makes a disclosure, the organisation will process any personal data collected as part of the investigation in line with South Shields Surf CIC's data protection policy which can be found [provide link] ensuring the data is stored securely and only accessed by those individuals essential for dealing with the disclosure.

6.6 Within five working days of a concern being raised, the line manager or designated officer who received the disclosure will write to the member of staff setting out the following:

- Acknowledgement that the concern has been received, the date it has been received, whether the person who raised the concern has requested confidentiality, and a summary of the concern
- Indicating how the matter will be dealt with and by whom and how they can be contacted
- Telling the member of staff when an investigation has or is to be started and if further assistance will be needed from them.

6.7 The member of staff who raises the concern will be told how long to expect the investigation to take and will be kept up to date with its progress.

6.8 The matters raised may be investigated internally. Where it has not been possible to resolve the matter quickly (usually within a few days) with the line manager, someone suitably independent (such as a designated officer) and properly trained will carry out an investigation.

6.9 The investigation will be objective and evidence-based, and will produce a report that focuses on identifying and rectifying any issues, and learning lessons to prevent problems recurring. The investigator may decide that the concern would be better looked at under another process, such as the grievance procedure or dignity at work procedure. If so, this will be discussed with the member of staff.

6.10 In the event that misconduct is discovered as a result of any investigation under this policy, the disciplinary policy and procedure will be invoked in addition to any external measures.

6.11 On conclusion of any investigation, the member of staff will be told the outcome of the investigation and what South Shields Surf CIC has done, or proposes to do, about it. Wherever possible, South Shields Surf CIC will share the full investigation report with the member of staff who raised the concern (while respecting the confidentiality of others). If no action is to be taken, the reason for this will be explained.

6.12 If an individual is not satisfied with the response received and any subsequent action taken, they should put their concerns in writing to Nick Jones who will arrange any further investigation as he/she thinks appropriate. Nick Jones will send a written response to the individual concerned.

6.13 More serious disclosures may be referred to an external prescribed person or body and may form the subject of an independent inquiry.

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6.14 In the event of an inquiry, where possible the trade union representatives will be consulted on the drawing up of terms of reference for any inquiry panel, as well as being involved in the implementation of any inquiry recommendations.

7 Harassment and victimisation

7.1 South Shields Surf CIC understands that raising a concern can be difficult for staff, especially if they fear reprisal from those responsible for the malpractice. South Shields Surf CIC will not tolerate harassment and victimisation of anyone raising a concern, and there should be no impact on the continued employment and opportunities for future promotion or training of anyone raising a concern. Any such behaviour is a serious breach of our values as an organisation and, if upheld following investigation, could result in disciplinary action potentially leading to dismissal.

7.2 Nor will South Shields Surf CIC tolerate any attempt to bully anyone into not raising any such concern. Any such behaviour is a breach of our values as an organisation and, if upheld following investigation, could result in disciplinary action potentially leading to dismissal.

7.3 This policy encourages members of staff to put their name to their concerns. Concerns expressed anonymously are harder to follow up and have an effective outcome.

7.4 If a member of staff makes an allegation in good faith, but the allegation is not confirmed by the investigation, no action will be taken against that member of staff. They will not be at risk of losing their job or suffering any form of reprisal as a result. Provided the member of staff is acting honestly, it does not matter if they are mistaken or if there is an innocent explanation for their concerns.

8. Reporting a concern to an external body

8.1 This policy is intended to provide a route by which members of staff can raise concerns internally. However, if an employee is unhappy with the outcome of an investigation or if, for any reason they do not feel comfortable raising their concern internally, they are free to take the matter outside of the organisation to a prescribed person or body or to their Member of Parliament (MP).

8.2 The full list of prescribed persons and bodies can be found on the UK government website at www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies. They include

- Surfing England
- The Adventurous Activities Licensing Authority
- South Tyneside Council
- HM Revenue & Customs
- the Comptroller and Auditor General
- the Director of the Serious Fraud Office

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- the Charity Commission for England and Wales
- the Information Commissioner
- the Equality and Human Rights Commission
- the Health and Safety Executive
- the Care Quality Commission
- the Environment Agency.

9. More information and support

9.1 Protect is the UK's whistleblowing charity that aims to stop harm by encouraging safe whistleblowing. They provide a legal advice service we offering free expert and confidential advice on how best to raise a concern and protection as whistleblower.

<https://protect-advice.org.uk>

Protect Advice Line: whistle@protect-advice.org.uk

Protect Advice Line: 020 3117 2520 (* option 1)

9.2 UK government advice on 'Whistleblowing for employees'

www.gov.uk/whistleblowing

9.3 Acas guidance on 'Whistle-blowing – Public Interest Disclosure'

<https://archive.acas.org.uk/index.aspx?articleid=1919>

9.4 Confidential support is available for individual employees from the employee assistance programme and this may include counselling if appropriate, in addition to practical information and advice.

Date: 29/12/2022

This Policy will be reviewed on:

Date: 29/12/2023

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Code of conduct for Staff, Volunteers and Associates.

South Shields Surf CIC expects everyone who works with the Organisation (staff, associates, partners, volunteers) to follow the guidelines that follow in all aspects of their activities connected with the work of the Organisation.

1. Staff, Volunteers and Associates will not:

- 1.1 Undertake your duties having taken drugs or alcohol.
- 1.2 Smoke in front of participants.
- 1.3 Swear in front of participants.
- 1.4 Bring personal issues into the workshop (including pre and post workshop discussions with other facilitators).
 - 1.4.1 If there are personal issues that are affecting your role then please speak to the manager on the day on how we can help make this better at work for you.
- 1.5 Have any inappropriate physical or verbal contact with others.
- 1.6 Jump to conclusions about others without checking facts.
- 1.7 Show favouritism to any individual.
- 1.8 Make suggestive remarks or gestures, even in fun.
- 1.9 Let suspicion, disclosure or allegation of abuse go unrecorded or unreported.

2 Staff, Volunteers and Associates will:

- 2.1 Be professional in all conduct before, during and after sessions.
 - 2.1.1 Being punctual.
 - 2.1.2 Completing your role to the best of your ability
 - 2.1.3 Following the policy and procedure set out to you in your induction for the role you are undertaking
 - 2.1.4 Following best practice for the role.
- 2.2 Demonstrate a positive attitude before, during and after sessions.
- 2.3 Treat everyone with respect.
- 2.4 Provide an example that the Organisation would wish others to follow.
- 2.5 Be a positive role model for participants.
- 2.6 Be on first name terms with participants, or address participants how they want to be addressed..
- 2.7 Show respect for equipment and facilities at all times.
- 2.8 Wear South Shields Surf CIC clothing for all sessions where provided.
- 2.9 Remember that whenever you are wearing South Shields Surf CIC clothing you are representing the Organisation
- 2.10 Ensure cleanliness and personal hygiene.
- 2.11 Respect people's right to personal privacy.
- 2.12 Support children, young people and adults at risk to create a safe environment where they feel comfortable to talk about attitudes or behaviours that they do not like.
- 2.13 Avoid situations that compromise your relationship of trust with children, young people, or adults at risk.
- 2.14 Remember that someone else might misinterpret your actions, no matter how well intentioned.



2.15 Recognise that caution is required even in sensitive moments of listening such as when dealing with bullying, bereavement, abuse or mental health.

3. Staff, volunteers and associates should understand that:

3.1 If they are unsure of their actions and feel that they may have breached the code, they should consult with a senior member of staff.

3.2 Breaching the code is a serious issue and will be investigated.

3.3 Breaching the code may result in disciplinary action and ultimately dismissal and if it constitutes harm/ risk of harm, referral to the regulatory bodies as appropriate.

4. Contact with Children and Young People

4.1 Standard

All contact with children should be appropriate, necessary, and in the best interest of the child. Surfing and Paddle boarding is a physically demanding activity which may require physical contact in order to ensure the safety and well-being of participants as their skills progress. Where physical contact is required hands should be visible. It is better to intervene physically to stop injury than to keep a hands-free approach.

Parents/carers or individuals may need to be made aware of the physical nature of the activities in order to have informed consent. Communication with participants and commonsense should be used at all times to avoid misunderstanding of intention of any physical contact.

4.2 Practise

4.2.1 Workers should avoid:

- Spending time alone with children, young people or adults at risk away from others. A worker should never be alone with a child unless they are in the sight of others.
- Use physical force to remove a child unless:
 - It is for the child's safety
 - You are concerned for the safety of persons or property

4.2.2 When occasions arise where these things are unavoidable they should only occur with the full knowledge and consent of the facilitator in charge and/or the child's parents/guardians.

4.2.3 Workers should never:

- Engage in rough games with children.
- Engage in sexually provocative -games/contact/behaviour/discussion.
- Allow or engage in any form of inappropriate touching.
- Use corporeal punishment.
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to or about a child.
- Allow an allegation made by a child to go unrecorded or unchallenged.
- Do things of a personal nature for a participant that they can do for themselves.
- Establish relationships with participants which may have sexual overtones.
- Communicate with children, young people or adults at risk via text, or social media messaging outside the parameters of work.



- Use personal devices to take pictures or share content with young people and children or adults at risk.

4.2.4 Any physical contact related to spotting and supporting a child during surfing activities is deemed appropriate where it is necessary as a safety procedure.

4.2.4 In general workshop activities, if contact is required for skill demonstration, facilitators will ask for the participant's permission.

4.2.5 Child led contact is deemed appropriate within reason and only when it is of benefit to the child.

Date reviewed: 01/01/2023



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DISCIPLINARY PROCEDURE

Objective

The objective of this procedure is to give employees the opportunity to improve their conduct or performance. It identifies who has authority to take disciplinary action and aims to ensure that employees are protected against unjustifiable or inconsistent disciplinary action. It also identifies the type of offence which would result in disciplinary action being taken, what that action would be and what further action would result if there is no improvement or a recurrence takes place.

Informal Action

Cases of minor misconduct or unsatisfactory performance may be dealt with informally. The employer may have a quiet word of caution or advice and encouragement with the employee in order to improve an employee's conduct or performance. This informal approach may be used in dealing with problems quickly and confidentially. There will, however be situations where matters are more serious or where this informal approach has been tried but is not working. In these circumstances, the employer will use the formal procedure.

Investigations

The purpose of an investigation is for the employer to establish a fair and balanced view of the facts relating to any disciplinary allegations against the employee, before deciding whether to proceed with a disciplinary hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents. The employer will usually appoint an investigating officer to carry out the investigation.

Investigative interviews are solely for the purpose of fact-finding and no decision on disciplinary action will be taken until after a disciplinary hearing has been held. The employee does not normally have the right to bring a companion to an investigative interview. However, the employer may allow the employee to bring a companion if it helps the employee to overcome any disability, or any difficulty in understanding English.

The employee must co-operate fully and promptly in any investigation. This will include informing the employer of the names of any relevant witnesses, disclosing any relevant documents to the employer and attending investigative interviews if required.

If the employee cannot attend the investigation meeting he/she should inform the employer immediately and the employer will arrange an alternative time. The employee must make every effort to attend the meeting, and failure to attend without good reason may be treated as misconduct in itself. If the employee fails to attend without good reason, or is persistently

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unable to do so (for example for health reasons), the employer may have to reach its conclusions based on the available evidence.

General Principles for the Formal Disciplinary Procedures

The employer expects all its employees to abide by the terms and conditions of their employment and the rules, regulations and standards established by the employer. The procedure for dealing with misconduct, capability and performance comprises a number of levels and the type of disciplinary action taken will depend on the severity and frequency of the misconduct as well as the general circumstances surrounding it. The employer reserves the right at its absolute discretion to invoke any stage of the procedures, depending in the seriousness of the misconduct complained of.

1. No disciplinary action shall be taken until there has been a full investigation into any alleged incident (please see above).
2. The employee has the right to receive, prior to disciplinary hearings:
 - A written statement of the alleged misconduct; and
 - Particulars on the basis for the allegation.
3. The employee has the right to reasonable opportunity, prior to disciplinary hearings, to consider their responses to the information provided on the allegation.
4. The employee will be entitled (where reasonably requested) to be accompanied at any disciplinary or appeal hearing by a fellow worker or trade union official (who may be either a full-time official employed by a union or a lay union official who has been reasonably certified in writing by his/her union as having experience of, or as having received training in, acting as a worker's companion).
5. The employee must take all reasonable steps to attend the disciplinary and appeal hearings.
6. The employer will ensure that the disciplinary rules and procedures are applied fairly and consistently.
7. The employer will endeavour to ensure that:
 - All steps under the procedure are taken without unreasonable delay;
 - The timing and location of all hearings are reasonable;
 - Hearings are conducted in a manner which enables employees to explain their cases; and
 - Disciplinary appeal hearings will be conducted, as far as is reasonably practicable, by a more senior manager than the manager who took the disciplinary action being appealed. This does not apply where the most senior manager attended the disciplinary hearing at which the decision was made to take the disciplinary action being appealed.
8. Where a written warning has been issued a copy will be kept on file but disregarded for disciplinary purposes after a specified period, for example 12 months. 9. The employer will

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keep written records during the disciplinary process. These will include the complaint against the employee, notes taken during the hearings and appeals, findings and actions taken, details of the appeal and any other information relevant to the process.

10. The employer will take all reasonable steps to ensure that confidentiality is maintained throughout the process.

11. All warnings will clearly state the misconduct concerned and clearly indicate what the eventual outcome will be if there is no improvement on the employee's part or a recurrence takes place. Warnings normally relate to the same or similar misconduct and are not generally transferable between different types of misconduct. However, where a number of warnings are called for in respect of different types of misconduct this will entitle management to review the employee's overall suitability for continued employment and if necessary to issue a final general warning irrespective of the offence.

12. If a final disciplinary warning has been validly issued and is still current, the employer is entitled to take this into account when considering whether to dismiss for a subsequent act of misconduct, even if the two acts of misconduct are for different matters. The employer will take into account the degree of difference or similarity between the different matters when deciding what sanction to impose.

13. When deciding what sanction to impose, the employer will take into account the factual circumstances giving rise to any previous warnings.

14. If an employee has been issued with a final written warning this normally means that any further misconduct within the duration of that warning may result in dismissal.

15. Precautionary Suspension: In certain cases, for example in cases involving gross misconduct, where relationships have broken down or there are risks to the employer's property or responsibilities to other parties, consideration will be given to a brief period of suspension with full pay whilst an unhindered investigation is conducted. The employer will also consider alternative actions which would be more acceptable to the employee yet serve the same purpose as a suspension e.g. agreeing to a temporary transfer to other duties or another work station without loss of pay or the taking of annual holidays to which the employee is entitled. Any action taken will be reviewed to ensure it is not unnecessarily protracted. It will be made clear that any action taken is not considered a disciplinary action.

16. If the employee has difficulty at any stage of the procedure because of a disability, he/she should discuss the situation with their line manager as soon as possible.

Types of misconduct

The following list shows examples of the type of rules/offences which the employer has categorised for each level of misconduct. This is not an exhaustive list and management reserves the right to decide how any other misconduct shall be categorised:

A MINOR MISCONDUCT

- Absenteeism
- Poor timekeeping /lateness
- Failure to comply with Absence Notification and Certification Procedure

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- Careless work and poor effort at work
- Minor breach of safety/hygiene/security rules
- Extended tea and meal breaks
- Failure to maintain a tidy and safe working environment
- Misuse of telephone/Misuse of personal mobile phone
- Excessive time away from the job
- Failure to wear any protective clothing/equipment provided
- Failure to wear uniform
- Wearing unacceptable or inappropriate clothing
- Failure to complete time/stock or work sheets as instructed
- Minor misuse of company equipment

B MAJOR MISCONDUCT

- Excessive absenteeism
- Failure to comply with the Holiday Request Procedure
- Workmanship or performance of duties below an acceptable standard
- Constant misuse of the telephone
- Failure to adhere to Rules and Procedures
- Failure to report any loss or damage to company property
- Serious breach of IT Policy
- Dangerous physical horseplay
- Neglect causing damage to or loss of employer's, customer's or other employee's property/ equipment/tools
- Serious neglect of safety/hygiene/security rules
- Smoking in the workplace
- Consuming intoxicants during working hours or bringing intoxicants into the premises without permission
- Entry into any unauthorised areas
- Wilful or excessive wastage of material
- Unsatisfactory attitude to customers
- Use of foul language
- Gambling on the premises
- Insubordination

C GROSS MISCONDUCT

Gross Misconduct by an employee entitles the employer to summarily dismiss without notice or payment in lieu of notice and without entitlement to any accrued holiday pay. The following matters will be deemed by the employer to constitute gross misconduct. Such matters are by way of example only and are not exhaustive.

- Acts of theft, fraud and other dishonesty whether committed in the course of the employee's duties or not

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- Unauthorised removal or possession of property belonging to the employer, its clients or any person with whom the employer has dealings
- Breach of professional confidence or disclosure of confidential information
- Violent, wilful or reckless behaviour which does, or could, result in damage to the person or property of the employer, its employees, clients or other persons with whom it has dealings
- Possession of, or being under the influence of, alcohol or drugs while at work - save for any drugs prescribed by a qualified medical practitioner
- Acts of indecency, sexual harassment or other similar misconduct with or towards another employee, client or person with whom the employer has dealings
- Persistent or unexplained absence from work
- Serious neglect of the employee's duties resulting in actual or likely loss, damage or injury
- Use of threatening, abusive or insulting language to other employees, clients or persons with whom the employer has dealings
- Breach of any statute, regulation, code of practice or other relevant provision governing the range of services provided by the employer.
- Breach of the Health and Safety At Work (NI) Order 1978 or serious infringement of Health and Safety rules
- Submission of false references
- Failure to disclose any criminal convictions
- Actions likely to result in damage to the employer's image or reputation in the community or to the employee's image or reputation
- Refusal to carry out reasonable work instructions
- Wilful damage to or gross neglect of employer's, client's or other employee's property
- Undertaking work in competition
- Falsification of records
- Leaving work without consent
- Unauthorised use of employer's vehicle
- Gross misuse of the company's internet/email system
- Serious act of insubordination
- Harassment or bullying

NOTE: Any allegation of bullying in the workplace or any allegation of discrimination, victimisation or harassment linked to anti-discrimination legislation including gender, gender reassignment, sexual orientation, marriage, civil partnership, disability, race, age, religious beliefs or political opinions will be thoroughly investigated and where appropriate will be dealt with under the disciplinary procedure. The disciplinary response will depend upon the nature and seriousness of the incident and may result in summary dismissal.

Formal Procedure

When taking formal disciplinary action, the employer will comply with the Statutory Procedures by ensuring that the following steps are taken at all stages of the formal disciplinary process.

Step 1 : *Statement of grounds for action and invitation to meeting*

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The employer will provide to the employee a written statement of the alleged misconduct which has led to the consideration of formal disciplinary action or dismissal. The employer will also inform the employee what the likely range of consequences will be if the employer decides after the hearing that the allegations are true. The employer will invite the employee to a hearing to discuss the issue.

Step 2 : Meeting

Prior to the hearing the employee will be informed what the basis was for including in the correspondence under Step 1 the ground or grounds given in it. The employee will be given reasonable opportunity to consider his/her response to that information before any hearing takes place.

An appropriate manager of the employer will be appointed to deal with the disciplinary matter and another member of the employer may also be present to take notes. At the disciplinary hearing the employer will go through the allegations against the employee and the evidence that has been gathered. The employee will be able to respond and present any evidence of their own. The employer may adjourn the disciplinary hearing if it needs to carry out any further investigations such as re-interviewing witnesses in the light of any new points the employee has raised at the hearing. The employee will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

After the meeting the employer will inform the employee in writing of the decision and offer the right to appeal.

Step 3 Appeal

If the employee wishes to appeal the employer's decision he or she will inform the employer within 5 working days of being informed of the disciplinary sanction. Where an appeal is requested, the employee will be invited to an appeal hearing. The appeal hearing will usually be held within 5 working days of the request for an appeal.

If the employee raises any new matters in their appeal, the employer may need to carry out further investigations (as well as adjourning the appeal hearing). If any new information comes to light the employer will provide the employee with a summary including, where appropriate, copies of additional relevant documents and witness statements. The employee will have a reasonable opportunity to consider this information before the hearing.

After the appeal hearing the employee will be informed in writing of the employer's final decision usually within 5 working days. There will be no further right of appeal.

Minor Misconduct

If the alleged breach falls within the minor misconduct category the employer will follow the formal procedure outlined above and the following action will be taken if the employer is satisfied that an offence has occurred:

Stage 1 You will be given a verbal warning. It may be recorded and retained on your personal file but will not be considered for disciplinary purposes after 6 months, provided your conduct improves.

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Stage 2 If there is a repetition of the misconduct or breach or in the case of more serious misconduct or breach within 6 months you will be given a first written warning. It will be recorded and retained on your personal file but will not be considered for disciplinary purposes after 12 months, provided your conduct improves.

Stage 3 In the case of continued misconduct or breach, or very serious misconduct or breach, within 12 months you will be given a final written warning. This will contain a clear notice that any other offence within 12 months may result in dismissal.

Stage 4 In the event of further misconduct or breach within 12 months you may be dismissed.

Major Misconduct

If the alleged breach falls within the major misconduct category the employer will follow the formal procedure as outlined earlier. If the employer is satisfied that an offence has occurred you will receive a final written warning which will contain clear notice that any other offence within 12 months may result in dismissal.

Gross Misconduct

If the alleged breach falls within the gross misconduct category the employer will follow the formal procedure as outlined earlier. If the employer is satisfied that an offence has occurred you may be dismissed summarily i.e. without notice and without pay-in-lieu of notice. Alternatives to dismissal As an alternative to dismissal, the following sanctions may be considered: a final written warning, and if allowed for in the contract or mutually agreed, disciplinary suspension without pay, demotion, transfer to other duties.

THE RIGHT TO BE ACCOMPANIED

As detailed above the employee will be entitled (where reasonably requested) to be accompanied at any disciplinary or appeal hearing by a fellow worker or trade union official (who may be either a full-time official employed by a union or a lay union official who has been reasonably certified in writing by his/her union as having experience of, or as having received training in, acting as a worker's companion). The employee must tell the employer who their chosen companion is, in good time before the hearing.

A companion is allowed reasonable time off from duties without loss of pay but no-one is obliged to act as a companion if they do not wish to do so.

See the Labour Relations Agency Code of Practice in relation to the right to be accompanied.

STATUTORY MODIFIED DISMISSAL AND DISCIPLINARY PROCEDURE

There may be some limited and very exceptional situations involving alleged acts of gross misconduct where some of the general principles of the Disciplinary Rules and Procedures for Misconduct will not apply. These situations will be where:

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- dismissal is without notice and occurs at the time when the employer became aware of the misconduct or immediately thereafter;
- the employer is entitled, in the circumstances, to dismiss by reason of the misconduct without notice and without pay in lieu of notice; and
- the employer believed that it was reasonable, in the circumstances, to dismiss before enquiring into the circumstances in which the misconduct took place.

In these very exceptional situations the following modified procedure will apply:

Step 1 Statement of grounds for action

The employer will provide the dismissed employee with:

- a written statement of the alleged misconduct which led to the dismissal, and
- written particulars on the employer's basis for thinking at the time of the dismissal that the employee was guilty of the alleged misconduct, and
- a written confirmation of his/her right of appeal against the dismissal.

Step 2 Appeal

- If the employee wishes to appeal he/she must inform the employer within 5 working days. • All appeal requests must be made to (insert job title).
- Appeal hearing usually shall be heard within 5 working days of receipt of the request. • The employee must take all reasonable steps to attend the hearing.
- The employee has the right to be accompanied at the appeal hearing.
- The result of the appeal hearing shall be notified to the employee usually within 5 working days of the appeal hearing

This Procedure was last reviewed on 01/01/2023

Next Review is due on 01/01/2024

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Grievance Procedure

Standard

South Shields Surf CIC has a Grievance Procedure in place to ensure all staff, volunteers and associates are given a fair hearing concerning any grievance that they may wish to raise.

1. Practice

1.1 All staff and associates can state their case and have the right to appeal against any decision or action

1.2 South Shields Surf CIC will aim to find a fair solution to any grievance and will work with all parties concerned to ensure the correct action is taken.

1.3 An employee, volunteer, or associate with a grievance must raise the matter with a senior member of staff formally, in writing.

1.4 The employee, volunteer, or associate will be invited to a meeting to discuss the issue, where circumstances allow, within 4 working days of notification.

1.5 The employee, volunteer, or associate and the senior member of staff may explore the issue raised by the employee at the meeting by speaking to other employees or external contacts.

1.6 Following the meeting, the senior member of staff will respond to the grievance in writing within three working days. If it is not possible to respond within this time, the employee, volunteer, or associate must be given an explanation for the delay and told when a response can be expected.

1.7 If the person raising the grievance is unhappy with the outcome of the investigation of the grievance, or if the grievance is against a senior member of staff, the employee can appeal by raising the grievance in writing to the Chair of the Board of Directors.

1.8 The employee, volunteer, or associate will be invited to attend a meeting to discuss the issue, where circumstances allow, within 5 working days of notification.

1.9 The Chair may explore the issues raised by speaking to other employees or external contacts.

1.10 Following the meeting the Chair will respond to the grievance in writing within 3 working days. If it is not possible to respond within this time, the employee, volunteer, or associate must be given an explanation for the delay and told when a response can be expected.

1.11 Where the employee, volunteer, or associate raising the grievance is still unhappy with the outcome they can appeal by raising the grievance in writing with an external organisation, such as a legal institution or employment specialist.

This policy will be reviewed at least every 3 years. The next review deadline is January 2024



Complaints Procedure

1. Standard

South Shields Surf CIC strives for high standards in all aspects of our work. Using the policies and procedures in place we aim to be fair at all times, providing satisfaction to anyone using our services. The staff and associates who represent the organisation are committed to high standards of conduct and service at all times. This policy will be made available to members of the public on request.

These internal procedures do not replace or detract from the right of employees or associates to pursue complaints under any relevant discrimination legislation.

Every effort will be made to ensure that employees or associates making complaints will not be victimised. Any complaint or victimisation will be dealt with seriously, promptly and confidentially.

1.1 Should complaints arise it is South Shields Surf CIC's policy to deal with these complaints quickly and efficiently.

1.2 A complainant is defined as a user of South Shields Surf CIC's services who is unhappy with the services that they have received.

1.3 Complaints may be made either verbally or in writing, and the procedures are as follows:

2. Verbal complaint

The complainant should ask to speak to the most senior member of staff available. The senior member of staff will take details of the complaint, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. If the complaint is against a senior member of staff, the complainant may either speak to a different senior member of staff or request to talk to a member of the Board of Directors.

3. Written complaint

The complainant should write to a senior member of staff giving full details of their complaint, and if appropriate, who their complaint relates to.

4. Organisation policy for dealing with complaints

4.1 All complaints, written or verbal, are logged and a senior member of staff will formally acknowledge receipt of the complaint, and provide a response to the complainant within 4 working days. Where necessary the response will detail any further course of action. Where it is not possible to provide a full response within this time frame, a letter will be sent to the complainant outlining progress and indicating when a response is likely to be forthcoming.

4.2 If the complainant is satisfied with the response, the matter will be considered to have been closed. If the complainant remains dissatisfied with the response, or the course of action, they can appeal to the Chair of South Shields Surf CIC board of directors.

4.3 The chair will review the complaint and either decide that the action proposed is adequate or that a different course of action should be taken. The outcome of this review will be communicated in writing to the complainant within 15 working days of the appeal being lodged.

4.4 If the matter remains unresolved, the complainant has the right to consult a third party arbitrator and an agreed process will be put in place.

4.5 The complaints procedure is reviewed annually or at shorter intervals should legislation of good practice require it.

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Reviewed: 17/01/2023

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SOUTH SHIELDS SURF CIC

HEALTH & SAFETY POLICY

THE AIM OF THIS POLICY IS TO:

- Prevent accidents and ill health for staff, freelancers and clients.
- Manage health and safety risks in the workplace and for clients.
- Provide clear instructions, information, and adequate training, to ensure employees are competent to do their work.
- Provide clear instructions, support and information to clients to maintain their health and safety.
- Provide the information on what personal protective equipment is required and where necessary provide this for employees, freelancers and clients.
- Consult with employees on matters affecting their health and safety.
- Provide and maintain a safe working environment and equipment.
- Implement emergency procedures.

RESPONSIBILITIES FOR HEALTH & SAFETY:

OVERALL & FINAL RESPONSIBILITY FOR HEALTH & SAFETY:

Nicholas Jones

DAY TO DAY RESPONSIBILITY FOR ENSURING THIS POLICY IS PUT INTO PLACE:

Nicholas Jones

ALL EMPLOYEES SHOULD:

- Co-operate with managers on health and safety matters
- Take reasonable care of their own health and safety
- Report all health and safety concerns to an appropriate person (see above).

ARRANGEMENTS FOR HEALTH AND SAFETY:

RISK ASSESSMENT:

- We will complete relevant risk assessments and take action.
- We will review risk assessments when working habits or conditions change.
- We will maintain Normal Operating Procedures, First Aid Policy & Procedure, and Emergency Action Plan

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TRAINING:

We will give staff and freelancers a health and safety induction.

We will ensure that staff and freelancers have the relevant training and qualifications necessary for their role.

We will ensure that staff, freelancers and clients have the necessary personal protective equipment.

CONSULTATION:

We will consult with staff, freelancers and clients on health and safety matters as they arise and formally when we review health and safety.

EVACUATION:

We will ensure that escape routes and evacuations are well signed and clear at all times.

Evacuation plans are tested from time to time and update when necessary.

Policy name	Health & Safety
version	2
date	17/01/2023
Next review date	17/01/2024

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SOUTH SHIELDS SURF CIC

FIRST AID POLICY

THE AIM OF THIS POLICY IS TO:

To outline the first aid requirements of the organisation.

To identify what first aid facilities we have and how they are maintained

To identify and clarify systems for how and when first aid is given and how these systems are monitored.

FIRST AID REQUIREMENTS:

We require a level of first aid training provided in beach lifeguard and/or surf rescue qualification. The manager on the day and all instructors in charge of sessions need to have this level qualification as a minimum requirement. The number of first aid qualified people increases the more people directly under our supervision as we have more instructors, based on a ratio of 1 qualified person to 8 participants.

FIRST AID FACILITIES

First aid kits:

We have large first aid kits at each central location at our surf school container, and at the sup van. These are stocked to cope with the numbers of people that we have coming to the central locations including staff.

Smaller first aid kits are taken with sessions and are stocked for dealing with groups of up to 32 people.

All first aid kits have a list of what should be in them and space to mark what needs restocking. Anything that is used should be marked onto the whiteboards at the container so that the responsible people can ensure it's restocked.

All first aid kits should include a first aid guide.

Additional first aid things are kept at the surf school, this includes the kettle for heating water for weaver fish stings, rescue tubes, the resuscitation bag, and the group shelter. There are pocket masks kept at the container and surf school.

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The responsible person for the first aid kits is Rebecca Richardson and the deputy is Nick Jones.

Spare first aid stock is kept in the container along with spare first aid kits.

WHEN IS FIRST AID GIVEN:

We provide first aid where we are able to for our staff, volunteers, participants and members of the public. We will endeavour to provide the best care we can in the situation. Please see our NOP and EAP.

First aid is only provided to the level a person is trained to.

We will refer anyone who needs first aid to the appropriate care as soon as possible, this may be lifeguards, ambulance, doctors, or hospital.

If in doubt about doing anything our staff and volunteers are not to do anything but call for help.

REPORTING:

All first aid incidents should be reported in an incident report.

Any use of first aid equipment or stock should be recorded on the card provided in the first aid kit and marked onto the whiteboard at the surf school container.

Please see our health and safety policy for details on reporting.

Last policy review 17/01/2023

Next review due 17/01/2024

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SOUTH SHIELDS SURF CIC

INCIDENT AND NEAR MISS INVESTIGATION PROCEDURE

THE AIM OF THIS DOCUMENT IS TO:

Ensure that all incidents and near misses are properly recorded and that all incidents, their sources and causes are investigated.

Ensure that our healthy and safety procedures are effective and deal with all reasonable risks.

INCIDENT FORMS:

All accidents, incidents and near-misses must be recorded in the company's incident forms

These incident forms will be reviewed regularly by senior management to ascertain the nature of incidents which have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near-misses must be reported to the manager, as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

REPORTING PROCEDURE:

1. All accidents, incidents and near misses must be entered in the Incident Form by the member of staff who dealt with the incident or, if this is not practical, someone else present at the time.

3. The manager must then:-

Note that the incident has occurred.

Ensure that the incident form has been correctly and fully completed.

Immediately pass the Incident form to the person named in the Health and Safety Policy as responsible – the safety manager.

4. The Safety Manager will then:-

Ensure that, where applicable, the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations are met.

Investigate the source and causes of the incident by reading the report and discussing with those involved.

Check if the causes and sources of the incident have been identified in an existing risk assessment, policy or procedure.

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Make an entry into the incident report data base, recording the findings of the subsequent investigation.

Report findings to the Director responsible for Health & Safety and discuss further action needed.

5. The Director responsible for Health & Safety will then:-

Ensure, so far as reasonably practical, that proper action is taken to help prevent the accident being repeated. This may include disciplinary action if needed, further training for staff, implementing new actions from risk assessments.

N.B.

1. Investigation of an alleged accident does not necessarily imply that sick pay will be paid. This will depend on the result of the investigation.
2. The above is simply the administrative procedure. Clearly it is essential for all concerned to give priority to the safety and welfare of any injured person and anyone else involved.

REPORTING PROCEDURE – DAMAGE/THEFT

All accidents / incidents which result in the loss or damage of plant, equipment or vehicles but not necessarily personal injury must be recorded on the “Damage Report Form” and passed to the Safety Manager without delay.

Where this incident results in any injury to a third party the Safety Manager must be informed immediately and the incident reported as per the procedure above as it may be necessary to report the incident by telephone to the Health and Safety Executive. Should the Safety Manager not be available, due to annual leave, etc this responsibility will pass to the director named in the health and safety policy.

SAFE SYSTEMS OF WORK

All personnel on site must report accidents and near-miss incidents whilst working on behalf of the company.

The four most important steps are:-

- * ensure that all relevant details are reported as soon as possible, in accordance with established procedures.
- * remove residual hazards that may pose a risk to others.
- * Fence off the undisturbed scene of a serious incident pending investigation.
- * notify management of incapacity for work that results from an injury sustained during a work activity.

Last policy review on 17/01/2023

Next review due 17/01/2024

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SOUTH SHIELDS SURF CIC

Recruitment, selection and induction policy & procedure

This policy applies to anyone responsible for recruiting, selecting and inducting staff and volunteers in South Shields Surf CIC and all who participate in shortlisting and interview panels. The policy aims to ensure safe and fair recruitment in order to protect and safeguard staff and service users of the organisation.

South Shields Surf CIC is committed to promoting the welfare of children and young people and keeping them safe. We are also committed to equality, valuing diversity and working inclusively across all of our activities.

We aim to have a workforce that represents a variety of backgrounds and cultures and can provide the relevant knowledge, abilities and skills for our organisation.

The purpose of the policy is:

- to ensure we recruit and select the best people available to join our workforce and volunteer teams
- to help us take all reasonable steps to prevent unsuitable people from joining our organisation
- to ensure we recruit, select and manage our staff in a way that complies with legislation designed to combat inequality and discrimination
- to achieve and maintain a diverse workforce
- to ensure that our recruitment and selection processes are consistent and transparent
- to ensure candidates are judged to be competent before we make them an offer of a job
- to ensure that new members of staff are given a proper induction.
- To ensure that all staff are made aware, during their induction period, of how to keep children and young people safe in our organisation
- To establish a process where we appoint all staff and volunteers on a trial period initially, with a review before they are confirmed in post
- To set robust processes for all recruiting staff and managers to follow to ensure a consistent procedure for recruitment, selection and induction.

We recognise that:

- our workforce is our most important resource
- unsuitable individuals sometimes seek out opportunities via employment or volunteering to have contact with children in order to harm them
- some groups face unfair discrimination in the workplace
- children, young people and families benefit from our efforts to recruit and select a skilled and committed workforce from a diverse range of backgrounds
- new staff and volunteers cannot perform their role effectively unless they are inducted properly and receive ongoing support and supervision.

We commit to recruiting and inducting our workforce by:

- advertising all posts in a way that is fair and ensures that we attract high quality applicants, appropriate to the role,



- providing an up to date relevant information for anybody who expresses an interest in an advertised job
- ensuring that all applications for both paid and volunteer positions are made using an agreed application documentation
- ensuring that information about a job is up to date and available to help applicants make an informed choice about applying for the role
- involving more than one relevant person to shortlist applicants for interview
- conducting a face-to-face interview with anyone we may want to appoint
- obtaining two references, two pieces of identification, confirmation of eligibility to work in the UK and original copies of any necessary qualifications from candidates
- requiring that all staff and volunteers have an up-to-date relevant enhanced DBS check where their post is eligible for this (including a check against the barred list if the post involves regulated activity), and that staff and volunteers in such posts subscribe to the DBS online update service
- providing an appropriate induction for all new staff and volunteers
- ensuring that all staff have access to the staff handbook that includes policies and procedures
- ensuring that all staff are supported in their agreed probationary period in the job and given the help to develop and fulfil the role.

Procedure:

- Bring together panel to recruit the new staff and/or volunteers.
- Define role and person specification.
- Advertise role.
- Shortlist applicants.
- Collect relevant identification, qualifications and references.
- Hold interviews if deemed necessary.
- Offer the position and complete necessary paper work ie contracts and agreements, tax and national insurance details are obtained.
- Ensure DBS certificate is applied for and obtained. If anything arises from this then the safeguarding policy is to be followed.
- Set up a day for induction and relevant training.
- Begin probation period.
- Hold review after probation period is complete and either end probation period and continue employment, or extend probation period if necessary or terminate employment.

Review

We are committed to reviewing our policy and good practice annually.

Policy name	Safe Recruitment
version	5
date	17/01/2023
Next review date	17/01/2024



SOUTH SHIELDS SURF CIC

TRAINING & QUALIFICATIONS POLICY & PROCEDURE

THE AIM OF THIS POLICY IS TO:

To provide the minimum requirements of qualifications for roles in the surf school.

To ensure that these minimums are met by staff in roles.

To ensure that training is undertaken regularly.

To ensure that effective records of qualifications are kept.

QUALIFICATIONS:

For instructor roles a minimum water safety & first aid qualification: Surf Life Saving GB Surf Rescue Award or equivalent, but preferably to have Royal Life Saving Society National Vocational Lifeguard Award.

For staff on the container as surf school assistants then no minimum safety & first aid qualification is required but they must be on duty with a person qualified to instructor level as set out above.

For instructors to run lessons they must have a minimum of a International Surf Association Level 1 Surf Instructor Award or Flat Water Stand Up Paddle Award.

Instructors will be able to run lessons if they have demonstrable experience in both the sport they want to teach and in coaching and or teaching that is equivalent to the standards set out in the ISA courses.

Please see the instructor matrix to see what level of qualification is needed for each activity.

Managers will have a minimum of a level 1 safeguarding qualification overseen by a safeguarding lead who will have a level 3 designated safeguarding lead qualification.

TRAINING:

All staff will have to have undergone a full induction from managers outlining their roles and responsibilities, ensuring that they know what to do in any incident and familiar with our policies and procedures with a focus on our safety measures, emergency procedures and safeguarding policy.

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Instructors will have specific training in the activity that they are leading. This will be from the head coach.

We will endeavour to sign post staff to regular training opportunities and ensure that relevant on-going training that is necessary for qualifications met by staff.

We will organise regular in-house staff training to ensure that staff competencies are kept up.

REPORTING AND RECORDING:

All staff will have an individual record in which copies of certificates and records of training, both external and in house, will be maintained. Only individual staff and managers will have access to staff records.

We will keep a document with all staff member's qualification's expiry dates so that we can ensure quickly and efficiently if a staff member is still qualified for a role they are undertaking and when retraining and requalification is needed.

Last policy review 17/01/2023

Next review due 17/01/2024

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SOUTH SHIELDS SURF CIC

FREELANCER POLICY

THE AIM OF THIS POLICY IS TO:

To ensure that we get best freelance staff possible for necessary work

To ensure work is offered in a fair manner that is compliant with our recruitment & equality and diversity policies.

To ensure freelancers we use are suitably qualified, trained and inducted.

To ensure freelancers are suitably insured and working within our remits and risk assessments.

RECRUITMENT:

We will ensure that all freelancers are suitably qualified for the role that they are being employed to fulfil and follow the guidance set out in our recruitment policy and procedures.

TRAINING AND QUALIFICATIONS:

We will ensure that all freelancers are appropriately qualified, ensure that we see original documents, retain a copy and keep track of the expiry dates.

We will ensure that all freelancers are given a full induction and in-house training for the role that they will be undertaking. A record of this induction and training will be kept in individual staff records.

INSURANCE:

We will make sure that all staff are covered by our public liability and employers liability insurance.

We will, where necessary and under guidance of our insurers, ask for freelancers to have their own and provide proof of their own public liability insurance.

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EMPLOYMENT:

Freelancers will be employed by agreement, which must be signed before work commences. and will invoice for their completed work.

We will endeavour to pay invoices the week following submission.

EQUIPMENT:

Freelancers will use South Shields Surf CIC equipment when employed for lessons and work carried out. This includes surf/stand up paddle equipment, first aid and safety and rescue equipment

Freelancers will be asked to provide their own Personal Protective equipment. Equipment will have to be fit for use and presentable.

Last policy review 17/01/2023

Next review due 17/01/2024

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VOLUNTEER POLICY

1. Introduction

South Shields Surf CIC aims to make ocean and beach activities accessible and our volunteers make a vital contribution to our aims. We recognise the added value that volunteers bring to our organisation and those who use our services. Volunteer involvement in this organisation does not replace or devalue the role of paid staff.

Within South Shields Surf CIC volunteers are involved in:

- Surf mentor projects.
- Adaptive surf projects.
- All activities events where we need more support in the water for individual participants that be can be done under the supervision of an instructor and keeping to our lifeguard to participant ratios.
- Beach events which need stewarding.

South Shields Surf CIC aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that all everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact in line with our Support and Supervision Policy;
- all existing and future policies will be checked as to how they affect volunteers

2. The Purpose of this Policy

By adopting this policy South Shields Surf CIC aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;



This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

3. Recruitment and Selection

South Shields Surf CIC will adhere to its equalities and diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer's application/registration form. Written task descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers will be required to provide 2 references. Where individuals cannot be placed we will endeavour to refer them to another agency who can support them to find a volunteering opportunity.

Support and Supervision

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under South Shields Surf CIC Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following Induction, volunteers will have regular support and supervision meetings with a named contact to identify areas for development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records. Volunteers can have access to their records at any time.

Volunteers will be able to claim reasonable expenses for their volunteering in line with the Expenses Policy. Volunteers should discuss any planned expenditure prior to incurring this expenses to ensure that it will be covered by the organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with their named contact. South Shields Surf CIC will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with South Shields Surf CIC. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions.

Problem Solving

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with using the organisation's Disciplinary, Grievance and Dismissal Policy.

Responsibility

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Directors. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

Policy created by Nick Jones and last reviewed by Nick Jones on 17/01/2023



This policy is reviewed annually. The next review is 17/01/2024



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Last review	17/01/2023
Next Review	17/01/2024

Definitions

GDPR	means the General Data Protection Regulation.
Responsible Person	means Nicholas Jones
Register of Systems	means a register of all systems or contexts in which personal data is processed by South Shields Surf CIC.

1. Data protection principles

South Shields Surf CIC is committed to processing data in accordance with its responsibilities under the GDPR.

Article 5 of the GDPR requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”



2. General provisions

- a. This policy applies to all personal data processed by South Shields Surf CIC.
- b. The Responsible Person shall take responsibility for South Shields Surf CIC ongoing compliance with this policy.
- c. This policy shall be reviewed at least annually.
- d. The South Shields Surf CIC shall register with the Information Commissioner's Office as an organisation that processes personal data.

3. Lawful, fair and transparent processing

- a. To ensure its processing of data is lawful, fair and transparent, the Company shall maintain a Register of Systems.
- b. The Register of Systems shall be reviewed at least annually.
- c. Individuals have the right to access their personal data and any such requests made to the charity shall be dealt with in a timely manner.

4. Lawful purposes

- a. All data processed by South Shields Surf CIC must be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests ([see ICO guidance for more information](#)).
- b. South Shields Surf CIC shall note the appropriate lawful basis in the Register of Systems.
- c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- d. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in South Shields Surf CIC systems.

5. Data minimisation

- a. South Shields Surf CIC shall ensure that personal data are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

6. Accuracy

- a. South Shields Surf CIC shall take reasonable steps to ensure personal data is accurate.
- b. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

7. Archiving / removal

- a. To ensure that personal data is kept for no longer than necessary, South Shields Surf CIC shall put in place an archiving policy for each area in which personal data is processed and review this process annually.
- b. The archiving policy shall consider what data should/must be retained, for how long, and why.

8. Security

- a. South Shields Surf CIC shall ensure that personal data is stored securely using modern software



that is kept-up-to-date.

- b. Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- c. When personal data is deleted this should be done safely such that the data is irrecoverable.
- d. Appropriate back-up and disaster recovery solutions shall be in place.

9. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, South Shields Surf CIC shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO ([more information on the ICO website](#)).



GENERAL DATA PROTECTION REGULATION: REGISTER OF SYSTEMS

INTRODUCTION

In accordance with the General Data Protection Regulation which came into force on 25 May 2018, this document sets out the approach of South Shields Surf CIC to the collection, use and management of the personal data of its members under the following headings:

- The data we collect and in what way
- How the data are stored and who has access to them
- Sharing the data
- Purpose for which the data are used
- Data removal and archiving

THE DATA WE COLLECT AND IN WHAT WAY:

On signing up to a surf lesson we take specific information for the booking. We normally record name and telephone number both on our email system and written in a diary. If the client has booked online we also take an email address and for online bookings this data is saved via the online system we use bloowatch.

When the clients arrive and sign into a surf lesson we record their name, age and emergency/parent/guardian contact number. This is written by the client onto a sign in form that is then stored at the companies registered address. If the clients are coming with a community group/school then they may have completed a form in advance which also includes a section or them to write down any additional information we need to know, specifically medical conditions or anything that may affect the client in the surf lesson (this additional information for clients signing in on the day of the lesson is not recorded in written form and is disclosed verbally to instructors on a need to know basis).

For adaptive sessions we collect details about persons medical conditions and physical abilities via an online form where the results are password protect.

We also record and store clients telephone numbers the surf school phone if they ask to be added to a surf forecast/lesson advert list.

We record our staffs names, addresses, email, phone, national insurance details, qualifications, dbs certificates and emergency contact information.

We record our freelance staff's contact information, emergency information, details of qualifications and DBS.

HOW THE DATA IS STORED AND WHO HAS ACCESS TO THEM.

On the day of the lesson the contact information for each client is stored in our booking system online at bloowatch (password protected). All Surf School staff have access to this information in case we need to contact the designated emergency contact person of the client or need to provide the medical information of the participant. The client's contact details is also in the system which all surf school staff also have access to in order to be able



to contact the client if need be (ie changing surf/weather conditions mean we have to change a lesson).

Adaptive sessions detailed medical information is kept in a password protected folder with limited access.

Once the lesson is done the hard copy sheets are then stored at the company's registered office. No copy is made.

If the client wishes to be contacted about further events/lessons then we ask them to text us to be added to a surf forecast/advertising list. This list is stored in a password protected folder online with limited access to senior staff only.

The staff's data is kept on the company phone, in the staff records in a folder in the surf school and one the qualifications record on the computer. The CEO has access to all this info, the individual staff has access to their record (containing only their qualifications and emergency communication), the CEO has access to their contact and national insurance information.

PURPOSE FOR WHICH THE DATA IS USED:

The data is processed on the basis of legitimate interest.

The data stored on sign sheets, the online booking system and in the diary is used to contact clients to ensure their best experience (ie changing conditions mean a lesson has to change time be cancelled/rearranged) or a parent/emergency contact has to be contacted and informed of an injury/change of plan.)

The data stored in the phone is used to disseminate information about South Shields Surf CIC activities. The clients are asked to opt in by texting to request to join the list. This request is done annually and clients can opt out at anytime.

The staff and freelance data is kept to ensure they can be employed properly and that we can keep track of their qualifications renewals and get hold of emergency contact info if needed.

DATA REMOVAL AND ARCHIVING:

Data is removed if the clients don't request to join or opt out.

Data written on sign in sheets and in the diary is kept in hard copy form for 5 years when it is then permanently destroyed.

The online booking form keeps the data until the lesson has passed and then is kept for 5 years.

Staff data is held until the contract or employment is terminated then it is stored for 5 years.

These systems are reviewed annually. Last review 17/01/2023. Next Review by 17/01/2024.



SOUTH SHIELDS SURF CIC

COMPANY NUMBER 11943413

20 HADDRICKS MILL ROAD, NEWCASTLE UPON TYNE, NE3 1QL

DIVERSITY AND EQUAL OPPORTUNITIES POLICY

POLICY STATEMENT

South Shields Surf CIC believes:

- Everyone should have equal chances in life no matter what their ability, ethnicity, gender, beliefs or life experiences. We want to make sure that our services are available to all.
- We value difference and want to recruit and retain a diverse workforce, including volunteers who wish to join us. We believe this will increase the range of skills and talents within the organisation.

AIM OF THE POLICY

We believe that we can support all parts of society to achieve a fulfilling experience of ocean and beach activities, if we make full use of the talents and resources of all our employees and volunteers. We will recognise and value individual differences and challenge discriminatory practices or attitudes.

EMPLOYMENT AND VOLUNTEERING

Our procedures are designed to treat individuals solely according to their ability to meet job/role requirements. This will ensure that in all aspects of employment employees are treated as unique individuals.

To support this we will:

- Treat all individuals in a fair and inclusive way, across all aspects of our work.
- Promote inclusion and equality of opportunity through our dealings with communities, employees, participants and partners.
- Not unfairly or unlawfully discriminate against individuals.
- Foster good relations between all sections of the community.
- Challenge, investigate and tackle unfair or unlawful discriminatory behaviour by employees, participants or partners.
- Ensure employment and recruitment is based on necessary and justifiable job requirements.
- Create a working environment that is free from discrimination, victimisation and harassment.
- Provide training, development and progression opportunities that are open to all.
- Procure goods and services in a way which reflects our commitment to equality, inclusion and diversity.
- Ensure partners and agencies acting on behalf of Family Gateway commit to the principles of this policy.
- Treat incidences of discrimination, victimisation and harassment as a disciplinary matter.
- Take rapid and effective action to deal with incidences of discrimination, harassment or victimisation.
- Ensure all employees and participants understand and comply with this policy.
- Monitor key equality and diversity information



- Comply with the relevant equality legislation.

PROVIDING SERVICES

We want to ensure that our services are welcoming to all and accessible to people from all communities.

To achieve this we will:

- Monitor procedures and practices to ensure that they are fair
- Address any inequalities which become apparent from our monitoring
- Ensure that employees and volunteers are aware of the needs of people we support from different groups
- Ensure employees and volunteers promote fair treatment of all people involved in the sport
- Investigate urgently any claim of discrimination or harassment

RESPONSIBILITIES OF EMPLOYEES AND VOLUNTEERS

All employees, volunteers and non-contracted workers are required to support and work to South Shields Surf CIC's Diversity and Equal Opportunities Policy.

All Managers & directors will:

- Take action to promote a workplace where people are valued and have dignity
 - Promote anti-discriminatory practice
 - Take responsibility for application of this policy in their work area
 - Keep up to date with equality legislation and good practice by sourcing information and attending training as required
- All employees and volunteers will:
- Contribute to a working environment where all are treated with dignity and respect
 - Not harass, abuse or intimidate other employees, potential employees, the people we support, visitors or others with whom they may have contact in the course of their work.

MONITORING AND REVIEW

The CEO will report to the board on how we have monitored our practices and adhered to this policy.

This policy will be reviewed annually. The last review was on: 17/01/2023

The next review will be by 17/01/2024



SOUTH SHIELDS SURF CIC

EQUIPMENT POLICY & PROCEDURE

THE AIM OF THIS POLICY IS TO:

To ensure the selection and procurement of appropriate equipment for our activities.

To ensure that all equipment is inspected regularly and maintained.

To ensure that any faulty equipment is removed from use and disposed of properly if not repairable.

SELECTION AND PROCUREMENT:

The persons responsible for equipment at South Shields Surf CIC: Nick Jones

We will ensure that there are sufficient wetsuits, boots, gloves, hoods, surfboards, body boards, stand up paddle boards, leashes, paddles buoyancy aids, helmets, rescue tubes, throw lines, first aid kits, radios, rash vests to safely run our activities and they are appropriate for the activities undertaken.

The responsible persons will ensure that is sufficient numbers of different sizes of all equipment to cater for our age ranges. They must maintain a stock of kids sizes extra small through to adult sizes double extra large and the corresponding boards. The responsible persons must look at levels of equipment in circulation and the number of sessions that occurred through the season to ensure there is enough equipment to run safely as per our normal operating procedures.

The responsible persons must ensure that there is enough surplus of equipment to ensure that if faulty equipment is found then it can be replaced immediately.

The responsible persons must make sure that they procure the equipment from reputable manufacturers that can demonstrate that the equipment meets the quality and standards to keep our clients safe. Currently we use:

Alder wetsuits, boards, leashes

Solar Buoyancy Aids and Helmets

Ainsworth Paddles

Loco & Hydroforce stand up paddle boards.

RLSS approved rescue tubes and throw lines

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Motorala waterproof radios.

Wetsuits are to be a minimum of 4mm thick and for use in spring and winter they will need to be 5mm. Boots and gloves and hoods will need to be a minimum of 2mm and ideally 3mm. The responsible persons will check with suppliers that the wetsuits are suitable and designed for surf and stand up paddle boarding activities.

Buoyancy aids and helmets are to be suitable for our water and activities. The responsible persons will check with suppliers that the wetsuits are suitable and designed for surf and stand up paddle boarding activities. If necessary further advice from technical advisors should be sought. Dean Gough at Outer Reef Surf School can provide the necessary advice.

All surfboards, stand up paddle boards, body boards should be suitable for the levels that our participants are at:

Surfboards & bodyboards need to be 'softboards'.

Stand Up Paddle Boards either softboards or inflatable boards.

All rescue equipment will be suitable for the ocean and beach environment.

All rash vests will be brightly coloured and logoed with South Shields Surf CIC logos so that we can identify our clients easily in the water. All instructor rash vests will be red and clearly marked as instructor.

STORAGE

All equipment is to be cleaned, and dried after use and stored properly.

All wetsuits, rashvests and helmets will be disinfected and rinsed after use. This is to be within the guidelines of the manufacturer to ensure that no damage is done by cleaning.

Surfboards will be placed into the relevant board racks in the container with leashes wrapped around the board out the way.

Wetsuits and rash vests will be placed on hangers and hung in relevant rails.

Buoyancy Aids and Helmets will be stored on relevant racks.

Rescue equipment to be put away in the container.

INSPECTION & MAINTENANCE:

All equipment will be inspected at the start and end of each season. March and November. All equipment and relevant expiry dates will be checked and against the inventory.

The last inspection took place October 2022.

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The Next inspection is due March 2023.

All equipment to be inspected before and after each session by the instructor as per our normal operating procedures.

If any damage/faults are found then the equipment is to be marked clearly as damaged and placed to one side. Mark the equipment with tape.

The person who found the damaged/faulty equipment to complete a damage report and/or alert the responsible persons.

The responsible persons will inspect the equipment and decide if it can be repaired and still be fit for purpose. Helmets, Leashes and Buoyancy aids will not be repaired if found faulty and only replaced. The outcome will be noted on the spreadsheet containing the damage equipment report.

REPORTING AND RECORDING:

We will maintain an inventory of equipment.

The inventory will be updated at the start and end of each season with our seasonal inspections, and whenever any equipment was disposed of, replaced or sold.

All staff are responsible for filling in a damage report and informing the responsible persons if they find any equipment damaged.

DISPOSAL:

For any equipment that is no longer deemed fit for purpose then the responsible persons will dispose of this accordingly and update the inventory.

The responsible person will ensure that where necessary all equipment that must be disposed of is replaced.

This policy is review annually:

Last Review: 17/01/2023

Next Review Due: 17/01/2024

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COVID19 OPERATING PROCEDURES:

**ALL SURF SCHOOL NORMAL OPERATING PROCEDURES ARE TO BE FOLLOWED WITH THE FOLLOWING ADJUSTMENTS WHILE COVID 19 SITUATION CONTINUES WRITTEN IN CONJUNCTION WITH GOVERNMENT AND RLSS GUIDANCE
WRITTEN 21/05/2020 LAST UPDATE: 17/01/2023**

NORMAL OPERATING PROCEDURES (NOP):

General:

Follow current government and NHS guidance..

Changing Rooms:

Changing rooms will be open according to government advice.

Lessons:

All lessons numbers must follow current guidance from the government and national governing body, Surfing England.

Cleaning of equipment:

Wetsuits and items worn by participants will be cleaned in a disinfectant that is rated to kill enveloped viruses.

Staff and volunteers:

If staff or volunteers test positive they will be asked not to come to the surf school until their symptoms have stopped.

First Aid:

We are following current RLSS guidance.