

Accommodation & Hospitality Services Department

Child Protection & Safeguarding Guidance

1. Introduction

A child is defined as a person under the age of 18 (The Children Act 1989).

- For the purpose of this guidance document

- The term 'child' will be used to describe all children and young people under the age of 18 years old using Accommodation & Hospitality Services.

- The term 'staff' will be used to describe those employed on a contract of employment at University of Bath (UOB) including those working on a voluntary/unpaid basis.

- A "vulnerable adult" is defined as a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of 'mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

- Staff should implement this guidance using the following guidelines when conducting work that involves children. This will protect the safety and well-being of children engaging with the University and that of our own staff.

Accommodation and Hospitality Services Department including the University of Bath Security Services when making provision for children, young people and vulnerable adults must ensure that:

- the welfare of the child is paramount
- all children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse
- all suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately
- all persons working in Accommodation & Hospitality Services report concerns as quickly as possible to the Department Senior Management – Sara Hickman (Facilities & Services Manager) or Jane Loveys (Head of Accommodation and Hospitality Services).

The Department of Accommodation and Hospitality Services provides services that include residential accommodation, catering and 24 hour manned security services. These services will be provided to children as:

- Student Accommodation. Each year the University accepts a small number of "child" applications.
- Commercial Business. During the summer months the Department accommodates and caters for International Summer Schools with under 18-year olds.

Department of Accommodation and Hospitality Services staff are not trained to deal with situations of abuse or to decide if abuse has occurred. Their role should be to ensure concerns are reported to the appropriate authorities in order for appropriate action to be taken.

All staff employed by the Department will be covered by this guidance. Where the A & HS facilities are commercially sold eg Summer schools and sports events, the organiser should have in place their own Child Protection & Safeguarding Guidance and procedures, which should be available on request.

2. Guidance Statement-

The Accommodation and Hospitality Services has a duty of care to safeguard all children from harm who use the services provided by the department. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. The Accommodation & Hospitality Services Department will ensure the safety and protection of all children that use the services through adherence to the Child Protection & Safeguarding Guidance adopted by Accommodation & Hospitality Services Department and endorsed by the University of Bath.

A child is defined as a person under the age of 18 years (The Children Act 1989).

3. Guidance Aims-

The Aim of the Accommodation & Hospitality Services Department and Child Protection & Safeguarding Guidance is to promote good practice by:

- providing children, young people and vulnerable adults with appropriate safety and protection whilst in the care of the Accommodation & Hospitality Services Department
- allowing all staff to make informed and confident responses to specific child safeguarding issues

4. Accommodation & Hospitality Services Department Child Protection & safeguarding Procedures

The Accommodation & Hospitality Department's core operations are providing services to adults and staff. During specific periods of the year they operate these services for children. It is not a requirement of the Department to have staff ISA registered or CRB checked (Independent Safeguarding

Authority and Criminal Records Board), unless they are Security or Resident Tutors who have specific duties. The Department does have procedures in place to ensure good practice is adopted when providing services to children.

The Department has a Designated Safeguarding Officer (DSO) as laid out in the University Child Protection and Safeguarding Policy during term time. Outside term time and in relation to the Department's commercial business Senior Managers are responsible for ensuring all other alleged incidents are raised to the University authorities as quickly as possible

Where the Student Accommodation office allocates a room to a "Child" or "Vulnerable Adult" they will formally advise the Head of Security, Accommodation Operations Manager and Designated Safeguarding Officers. The following procedures must be observed.

- Cleaning of a "child's" room must always be carried out by two personnel
- Cleaning of communal space in the "child's" house/flat should be performed by two personnel

- Access to a “child’s” room must always be performed by two personnel, whether as part of a maintenance, security or inspection requirement.
- Signed records retained of all individuals who access a child’s bedroom

When commercial business involves children the Events Team leader is responsible for providing the Head of Security, Accommodation Operations Manager, Hospitality Operations Manager and Designated Safeguarding Officers with rooming lists to ensure that staff are aware of the need to follow Child Protection & Safeguarding Guidance. The following procedures must be observed.

- The University will take steps to accommodate under 18 year olds staying overnight on campus in an area of the residences which is not occupied by other adults, although availability of accommodation in some circumstances may limit the University’s ability to ensure this.
- The Department must verify that Event Organisers have their own Child Protection & Safeguarding Guidance when the event involves children.
- Cleaning of a “child’s” room must always be carried out by two personnel
- Cleaning of communal space in the house/flat should be performed by two personnel
- Access to a “child’s” room must always be performed with by two personnel, whether as part of a maintenance, security or inspection requirement.
- Signed records retained for all individuals who access a child’s bedroom
- Estates staff should be supervised when attending repairs/faults with an operational member of staff
- Work in and houses/flats involving contractors should be avoided unless of an emergency nature during periods when large child groups occupying.
- Sale of Alcohol to children is strictly illegal.

5. Recruitment and employment of staff

For all security and Resident Tutor positions, the following procedures will be completed:

- All applicants will complete an application form.
- References will be obtained for all successful applicants.
- The University is registered with the Criminal Records Bureau and will ensure that any staff employed in a security or Resident Tutor capacity is checked for relevant criminal convictions. An enhanced disclosure will be required. From July 2010 these personnel will be required to be registered with ISA (Independent Safeguarding Authority). This body was created as part of the Government’s Vetting and Barring Scheme (VBS) to help prevent unsuitable people from working with children and vulnerable adults.

6. What to do if you have a concern about a child, young person or vulnerable adult ?

It is not the responsibility of anyone working in the Accommodation & Hospitality Department, to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate authorities.

The Department will assure all staff that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- criminal investigation
- child protection investigation
- disciplinary or misconduct investigation

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

a. Action if there are concerns of Abuse

The Primary responsibility of the Accommodation & Hospitality Department is to ensure that concerns and any relevant information are passed to University authorities without delay.

Confidentiality- Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

Responding to disclosure-

Actions to take:

- react calmly
- tell the young person they are not to blame and that they were right to tell you
- take what the young person says seriously and that you understand and believe them
- keep questions to a minimum; if you have to ask a question keep them open and not leading
- maintain confidentiality but do not make promises you cannot keep
- explain to the child or young person that you will have to share your concerns with someone who is in a position to act
- make a full record of what has been said, heard and/or seen as soon as possible and report to the Designated Safeguarding Officer or Facilities and Services Manager.

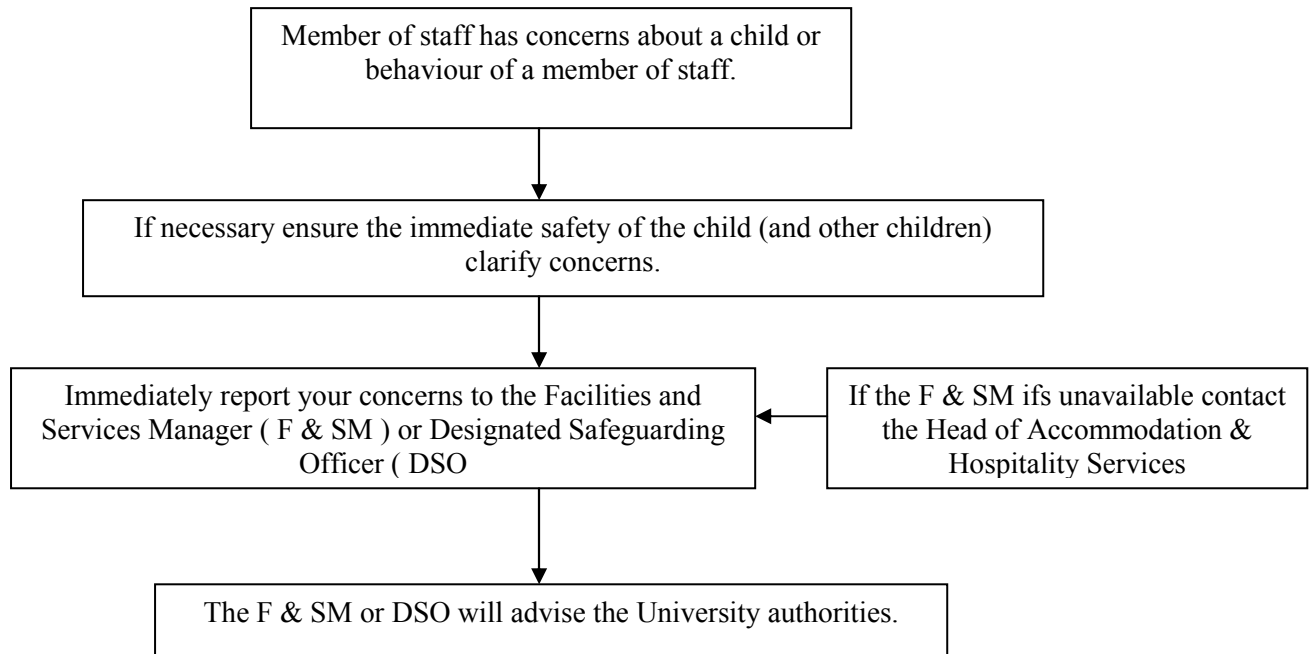
Recording information:

Keep a written record of any details you may feel relevant when you pass the information onto Senior Managers.

Informing the appropriate authorities:

Contact Abhishek Upadhyay Ext 4749 (Designated Safeguarding Officer) immediately if the issue is student related, all other issues should be immediately reported to Sara Hickman Ext 4869 (Facilities & Services Manager) or Jane Loveys Ext 6733 (Head of Accommodation & Hospitality Services) who will contact the University Senior Nominated Officers, Mark Humphriss, University Secretary or Elizabeth Richardson, Senior Legal Advisor.

7. Reporting Allegations against a member of staff



8. Process of Review for Child Protection & Safeguarding Guidance

Facilities & Services Manager

The Facilities and Services Manager is responsible for the control of the Departmental Guidance and review it annually.

Accommodation & Hospitality Senior Managers H & S Committee

The committee will review the guidance annually.

Process of Review

All relevant staff will have the opportunity to comment on the Guidance.

The University Secretary will be consulted before this Guidance is updated.

9. Definitions

a. What is Abuse?

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a child or young person regardless of their age, gender, race or ability.

There are four main types of child abuse: **physical abuse**, **sexual abuse**, **emotional abuse** and **neglect**. The abuser may be a family member, or they may be someone the child encounters in residential care or in the community, including during sports and leisure activities. An individual may abuse or neglect a child directly, or may be responsible for abuse because they fail to prevent another person harming that child.

Physical abuse: Physical Abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricated the symptoms of, or deliberately induced illness in a child.

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

They may include non contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional abuse: Emotional abuse is the persistent emotional maltreatment of a child as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capacity, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Neglect: Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's emotional needs.

b. What is Bullying?

Bullying, racism and other types of discrimination are forms of child abuse, even though those responsible are often young people. It is important to recognise the impact and extent of bullying and discrimination in the lives of young people.

Bullying can be **psychological**, **verbal**, or **physical** in nature. It involves an imbalance of power in which the powerful attack the powerless, and occurs over time rather than being a single act. Examples of bullying behaviour include:

- being called names, insulted or verbally abused;
- being deliberately embarrassed and humiliated by other children;
- being made to feel different or like an outsider;
- being lied about;
- being physically assaulted or threatened with violence;
- being ignored.

c. Indicators of Abuse-

Indicators that a child may be being abused can be difficult to recognise even for the experienced. There are a number of signs that can indicate a child may be experiencing abuse. If you have a concern then you should consider taking appropriate action. Signs a child may be experiencing abuse can include:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which the explanation seems inconsistent
- the child describing what appears to be an abusive act involving him/her
- someone else (a young person or adult) expressing concern about the welfare of another child.
- unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adults, particularly those with whom a close relationship would be normally be expected
- difficulty in making friends
- being prevented from socialising with other children
- displaying variations in eating patterns including overeating or loss of appetite.
- loses weight for no apparent reason
- becoming increasingly dirty and unkempt

NB it should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place.

It is not the responsibility of those working in the Department to decide that child abuse is occurring but it is their responsibility to report any concerns.

10. Good Practice with Children-

All personnel should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate.

a. Good practice means:

- always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- awareness of accommodation being occupied by children
- where access to bedrooms occupied by children is required work in pairs and not alone
- where staff are required to address emotional or sensitive issues with individuals or groups of students away from their rooms, they should, where possible try to ascertain the ages of those involved.
- treating all children equally, and with respect and dignity
- always putting the welfare of each child first,
- maintaining a safe and appropriate distance with children (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them)
- building balanced relationships based on mutual trust which empowers children to share in the decision-making process
- ensuring that if children of mixed genders are to be supervised they should always be accompanied by a male and female member of staff.
- ensuring that at residential events, adults should not enter children's rooms or invite children into their rooms
- being an excellent role model – this includes not smoking or drinking alcohol in the company of children
- giving enthusiastic and constructive feedback rather than negative criticism
- at the beginning of the child's involvement/contract - securing parental consent in writing to act *in loco parentis*, should the need arises at a later time to administer emergency first aid and/or other medical treatment
- keeping a written record of any injury that occurs, along with the details of any treatment given
- any unusual events/ happenings to be reported
- question any unknown adults who enter the University premises and attempts to engage with the children

Never using physical force against a child, unless it constitutes reasonable restraint to protect him/her or another person or to protect property. If it is necessary to restrain a participant because they are an immediate danger to themselves or others or to property then the minimum amount of force should be used for the shortest amount of time. Remain calm and get the attention and support of other staff. The incident should be recorded in writing, with a witness statement (where possible), immediately afterwards.

b. Practices to be avoided

The following should be **avoided** except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of someone in charge or the child's parents. For example, a child sustains an injury and needs to go to hospital.

- avoid spending amounts of time alone with children away from others

Practices never to be sanctioned

The following should **never** be sanctioned. You should never:

- engage in rough, physical or sexually provocative games, including horseplay
- allow or engage in any form of inappropriate touching
- allow children to use inappropriate language unchallenged
- make sexually suggestive comments to a child, even in fun
- reduce a child to tears as a form of control
- allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- do things of a personal nature for children or disabled adults, that they can do for themselves
- invite or allow children to stay with you at your home unsupervised

