



# **Safeguarding Adults Policy and Procedures**

**Buckinghamshire Squash & Racketball  
Association, (BSRA)**

**May 2016**

## **BSRA Safeguarding Adults Policy and Procedures**

### **Introduction**

BSRA is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults involved in squash & racketball in accordance with the Care Act 2014.

BSRA Safeguarding Adults policy and procedures apply to all individuals involved in BSRA.

BSRA will encourage partner organisations, including member National Governing Bodies, suppliers, sponsors and customers, to adopt and demonstrate their commitment to the principles and practice of equality as set out in this Safeguarding Policy.

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## **2.1 Principles**

- 2.1 The guidance given in the policy and procedures is based on the following principles:
- 2.1.1 All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or transgender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
  - 2.1.2 BSRA will seek to ensure that our sport is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
  - 2.1.3 The rights, dignity and worth of all adults will always be respected.
  - 2.1.4 We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.
  - 2.1.5 We recognise that a disabled adult may or may not identify themselves or be identified as an adult 'at risk'.
  - 2.1.6 We all have a shared responsibility to ensure the safety and well being of all adults and will act appropriately and report concerns whether these concerns arise within BSRA e.g. inappropriate behaviour of a coach or outside e.g. in the wider community.
  - 2.1.7 All allegations will be taken seriously and responded to quickly in line with BSRA Safeguarding Adults Policy and Procedures.
  - 2.1.8 BSRA recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.
  - 2.1.9 BSRA Safeguarding Adults Policy and Procedures are mandatory. Noting the remit of BSRA and its jurisdiction, BSRA encourages its National Governing Bodies England Squash to adopt a similar policy.

## **2.2 Safeguarding duties apply to an adult who:**

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

## **3 Guidance and Legislation**

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

- The Care Act 2014

- The Data Protection Act 1994 and 1998
- The Human Rights Act 1998
- The Safeguarding Vulnerable Groups Act 2006
- The Equality Act 2010
- The Protection of Freedoms Act 2012
- Sexual Offences Act 2003
- Mental Capacity Act 2005
- Domestic Violence, Crime and Victims (Amendment ) Act 2012

#### 4 Definitions

4.1 To assist working through and understanding this Policy a number of key definitions need to be explained:

4.1.1 **Adult or Vulnerable Adult or Adult at Risk?** In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse. Vulnerable is believed to be a disempowering term. To describe the adults that we are referring to in this document, we will use the definition from the Care Act 2014

##### Adults at Risk

- The Care Act (2014) definition replaced the 'No Secrets (2000) definition of 'Vulnerable Adult'
- Explicitly applies to those aged over 18 even if they may be receiving what may be thought of as a "children" or "young people's" service
- Has care and support needs
- Includes carers

4.1.2 **Abuse** is a violation of an individual's human and civil rights by another person or persons. See section 5 for further explanations.

4.1.3 **Adult** is anyone aged 18 or over.

4.1.4 **At risk** is a term which has become broadly accepted to mean that someone may be more vulnerable to abuse than someone else. For example an adult with a learning disability may well be more at risk of financial abuse as they may struggle with managing their finances, this could leave them at risk from an unscrupulous person.

4.1.5 **Capacity** refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2006).

#### 5 Types of Abuse

5.1 **Self-neglect** – this covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. In squash & racketball this could be a player whose appearance becomes unkempt, does not wear suitable sports kit and who is starting to smell.

- 5.2 **Modern Slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. In a BSRA event you may notice that a participant has been missing from practice sessions and is not responding to reminders from team members or coaches.
- 5.3 **Domestic Abuse** – including psychological, physical, sexual, financial, emotional abuse. Sport may notice a power imbalance between a participant and a family member. For example a participant with Downs syndrome may be looking quiet and withdrawn when their brother comes to collect them from sessions, in contrast to their personal assistant whom they greet with a smile.
- 5.4 **Discriminatory** – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act. In a BSRA setting this could be the harassing of an individual because they are or are perceived to be transgender
- 5.6 **Organisational Abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. In a squash & racketball, this could be training without a necessary break.
- 5.7 **Physical Abuse** – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.  
This could be a coach intentionally striking an athlete.
- 5.8 **Sexual Abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.  
In squash & racketball this could be a fellow athlete who sends sexually explicit text messages to an adult they are training alongside.
- 5.9 **Financial or Material Abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.  
In a BSRA event this could be someone taking equipment from another athlete.
- 5.10 **Neglect** – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

In a BSRA event, this could be a coach not ensuring athletes have access to water.

- 5.11 **Emotional or Psychological Abuse** – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

In a BSRA event this could be an athlete threatening another athlete with physical harm and persistently blaming them for poor performance.

- 5.12 **Cyber Bullying** – cyberbullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it. See section 12.

## **6 Signs and Indicators of Abuse**

- 6.1 Abuse can take place in any context and by all manner of perpetrator. In squash & racketball abuse may be inflicted by anyone in the club that an athlete comes into contact with. Or club members, workers, volunteers or coaches may suspect that an athlete is being abused outside of the club setting. There are many signs and indicators that may suggest someone is being abused, these include but are not limited to:

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

## **7 What to do if you have a concern or someone raises concerns with you.**

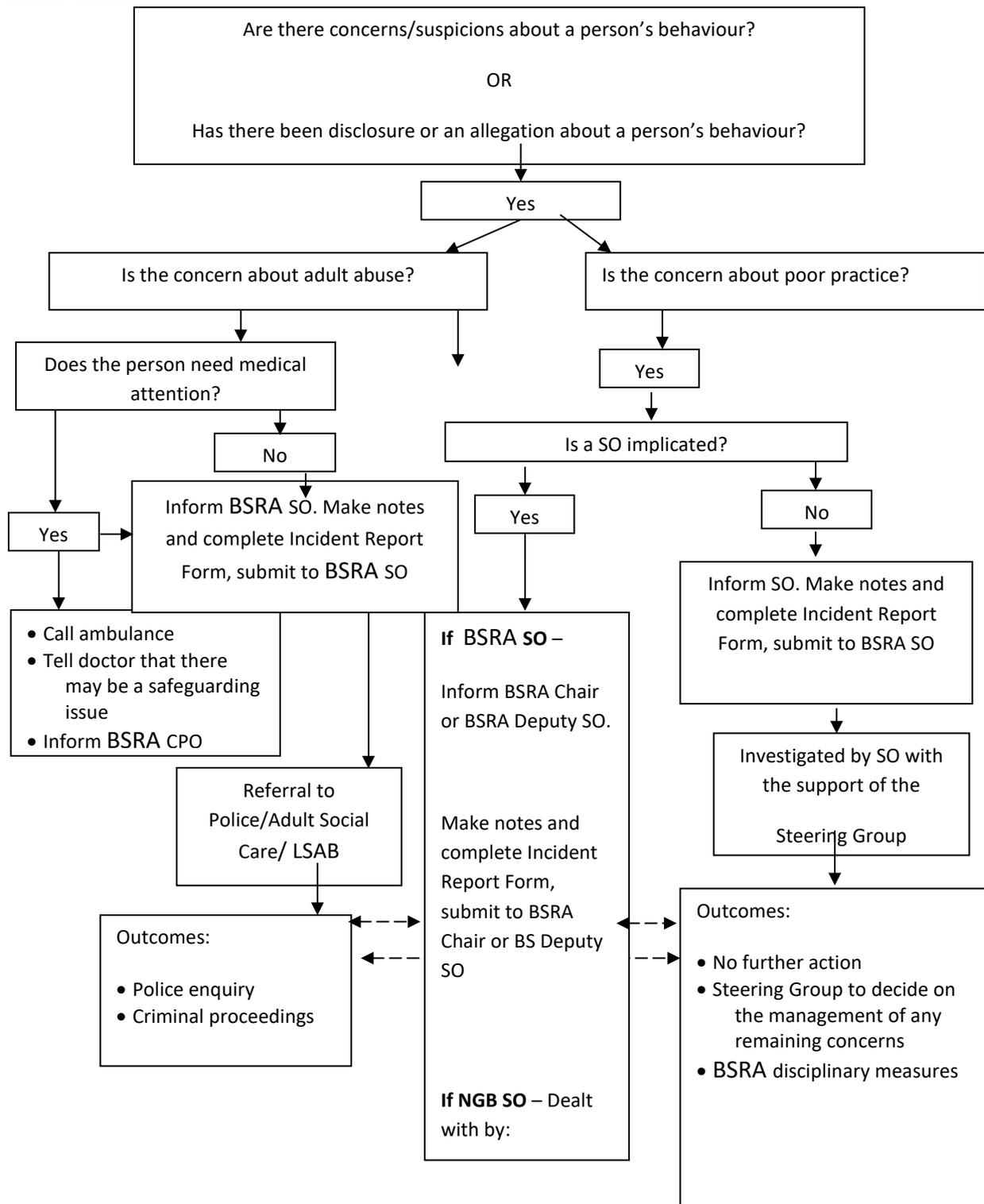
- 7.1 You may become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or be told about something that may be abuse or poor practice and you must report this to the BSRA Safeguarding Officer (SO), or, if the SO is implicated then report to the BSRA Chairperson.

- 7.2. If you are at an international event and have a concern then speak to the coach or a team official.
- 7.3 If you are concerned someone is in immediate danger contact the police.
- 7.4 It is important when considering your concern that you also consider the needs and wishes of the person at risk, taking into account the nature of the alert, more information on this is given in Appendix 1 'The Legislative Framework'.

## **8 How to Record a Disclosure**

- 8.1 Make a note of what the person has said using his or her own words as soon as practicable and complete an Incident Form, submit to the BSRA SO.
- 8.2 Describe the circumstances in which the disclosure came about.
- 8.3 Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.
- 8.4 Be mindful of the need to be confidential at all times, this information must only be shared with your SO or their substitute and others on a need to know basis.
  - Consent must be obtained from the person affected
    - Information can also be shared without consent where the 'vital interests' of the individual are affected (and he or she cannot give consent or consent cannot reasonably be obtained); or where there is a legal duty.
  - Liaise with the family/carers, providing they are not implicated and the person consents
- 8.5 Share your concern verbally or in writing with the SO or their substitute.
- 8.6 If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately.

**Safeguarding Adults Flowchart 1**  
**Dealing with Concerns, Suspicions or Disclosure**



## **9 Roles and Responsibilities of those within BSRA**

9.1 BSRA is committed to having the following in place:

- 9.1.1 A Safeguarding Officer to produce and disseminate guidance and resources to support the Policy and procedures.
- 9.1.2 A clear line of accountability within the organisation for work on promoting the welfare of all adults.
- 9.1.3 Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.
- 9.1.4 A Steering Group that effectively deals with issues, manages concerns and refers to a disciplinary panel where necessary (i.e. where concerns arise about the behaviour of someone within BSRA .
- 9.1.5 A Disciplinary Panel will be formed as required for a given incident.
- 9.1.6 Arrangements in place to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- 9.1.7 Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.

## **10 Good Practice, Poor Practice and Abuse**

### **Introduction**

It can be difficult to distinguish poor practice from abuse, whether intentional or accidental.

It is not the responsibility of any individual involved in BSRA to make judgements regarding whether or not abuse is taking place, however, all BSRA personnel have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

### **10.1 Good practice**

BSRA strongly advises that coaches of adult athletes:

- Fully accept BSRA Coaches Codes of Conduct.
- Have completed a course in basic awareness in working with Adults at Risk.

### **Everyone should:**

- Aim to make the experience of BSRA fun and enjoyable.
- Promote fairness and playing by the rules.
- Not tolerate the use of prohibited or illegal substances.
- Treat all adults at risk equally and preserve their dignity; this includes giving more and less talented members of a group similar attention, time and respect.

### **Coaches and those working directly with adults at risk should:**

- Respect the developmental stage of each athlete and not risk sacrificing their welfare in a desire for team or personal achievement.
- Ensure that the training intensity is appropriate to the physical, social and emotional stage of the development of the athlete.
- Work with adults at risk, medical adviser and their carers (where appropriate) to develop realistic training and competition schedules which are suited to the needs and lifestyle of the athlete, not the ambitions of others such as coaches, team members, parents or carers.
- Build relationships based on mutual trust and respect, encouraging adults at risk to take responsibility for their own development and decision-making
- Always be publicly open when working with adults at risk:
  - avoid coaching sessions or meetings where a coach and an individual athlete are completely unobserved.
- Maintain an appropriate and open environment.
- Avoid unnecessary physical contact with people. Physical contact (touching) can be appropriate so long as:
  - it is neither intrusive nor disturbing
  - the athlete's permission has been openly given
  - it is delivered in an open environment
- Maintain a safe and appropriate relationship with athletes and avoid forming intimate relationships with athletes you are working with as this may threaten the position of trust and respect present between athlete and coach.
- Be an excellent role model by maintaining appropriate standards of behaviour.
- Gain the adult at risk consent and, where appropriate, the consent of relevant carers, in writing, to administer emergency first aid or other medical treatment if the need arises.
- Be aware of medical conditions, disabilities, existing injuries and medicines being taken and keep written records of any injury or accident that occurs, together with details of treatments provided.
- Arrange that someone with current knowledge of emergency first aid is available at all times.
- Gain written consent from the correct people and fill out relevant checklists and information forms for travel arrangements and trips. This should be the adult themselves if they have capacity to do so.

### **10.2 Poor practice**

The following are regarded as poor practice and should be avoided:

- Unnecessarily spending excessive amounts of time alone with an individual adult
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Allowing or engaging in inappropriate touching of any form.

- Using language that might be regarded as inappropriate by the adult and which may be hurtful or disrespectful.
- Making sexually suggestive comments, even in jest.
- Reducing an adult to tears as a form of control.
- Letting allegations made by an adult go uninvestigated, unrecorded, or not acted upon.
- Taking an adult at risk alone in a car on journeys, however short.
- Inviting or taking an adult at risk to your home or office where they will be alone with you.
- Sharing a room with an adult at risk.
- Doing things of a personal nature that adults at risk can do for themselves

***Note:** At times it may be acceptable to do some of the above. In these cases, to protect both the adult at risk and yourself, seek written consent from the adult at risk and, where appropriate, their carers and ensure that the SO of your organisation is aware of the situation and gives their approval.*

If, during your care, you accidentally injure an adult at risk, they seem distressed in any manner, appear to be sexually aroused by your actions, or misunderstand/misinterpret something you have done, report these incidents as soon as possible to another adult in the organisation and make a brief written note of it.

## **11 Other relevant policies**

- Whistle Blowing
- Social media
- Complaints
- Disciplinary

## **12 Further Information**

Policies, procedures and supporting information are available on the BSRA website:  
<http://www.bucks-squash.co.uk>

Safeguarding Officer:  
 Heidi Leseur

## **Review date**

This policy will be reviewed every two years or sooner in the event of legislative changes or revised policies and best practice.



**Appendix 1**  
**Incident Report Form**

**Appendix 2**  
**Legislation and Government Initiatives**

**Appendix 3**  
**Useful contacts**

**Eg Local Authority Safeguarding Lead**

**Police contact**