

Safeguarding Policy and Procedures

Adoption statement

Phyllis Court believes that the welfare and safety of children, young people and adults with care and support needs, is of paramount importance and that all children, young people, and adults at with care and support needs and staff have the right to protection from harm. We are aware, as an organisation that safeguarding isn't black and white in identification, it is a range of shades of grey and can be challenging to identify- The role of Phyllis court and our staff it to ensure that it is increasingly difficult for abuse to take a foothold. We promote an ongoing culture of vigilance to support all our members in line the Rules, Bye-Laws, Club house Advance.

These procedures have been formally adopted by Phyllis Court in September 2023 and will be reviewed in September 2026 or earlier if there is a major change in the organisation or in relevant legislation.

Signed:

Chris Hogan
Chief Executive
Phyllis Court.
Henley.
SEPTEMBER 2023.

PHYLLIS COURT "[More than just a club](#)".



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Review date: September 2026

Revisions/Amendments

Content of revision	Link to document section	Date	Changed by
Policy rolled out	N/A	SEPTEMBER 2023	Created by Leigh Barker and the HR Team
	Click here- insert hyper link		
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Legislation links- Adults

Legislation	Date last checked
Care Act 2014 – Safeguarding adults	September 2023
Mental Capacity Act 2005 (amended 2019)	September 2023
Sexual offences Act (2003)	September 2023
Safeguarding Vulnerable Groups Act (2006)	September 2023
The protection of Freedoms Bill (2012)	September 2023
Mental Capacity (2005)	September 2023
Mental Health Act 1989- Section 127 - ill treatment or wilful neglect	September 2023
Public Interest Disclosure Act (1998)	September 2023
Serious crime act (2015)	September 2023

*[Legislation links- Children](#)

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1. Introduction

Terminology-

The term ‘Members’ pertains to paying individuals to the club, families, and their guests when on site.

The aim of this document is to:

- Establish and clarify clear lines of communication for any safeguarding issue.
- Provide clarification for all staff and volunteers on what constitutes safeguarding and abuse.

1.1 Safeguarding and Phyllis Court

This Safeguarding Procedural document is to be adopted by all individuals directly employed by, or volunteering for, Phyllis Court. It is the responsibility of all Phyllis Court employees/volunteers to implement the procedures.

Any disciplinary processes linked to safeguarding issues involving Phyllis Court staff or members will be handled in line with the procedures laid out in the Rules, Bye-Laws, Club house Advance.

Table for reference to key procedural outlines on abuse reporting:

Type	Document	Document reference/ section
Member to staff abuse	Rules, Bye-Laws, Club house Advance.	Termination, ref 10.6, Pg 12 Bye-laws, Appendix 1, Pg40
Member to member abuse	Rules, Bye-Laws, Club house Advance.	Termination, ref 10.6, Pg 12 Bye-laws, Appendix 1, Pg40

Where individuals are employed by, or volunteering, for Partner organisations but delivering activity under the Phyllis Court banner and/or acting as a Phyllis Court member of staff, the Safeguarding Policy and Procedures of the Partner organisation will apply. However, as a minimum requirement Partner organisations are expected to:

- Comply with the relevant requirements of this document ([Appendix C](#) -flow chart for reporting concerns, and [Appendix D](#) -reporting).
- Ensure they are aware of their own policies and procedures and that they have been reviewed annually.
- Promote child protection and the safeguarding of adults with care and support needs throughout the work that they do and the services that they deliver on behalf of Phyllis Court.

1.2 Policy Statement

Phyllis Court’s Duty of Care:

Phyllis Court recognises that leisure time, sport and physical activity can, and does, have a very powerful and positive influence on our members. Not only can it provide opportunities for enjoyment and achievement; it can also support valuable qualities such as self-esteem, belonging and a sense of purpose.

These positive effects take place if Phyllis Court supports all aspects leisure and safeguarding. Phyllis Court adopts practices that support, protect, and empowers our staff and members. Those involved within hospitality and leisure can play a vital role by developing an understanding and awareness of safeguarding issues, and in responding to concerns of abuse and neglect (arising both within and outside the Phyllis Court environment).

Phyllis Court recognises that we have a duty of care towards our staff and members and can help to protect them from abuse and poor practice.

Principles

Phyllis Court recognises that:

- The welfare of young people and adults with care and support needs is of primary concern (N.B. [Children Act 1989](#) defines a young person as under the age of 18).
- All individuals, whatever their age, culture, disability, gender/sex (including reassignment), language, racial origin, religious belief, marital status (civil partnership status), Pregnancy/maternity, sexual orientation and sexual identity, have the right to protection from abuse.
- It is the responsibility of the statutory agencies to determine whether or not abuse has taken place, but it is *everyone's responsibility* to report any concerns [Appendix C](#) -flow chart for reporting concerns)
- All incidents of suspicious poor practice and allegations of abuse should be taken seriously and responded to swiftly and appropriately. [Appendix C](#) -flow chart for reporting concerns)
 - Please note that Phyllis court can only act on or consider information that has been formally shared.

For more information please see [Appendix K](#)- raising awareness of potential vulnerability

1.3 Summary of Phyllis Court's Responsibilities

Phyllis Court will:

- Promote a consistent approach to safeguarding across the organisation for the benefit of staff/volunteers, parents/family members/carers and children/young people/adults.
- Act as an advocate for good safeguarding practice and promote the adoption of the guidance within this document.
- Show awareness and support for Members support please refer to the Designated Safeguarding Officer who will signpost to external agencies – [Appendix J](#)
- Accept the moral and legal responsibility to implement procedures to provide a duty of care for young people and adults with care and support needs, to safeguard their wellbeing and protect them from abuse and neglect.
- Respect and promote the rights, wishes and feelings of its members while supporting the responsibilities of legislation, policy, and procedure.
- Recruit, train and supervise its employees and volunteers to adopt best practice to safeguard and protect staff and members from abuse.
- Respond to allegations appropriately and take appropriate action which may include the use of the Disciplinary/Grievance Policy as outlined in the Rules, Bye-Laws, Club house Advance/ Termination, ref 10.6, Pg 12, Bye-laws, Appendix 1, Pg40)

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- Monitor and evaluate the policy as a minimum yearly or as required. in response to any changes in the relevant legislation or following a significant incident at Phyllis Court or linked to safeguarding reviews on the [OSAB](#)¹ or [OSCB](#)².

2. The Legal Framework

Everyone who works with children or adult with care and support needs must to be made aware of the laws that aim to protect them from harm. For Children's Processes see [Appendix L](#)- Protection of Children.

2.1 The Care Act 2014 – Safeguarding Adults

[Care Act 2014](#)

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements. To make a report regarding care and support needs, use the [Care needs form for the public](#) on the [OSAB](#) website.

The Safeguarding duties apply to an adult who:

- Has needs for care and support (whether the local authority is meeting any of those needs or not) 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.

The aims of adult safeguarding are to:

- Identify and Stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying, and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and address what has caused the abuse or neglect.

The statutory guidance encompasses the six principals of safeguarding and Phyllis Court will adopt these principals for the safeguarding of adults:

1. *Empowerment* – presumption of person led decisions and informed consent
2. *Prevention* – it is better to act before harm occurs
3. *Proportionality* – proportionate and least intrusive response appropriate to the risk presented
4. *Protection* – support and representation for those in greatest need
5. *Partnerships* – local solutions through services working with their communities
6. *Accountability* – accountability and transparency in delivering safeguarding.

¹ [Oxfordshire Safeguarding Adult Board](#)

² [Oxfordshire Safeguarding Children Board](#)

2.2 Safeguarding Adults, including the Mental Capacity Act.

Mental capacity is frequently raised in relation to adult safeguarding.

Phyllis Court acknowledges that all people have capacity to make their own decisions and are to be given all practicable help before anyone treats them as not being able to make their own decisions. Phyllis Court has a duty of care to safeguard our members.

2.3 Abuse categories

More details can be found in [Appendix I](#).

- Physical abuse
- Sexual abuse
- Emotional/ Psychological abuse
- Neglect- including self-neglect, acts of omission and hoarding.
- Financial
- Institutional/ Organisational abuse
- Discriminatory/ Rights abuse
- Domestic Violence
- Radicalisation/ Prevent agenda.
- Modern Slavery
- Bullying
- Female genital mutilation

Concerns or referrals regarding children, young people or adults with care and support needs, should be reported to the Designated Safeguarding Officer. It will then be the Designated Safeguarding Officer or Deputy Designated Safeguarding officers decision and responsibility to report to the [Oxfordshire Safeguard Adult Board](#) (OSAB) or the [Oxfordshire Safeguarding Children Board](#) (OSCB) see [Appendix C](#) -flow chart for reporting concerns for details.

For more support legislation see [Legislation links](#).

3 Events

3.1 One-off Events.

Phyllis Court recognises that when using volunteers or external companies to provide services to assist with events on a one-off basis, it is not always practical to follow all the screening procedures outlined above. All due care and attention will be taken to ensure safeguarding and safety standards are maintained and recorded where required during one-off events. Where companies are used, however, it is recognised that they will be following their own Safeguarding policies and procedures.

4. Designated Safeguarding Officers

The Designated Safeguarding Officer and Deputy Designated Safeguarding Officers will complete the [Leading on Adult Safeguarding course](#) through the Local Authority -as outlined in their role descriptions (see [Appendix F](#)- Role description for Phyllis Court's Designated Safeguarding Officer and [Appendix G](#)- Role description for Phyllis Court's Deputy Designated Safeguarding) .

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Phyllis Court has the following Level 3 Safeguard trainers:

Designated Safeguarding Officer: [Justin Simpson](#).

Deputy designated Safeguarding Officer:

The designated officers can be reached for safeguarding concerns on DSL@Phylliscourt.co.uk. This is a dedicated drop box for safeguarding concerns only.

Commented [LB1]: The name can be added as the post is appointed,

5. Protecting our members

5.1 Good Practice Guidelines

All personnel in hospitality and leisure within Phyllis Court should be encouraged to demonstrate exemplary behaviour to promote the welfare of its members and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate:

5.1.1 Good Practice Means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment (e.g. no secrets)
- Treating all individuals fairly, and with respect and dignity and always putting the welfare of individuals at the forefront of all undertakings.
- Maintaining a safe and appropriate inter-personal distance with members – E.G.
 - It is not appropriate to have an intimate relationship with members.
 - Not ‘adding’ members to personal face book/social media pages once employed or volunteering- disclosing existing Facebook/ social media ties or developing ties for review by Designated Safeguarding Officer or manager for appropriateness of conduct.
- Building balanced relationships based on mutual trust which empowers members to share in the decision-making process.
- Making the environment enjoyable and promoting fair play and mutual respect.
- Meeting care needs is not the responsibility of Phyllis Court or its staff. If care is required, this falls to family, and where family or friends are unavailable for support, [a needs assessment](#) may be required to support the individual without putting staff at risk.
- Recognising the developmental needs and capacity of young people and adults –
 - if the need arises to administer emergency first aid and/or other medical treatment,
 - awareness of any medicines being taken by participants,
 - There are many physical activities, which by their nature require a degree of physical contact. This can be used appropriately to instruct, encourage, protect, or comfort. When physical contact is required, everyone should be clear about the context and the appropriateness of that contact. Ensuring that if any form of manual/physical support is required, it should be provided openly and in line with a minimal approach- a physical support form may be required to support the rationalisation of use of physical interventions.

Physical contact between Staff and members or Staff and Staff should only be used when the aim is to:

- develop skills or techniques in a sporting/leisure context.
- to treat an injury or respond to distress or to prevent an injury.
- to meet the requirements of a particular activity – placement of body/arms etc.

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Physical contact should:

- not involve touching genitals, buttocks, or breasts, if this does occur it should be immediately reported to the Designated Safeguarding Officer / Deputy Designated Safeguarding Officer.
- meet the needs of the individual for developmental or health reasons, not the person providing/initiating the physical contact.
- be fully explained to the individual prior to implementation and, except for an emergency, permission be sought.
- not take place 'in secret' or out of sight of others.

Some sports have developed specific guidance and where this is the case these should be followed.

Support groups/ useful contacts can be found in [Appendix J](#)

5.2 Code of Conduct and Standards

Further information in this policy can be found in the Rules, Bye-Laws, Club house Advance.

5.3 Guidelines for use of Photographic / Filming Equipment at Phyllis Court.

Staff and members complete a consent to photograph form. For public event signs are displayed with information on how to opt out of photos and use thereof for publication periods.

6. Responding to Disclosure, Suspicions and Allegations of Abuse

It is not the responsibility of employees to decide whether or not abuse is taking place, but it is their responsibility to act on concerns, and notify the appropriate person or organisation. If an individual says or indicates that they are being abused or information is obtained which gives concern that a person maybe being abused, immediate action should be taken.

7. Referral Procedures

These procedures are also outlined in a flowchart using [Appendix C](#) -flow chart for reporting concerns.

- Internal issues should be verbally reported immediately to the Manager on Duty /CEO and Designated Safeguarding Officer and reported in writing within 24 hours. These staff members will then assess, record, and refer as appropriate.

Safeguarding matters will not be investigated by Phyllis Court employees.

7.1 For Adults:

Oxfordshire County Council's Social and Health Care (previously the Access Team) team take all referrals to Social and Community Services. They take referrals for Occupational Therapy, Social Work and Carers assessments. call us on **0345 050 7666**. They are open Monday to Thursday 8:30am to 5:00pm and Friday 8:30am to 4:00pm.

If your situation is urgent, is outside these hours and cannot wait until the office is open, please call our Emergency Duty Team on **0800 833408**

8. What to Do if You Suspect Possible Child Abuse / Poor Practice from those are in a position of trust.

This can relate to inside and outside of Phyllis Court. If outside, please direct reports to the appropriate social care department- see 8.2 below.

8.1 Duty to Refer

There is a duty on all Phyllis Court employees/volunteers to record and report all concerns, no matter how small, relating to the welfare of other staff, volunteers, and members.

8.2 Referral Procedures

Note: These procedures are also outlined in a flowchart in [Appendix C](#)
Reporting concerns for Children- refer to the [Local Authority Designated officer \(LADO\)](#).
Reporting concerns for Adults- refer to the guidance on the [Oxfordshire County Council web site](#) or complete the [online referral form](#).

8.3 Handling Allegations of Abuse/ Concerns of Poor Practice Against a Phyllis Court Employee/Volunteer

Any allegations made about abuse or poor practice against an employee or volunteer will be received into the HR department for due process by the Designated Safeguarding Officer, the HR Director, and any other relevant line managers.

8.4 Handling All Other Allegations of Abuse/ Concerns of Poor Practice (i.e. Not against a PHYLLIS COURT Employee/ Volunteer)

- The Designated Safeguarding Officer (or the Deputy if the Designated Safeguarding Officer is unavailable) is responsible for deciding of what course of action to take. This will be done in consultation with the relevant Social Care Services [Childrens services/ adult services](#) or with the Police.
- If there is ANY doubt regarding whether an incident should be referred to Social Care Services, they will always be contacted and asked for advice.
- The Designated Safeguarding Officer will decide whether to share information with other relevant organisations, noting rationales for decisions made on the advice forms. Disclosure of confidential information must be justifiable in each case, according to the particular facts of the case and must be limited to those people who need to know to take appropriate action.-[Government guidelines](#) state:

The most important consideration is whether sharing information is likely to support ... safeguarding and protection.

- The Designated Safeguarding Officer will record all actions which will then be kept in lockable storage, either as a physical or electronic password protected copy.

8.5 Responses post disclosure and appropriate actions

Support for those Involved in Abuse Incidents/ Allegations, in so far as it does not prejudice or impact on any investigations being undertaken by statutory agencies, is important- especially when managing the aftermath of abuse. For Club members support organisations such as those

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listed in [Appendix J](#) may be helpful. Guidance can be sought from social care or the police, if requested.

Phyllis Court will ensure that all parties involved will be kept updated and informed about the progress of the investigation and subsequent processes, as is pertinent and relevant and in so far as it will not compromise ongoing investigations.

9. Confidentiality

Confidentiality is the state of keeping or being kept secret or private.

Rules, Bye-Laws, Club house Advance- noted under the following sub sections:

- Section 28 (Page 29) data Protection.

Appendices.

Appendix A- Members Rules, Bye-Laws, Club house Advance.

Please note that PDF attachments do not open if saved in PDF – appendices will need to be supplied separately.

Guide to all Policies and procedures linked to employment at Phyllis court Can be found here:

For members:



PCC Club Rules
Bye-Laws (Nov22).pdf

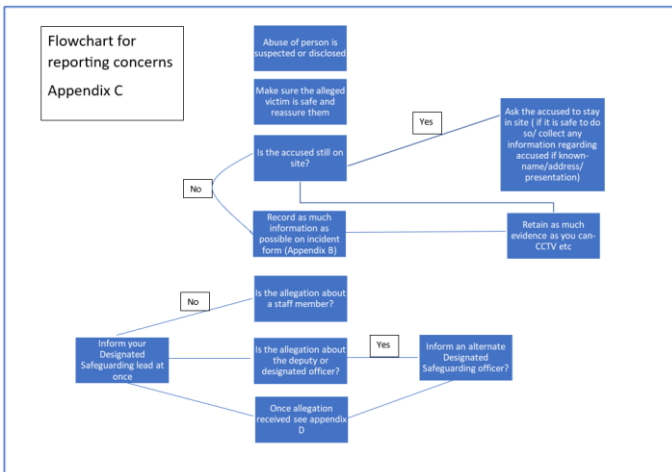
Appendix B- Incident/ safeguarding Reporting form with body map

-Please refer to a staff member.

Appendix C- Flowchart for reporting concerns



Appendix C flowchart
for reporting concern:



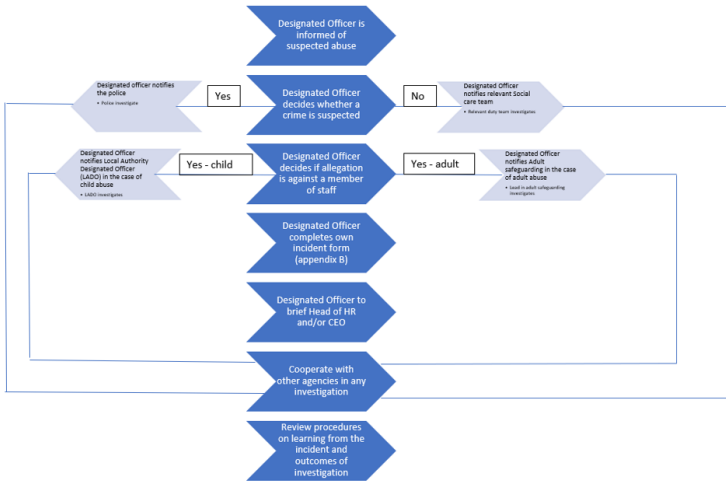
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Appendix D- Report pathway



Appendix D report pathway.pdf



Appendix E- Record of advice form

--Please refer to a staff member.

Appendix F- Role description for Phyllis Court's Designated Safeguarding Officer



Appendix F Role description of Designated Safeguarding Officer

--Please refer to a staff member.

Appendix G- Role description for Phyllis Court's Deputy Designated Safeguarding Officer



Appendix G Role description of Deputy Designated Safeguarding Officer

--Please refer to a staff member.

Appendix H- Training flow chart



Appendix H training flow chart.pdf

--Please refer to a staff member.

Appendix I- Abuse types



Appendix I Abuse
Types.pdf

--Please refer to a staff member.

Appendix J- Useful contacts



Appendix J Useful
contacts.pdf

- Abuse support for adults.....
- Support for adult survivors of childhood abuse.....
- Abuse support for children and young people.....
- Abuse support for older people.....
- Abuse support for people with a learning disability.....
- Domestic abuse and violence support options.....
- Domestic abuse support for adults.....
- Domestic abuse support for BAME people.....
- Domestic abuse support for children and young people.....
- Support for forced marriage and honour-based violence.....
- Domestic abuse support for LGBTQIA+ people.....
- Domestic abuse support for men.....
- Domestic abuse support for women.....
- Sexual abuse support options.....
- Sexual abuse support for adults.....
- Sexual abuse support for LGBTQIA+ people.....
- Sexual abuse support for men.....
- Support for non-abusive parents and carers of children.....
- Support to prevent sexual abuse of children.....
- Sexual abuse support for women.....
- Support options for abuse by health and social care workers.....

--Please refer to a staff member should you require the contact information.

Appendix K- Safeguarding standard



Appendix K
Safeguarding standar

--Please refer to a staff member.

Appendix L- Raising Awareness of Potential Vulnerability



Appendix L Raising
awareness of potentia

--Please refer to a staff member.

Appendix M- Protection of Children



Appendix M The
protection of children

--Please refer to a staff member.

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Appendix N- Legislation links- Children

Legislation	Date last checked
Every Child Matters: Change for Children (2003)	September 2023
Working Together to Safeguard Children (2006)	September 2023
What to do if you're Worried a Child is being Abused (2015)	September 2023
Children Act (1989)	September 2023
The Children Act (2004)	September 2023

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