Little City UK Ltd
Safeguarding Policy

July 2026

Introduction

Little City UK Ltd recognises the need to make provisions for children, young people, and vulnerable adults, and acknowledges its moral and legal responsibility to ensure that:

The welfare of the child, young person and vulnerable adult is paramount and that they all should have the right to express their views on any issues or decisions affecting them.

In line with the United Nations Convention on the rights of the child, children, whatever their age, culture, ability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

All personnel (paid/unpaid) working or providing a service within the Little City UK Ltd team have a responsibility to report concerns to the Little City UK Ltd Owner.

1. Policy Statement

Little City UK Ltd has a duty of care to safeguard all children, young people or vulnerable adult involved in any activity within Little City UK Ltd programme from harm. All children, young people and vulnerable adults have a right to protection, and the needs of disabled people and others who may be particularly vulnerable must be considered.

Little City UK Ltd will strive to ensure the safety and protection of all children, young people and vulnerable adults involved in Little City UK Ltd activities through adherence to Child Protection legislation and recommendations made by Statutory Guidance, the Care Inspectorate, Social Services, Local Education and Council Departments, Sport Councils and the Awarding Bodies Duty of Care and Code of Ethics

The welfare of children, young people and vulnerable adults are everyone's responsibility, particularly when ensuring their safety and protecting them from abuse. Children, young people, and vulnerable adults have a lot to gain from activities such as Little City. Their natural sense of fun and spontaneity can blossom in a positive environment created by organisations like ours. It provides an excellent opportunity for them to learn new skills, become more confident and maximise their own unique potential.

Leading an active lifestyle can and does have a very powerful and positive influence on people, especially young people. Not only can it provide opportunities for enjoyment and achievement; it helps to develop and enhance valuable qualities such as self-esteem, leadership, and teamwork. We must ensure that for those positive experiences to take place that activity sessions are in the hands of those who have the welfare of children, young people, and vulnerable adults uppermost in their mind and that we have proper procedures and practices to support and empower them.

A child or young person is defined in England, Wales, and Northern Ireland as a person under the age of 17yrs

or under, and in Scotland 17yrs or under.

A Vulnerable Adult in England, Wales and Northern Ireland is a person 18yrs and over, and in Scotland 16yrs and over who are unable to safeguard their own wellbeing and protect themselves against harm or exploitation.

2. Policy Aims

The aim of The Little City UK Ltd **Safeguarding Policy is to promote good practice:**

Providing children, young people and vulnerable adults with appropriate safety and protection whilst in the care of our staff and volunteers.

Allow all staff and volunteers to make informed and confident responses to specific protection issues.

Ensure that all incidents of poor practice and allegations of abuse are taken seriously and responded to swiftly and appropriately.

3. Promoting Good Practice

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

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

When a child, young person or vulnerable adult enters any activity within Little City UK Ltd having been subjected to child abuse outside our environment, activity, games and learning new skills can play a crucial role in improving the individuals' self-esteem. In such instances we must work with the appropriate agencies to ensure the individual receives the required support.

4. Good Practice Guidelines

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

(i) Good Practice Means:

- Always working in an open environment avoiding private or unobserved situations and encouraging open communication.
- Treating all children, young people/disabled adults equally with respect and dignity.
- Always putting the welfare of each person first before winning or achieving performance goals.
- Building balanced relationships based on mutual trust and empowering children, young people, and vulnerable adults to share in decision making.
- Making activities and learning fun, enjoyable, and promoting fair play.

- Be aware of the language used in context with the age of the child, young person and vulnerable adult and the language you allow them to use.
- Involve parents, guardian's, carers, and support workers where possible.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided. If it is difficult to maintain hand positions when the child, young person or vulnerable adult is constantly moving, they should always be consulted, and their agreement gained. Some parents are becoming increasingly sensitive about manual support, and their views should always be considered.
- Keeping up to date with technical skills, qualifications, and insurance.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of the child, young person, and vulnerable adults – avoiding excessive training or competition and not pushing them against their will.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.

(ii) Practices to be Avoided.

- The following should be **avoided** except in emergencies. If a case arises where these situations are unavoidable (e.g., child, young person or vulnerable adult sustains an injury and needs to go to hospital, or a parent/guardian/carer or support worker fails to arrive to pick them up at the end of a session), it should be with the full knowledge and consent of the Little City UK Ltd or the individuals' parents, guardian, carer, or support worker.

Otherwise, avoid:

- Spending excessive amounts of time alone with child, young person or vulnerable adult away from others.

(iii) 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, young people, or vulnerable adults to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, young person, or vulnerable adults even in fun.
- Reduce a child, young person, or vulnerable adult to tears as a form of control.
- Allow allegations made by a child young person or vulnerable adult, to go unchallenged, unrecorded, or not acted upon.
- Do things of a personal nature for children, young people, or vulnerable adults that they can do for themselves.

NB It may sometimes be necessary for staff, service provider or volunteers to do things of a personal nature for children, young person, or vulnerable adult particularly if they are disabled. These tasks should only be carried out with the full understanding and consent of parent's carers, support workers or guardian and the person involved. There is a need to be responsive to a person's reactions. If a person is fully dependant on you,

talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in where there is physical contact, lifting or assisting the individual to carry out activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

5. Incidents must be Reported / Recorded

If any of the following occur, you should report this immediately to Little City UK Ltd Head Office and record the incident. The Little City UK Ltd team should also ensure the parents, guardians, support worker or carer of the person is informed:

- If you accidentally hurt a child, young person, or vulnerable adult.
- If he/she seems distressed in any manner.
- If a child, young person, or vulnerable adult appears to be sexually aroused by your actions.
- If a child, young person, or vulnerable adult misunderstands or misinterprets something you have done.
- If a child, young person, or vulnerable adult is behaving in a sexually inappropriate manner on their own or in the company of other children or adults.

6. Recruitment and Training of Staff, Service Providers and Volunteers

(i) Recruitment

Little City UK Ltd recognises that anyone may have the potential to abuse children, young people or vulnerable adults in some way and will take all reasonable steps to ensure unsuitable people are prevented from working with children through compliance with the Recruitment Selection Policy which has been drafted to the appropriate standard as recommended by the Care Inspectorate, including DBS / PVG checks and references.

(ii) Training

In addition to pre – selection checks, the safeguarding process includes training after recruitment to help the staff and volunteers to:

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

For further information on Recruitment and Selection, Induction, training & Development please refer to the appropriate policies.

7. What is Abuse

It is generally accepted that there are four forms of abuse. However, in some cases bullying and negative discrimination can have severe effects on an individual.

The four forms of abuse are as follows:

Emotional Abuse

Emotional abuse is the persistent, emotional ill treatment of a person such as to cause severe and adverse effects on their emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on them. It may also involve causing a child, young person, or vulnerable adult to frequently feel frightened or in danger, or the corruption or exploitation of them.

Examples of emotional abuse in education, activities, or sport

- Exposure to humiliating or aggressive behaviour or tone.
- Failure to intervene where self-confidence and worth are challenged or undermined.

Neglect

Neglect is the persistent failure to meet the individuals basic physical and/or psychological needs. It may involve a parent, guardian, support worker or a carer failing to provide adequate food, shelter, warmth, clothing, and cleanliness. It may also include leaving a child, young person, or vulnerable adult home alone, exposure in a manner likely to cause unnecessary suffering or injury or the failure to ensure that appropriate medical care or treatment is received.

Examples of Neglect

This could include the lack of care, guidance, supervision, or protection that may be caused by:

- Exposure to unnecessary cold or heat.
- Exposure to unhygienic conditions, lack of food, water, or medical care.
- Non-intervention in bullying or taunting.

Physical Abuse

Physical abuse may involve the actual or attempted physical injury to an individual including hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise harming them. Physical abuse may also be caused when a parent, guardian, support worker or carer feigns the symptoms of or deliberately causes ill health to an individual whom they are looking after. This situation is described as Munchausen's Syndrome by proxy. A person may do this because they need or enjoy the attention, they receive through having a sick child, young person, or vulnerable adult. Physical abuse may also be a deliberate act, omission, or failure to protect.

Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person, or vulnerable adult to take part in sexual activities whether they are aware of or consent to what is happening. The activities may involve physical contact including penetrative or non-penetrative acts. This may include non-contact activities such as forcing the child, young person, or vulnerable adult to look at or be involved in the production pf pornographic material, to watch sexual activities or encouraging them to behave in sexually inappropriate ways.

Children, young people, and vulnerable adults of both male and female gender can be sexually abused by males and / or females, including persons to whom they are not related and by other young people. This includes people of all levels of society.

Examples of Sexual Abuse

Sexual abuse can happen in all activities and maybe caused by:

- Exposure to sexually explicit inappropriate language, jokes or pornographic materials.
- Inappropriate touching.
- Having any sexual activity or relationship
- Creating opportunities to access children's bodies.
- Use of cameras, mobile phones or any electronic equipment that can take inappropriate photographs.

Non-Organic Failure to Thrive

Non-organic failure to thrive is when the individuals do not reach normal growth and developmental milestones such as physical growth, weight, motor, social and intellectual development. Non-organic failure to thrive is only established when physical and generic reasons have been medically eliminated. Factors affecting a diagnosis may include inappropriate relationships between the parent / guardian and the child, young person, or vulnerable adult, especially at mealtime, for instance the persistent withholding of food as punishment and the sufficiency and / or suitability of the food for the child, young person, or vulnerable adult.

Non-organic failure is not normally found in children's activities as leaders or assistants do not have the responsibility for individuals for a prolonged period where they feed and nurture.

8. Signs of Abuse

It is not always easy to recognise a situation where abuse may occur or has already taken place. The presence of one or more of the following signs should alert volunteers / staff or service providers to the possibility of a child, young person or vulnerable adult being abused. It is not your job to decide whether a child, young person or vulnerable adult is being abused, however, it is your job to report any concerns to the appropriate professional agencies, the Police, and local social services but first Little City UK Ltd Franchise procedures will be initiated, and guidelines followed for reporting.

The presence of one or more of the following signs or symptoms does not always mean that abuse is taking place as they are possible indicators. The recognition of abuse is a multi-disciplinary affair with, for example, health professionals diagnosing medical problems; social workers interpreting family dynamics; school staff identifying change behaviour. No individual should ever feel the burden rests solely with him / her.

Possible Indicators of Emotional Abuse and Neglect

Child, young person, or vulnerable adult neglect is a serious condition which can result in delayed physical and emotional development no matter what the age of the person is. All development is highly sensitive to physical or psychological stress. Where insufficient care or protection leads to actual or potential impairment then abuse can be said to have occurred. Diagnosis is difficult because these effects are not as dramatic as bruises or lacerations. However, the effects of physical and emotional neglect can be very damaging. Therefore, any

situation suggesting that neglect is present must be treated seriously.

Possible Indicators of Physical Abuse

Falls and accidents can often produce a single bruise, usually with a bone prominence. Multiple bruises can occur from an individual running and falling forwards, leading to bruises on the front of the body and forehead, knees, shins, as well as on the hands if the fall is broken. Bruises sustained accidentally are normally on the outer surfaces or limbs.

Those working with children, young people or vulnerable adults should be alerted to the following:

- An explanation of injury not consistent or compatible with the findings.
- No explanation of the injury.
- Delay in the reporting of the injury or seeking treatment.
- Report of recurrent injuries which only occur in one situation with one individual.

Possible Indicators of Sexual Abuse

Traditionally there has been great suspicion of children, young people and vulnerable adults who alleged that they have been sexually abused and a tendency to describe such claims as fantasy. However, experience suggests that children, young people, or vulnerable adults rarely fabricate such statements. The person making the allegation should always be listened to and what they say should be treated very seriously and investigated.

Most sexually abused individuals have no physical symptoms but usually exhibit behavioural or emotional symptoms. These symptoms are not specific to sexually abused individuals and, therefore, present problems with diagnosis. Sexual abuse presents itself in numerous ways but should be considered when there is evidence of genitalia injuries, oversexualised behaviour, some recurrent abdominal pains, and excessive masturbation.

The important point to remember is, that if an individual is showing signs of emotional or behavioural stress, then the possibility of sexual abuse must be considered, particularly when there are sudden changes in mood or behaviour with no apparent explanation.

AS ALREADY STATED, IT IS IMPORTANT THAT ALL OF THE ABOVE POSSIBLE INDICATORS OF ABUSE ARE LOOKED AT IN THE CONTEXT OF THE INDIVIDUAL CASE AND THEIR FAMILY. A COMPREHENSIVE MULTI-DISCIPLINARY ASSESSMENT SHOULD BE CARRIED OUT WHICH GIVES THE INDIVIDUAL THE OPPORTUNITY TO EXPRESS THEIR VIEWS.

9. Responding to Allegations or Suspicions

It is not the responsibility of any Little City UK Ltd employees or service provider in a paid or unpaid capacity to decide whether abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities.

Little City UK Ltd will assure all staff / volunteers or service providers, that, it will fully support and protect anyone who in good faith reports concerns of abuse.

Where there is a complaint against a member of staff / volunteer or service provider there maybe three types of investigation:

- A Criminal investigation
- A Child protection investigation
- A disciplinary or misconduct investigation

The results of Police and appropriate agency investigations may well influence the disciplinary investigation, but not necessarily.

10. Action

i. Concern about Poor Practice

- If, following consideration, the allegation is clearly about poor practice, the Franchisee/Franchisor will deal with this as a disciplinary issue.
- If the allegation is about poor practice by the Franchisee, or if the matter has been handled inadequately and concerns remain, it should be reported to Little City UK Ltd and/or LADO Management who will decide how to deal with the allegation and whether to initiate disciplinary proceedings.

ii. Concerns about Suspected Abuse

- Any suspicion that an abuse has been carried out by a member of staff will be reported to the Franchisor, who will take such steps as considered necessary to ensure the safety of the individual in question and any other person/s who may be at risk.
- The Franchisee and Franchisor will refer the allegations and contact the Social Services, LADO where appropriate and the Police.
- The parent, carer, guardian, or support worker will be contacted as soon as possible following the advice from the Social Services / Police.

iii. Confidentiality

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

This includes the following people:

- Little City UK Ltd.
- The parent, guardians, carers, or support workers of the alleged abused individual
- The person making the allegation.
- Social services/Police
- The alleged abuser (and parent, guardians where applicable)

Seek social advice on who should approach the alleged abuser.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g., that information is accurate, regularly updated, relevant and secure).

(iv) Internal Enquiries and Suspension

- The Franchisee and or Franchise Management will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further Police and social services inquiries.
- Irrespective of the findings of the social services or Police inquiries the disciplinary process will be evoked, and a senior manager will assess all individual cases to decide whether a member of staff can be reinstated and how this can be sensitively handled. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the Police. In such cases the Franchisee must reach a decision based upon the available information, which could suggest that on a balance probability, it is more likely than not that the allegation is true. The welfare of the child, young person or vulnerable adult should remain of paramount importance throughout.

(v) Support to Deal with the Aftermath of Abuse

- Consideration should be given to the kind of support that children, young people, vulnerable adults, parents, guardians, carers, support staff and members of staff may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process. The British Association for Counselling Directory is available from The British Association for Counselling,1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189
- Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

(vi) Allegations of Previous Abuse

Allegations of abuse may be made some time after the event (e.g., by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, Little City UK Ltd will follow the procedures as detailed above and report the matter to the social services or the Police. This is because other children, young people or vulnerable adults either within or outside our environment, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

11. Identifying and Managing Bullying

The lives of many people are made miserable by bullying. Victims of bulling can feel lonely, isolated, and deeply unhappy. It can have a devastating effect on a child, young person or vulnerable adult's self-esteem and destroy their self-confidence and concentration. They may become withdrawn and insecure, more cautious, and less willing to take any sort of risk. They may feel it is somehow their fault, or that there is something wrong with them and at worst cause depression and/or feelings of worthlessness that lead to suicide.
Bullying may be seen as particularly hurtful behaviour usually repeated over a period, where it is difficult for those bullied to defend themselves. Bullying can take many forms including:

Physical e.g., hitting, kicking, theft.

Verbal (including teasing) e.g., racist remarks, spreading rumours, threats, or name-calling.

- Emotional e.g., isolating a child from the activities or social acceptance of the peer group.
- Harassment e.g., using abusive or insulting behaviour in a manner intended to cause alarm or distress.

Children, young people, and vulnerable adults may be bullied by adults, their peers and in some cases by their families.

IDENTIFYING BULLYING

Bullying can be difficult to pick up because, it often happens away from others and victims do not tend to tell. However, you can watch for signs that may indicate the presence of bullying. The following lists common bully victim behaviour.

If a child, young person, or vulnerable adult, hesitates to come to training/programme session.
Is often the last one picked for a team or group activity for no apparent reason, or gets picked on when they think your back is turned?

- Is reluctant to go to certain places or work with a certain individual.
- Has clothing or personal possessions go missing or are damaged.
- Has bruising or some other injury.
- Keeps 'losing' their money.
- Is quite nervous, withdraws from everybody else and becomes quiet and shy, especially in the case of those who are normally noisy and loud.
- A usually quiet person becomes suddenly prone to lashing out at people either physically or verbally.

ACTION TO HELP THE VICTIM AND PREVENT BULLYING

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns.
- Help the victims speak out and tell the person in charge or the Protection Representative. Create an open environment.
- Take all allegations seriously and take action to ensure the victim is safe.
- Speak with the victim and the bullying separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no-one else.
- Keep records of what is said i.e., what happened, by whom and when.
- Report any concerns to the Little City UK Franchisee and the Franchise Designated Safeguarding Lead.

ACTION TOWARDS THE BULLY

- Talk with the bull, explain the situation, and try to get the bully to understand the consequences of their behaviour.
- Seek an apology from the bully to the victim.
- Inform the bullies parents, guardian, or carer.
- If appropriate, insist in the return of 'borrowed' items and that the bully compensates the victim.
- Impose sanctions, as necessary.
- Encourage and support the bully to change behaviour.
- Keep a written record of action taken.

12. Negative discrimination

Children, young people, and vulnerable adults may experience harassment or negative discrimination because of their race or ethnic origin, socioeconomic status, culture age, disability, gender, sexuality, or religious beliefs. It is necessary to recognise that negative discriminatory behaviour could be categorised as emotional abuse.

All organisations working with children, young people and vulnerable adults including those operating where black and ethnic communities are numerically small, should address institutional racism, defined in the MacPherson inquiry report on Stephen Lawrence as:

"The collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and/or religion".

13. How to Listen and React to a Child, Young Person or Vulnerable Adult

It is important to listen carefully to the information being told to you. When listening to the information, the following good practice is required:

- Ensure the individuals immediate safety.
- Seek advice from relevant statutory bodies.
- Find a safe place, especially if the individual is distressed or upset.
- Allow the individual time to speak and really listen to them.
- React calmly so as not to frighten the individual.
- Do not show disbelief, anger or disgust.
- Reassure the individual that they are not to blame and were right to tell.
- Take what the individual says seriously, recognising the difficulties in interpreting what the individual says; especially if they have a speech disability and he/or differences in language.
- Be honest, tell the individual that you cannot keep a secret; you must talk to someone else who can help.
- Do not pre-suppose that the experience was bad or painful – it may have been neutral or even pleasurable. Always avoid projecting your own reactions onto the individual.
- If you need to clarify, keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said; use open-ended and non-leading questions.
- Do not introduce personal information from either your own experiences or those of other individuals.
- As soon as practical write down everything the individual has told you using their own words. You must not discuss the information with anyone other than the Protection representative within your organisation or the statutory organisations i.e., Police or Social Services. You should sign, date, and note the time and keep the original notes.
- Please do not be afraid to contact Social Services or the Police to get advice or guidance.

14. Concerns outside our environment

- Report your concerns to the Franchisee or DSL of Little City UK Ltd, who should contact social services or the Police as soon as possible.
- See section 15 below for the information social services or the police will need.
- Social services and the representative of Little City UK Ltd will decide how to involve the parents/carers.
- The Franchisee or DSL of Little City UK Ltd should also report the incident to a senior manager who will act accordingly.
- Maintain confidentiality on a need-to-know basis only.

15. Recording the information

As previously highlighted, it is your responsibility to report concerns. The full written record of information must be made as soon as possible using the child's own words. Use the appropriate Notification of Incident Form (see back page) to record all details and include:

- Age, date of birth of the individual.
- Home address and telephone number of the individual.
- The nature of the concern in the individual's own words.
- Any times, dates, or other relevant information.
- Whether the person making the report is expressing their own concern or the concerns of another person.
- The individuals account, if it can be given, of what has happened and how injuries occurred.
- The nature of the concern (include all the information obtained during the initial account e.g., time, date, location of alleged incident).
- A description of any visible (when normally dressed, injuries or bruising, behavioural signs, indirect signs do not examine the child).
- Details of any witnesses to the incident and any other relevant information.
- Speak to local services or the Police first to identify whether the individual's parents, guardians or carers should be contacted and record if they have been contacted.
- Details of anyone else who has been consulted, and the information obtained from them.
- If it is not the individuals making the report, whether the child has been spoken to, if so, what was said.

16. Sharing Concerns with Parents, Guardians and Carers

Where it is not abuse:

There is always a commitment to work in partnership with parents, guardians, and carers where there are concerns about an individual. Therefore, the most situations, not involving the possibility of the abused of an individual, it would be important to talk to parents, guardians, and carers to help clarify any initial concerns. For example, if an individual seems withdrawn, they may have experienced an upset in the family, such as a parental separation, divorce, or bereavement. Common sense is advised in these situations; however, advice should be sought from the Protection Representative at your organisation or directly from the Police/ Social Services if there is any uncertainty about the appropriate course of action.

Allegations of abuse:

There are circumstances in which an individual may be placed at even greater risk if concerns are shared e.g., where a parent, guardian or carer may be responsible for the abuse or not able to respond to the situation appropriately.

In all cases of suspected or alleged abuse, advice and guidance must first be sought from
Local Authority Social Services or the Police as to who contacts the parents, guardian or carer.

17. Allegations/suspicions made against an employee

The feelings caused by the discovery of potential abuse by a member of staff or service provider raise different issues, e.g., disbelief that a member would act in this way. The member who has been made aware of the allegation or suspicion against another member should not take the responsibility or decide whether an individual has been abused. However, it is the responsibility of the individual to act on any concerns.

Any information that raises concern about the behaviour of a member of staff or service provider towards an individual must be passed on as soon as possible that day. No member of staff or service provider in receipt of such information shall keep that information to himself/herself or attempt to deal with the matter on their own. Record information and follow the chain of reporting as well with all other concerns or recognition of abuse.

Action taken against the member of staff or service provider where a concern has been made might involve precautionary suspension until investigations are completed by Social Services and/or Police. These statutory organisations will be able to advise Little City UK Ltd what to do following an investigation.

18. Abandoned Child

- In the event that a child is left alone at the end of a session with no parent or carer all reasonable attempts will be made to contact the parents or nominated carers.
- If no contact can be made, we contact our local authority children's social care team (HCC or 999 in an emergency)
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances will franchisees go to look for the parent, nor do they take the child home with them. The child does not leave the premises with anyone other than the parents or nominated carers or by a social care worker.

19. Missing child

To be absolutely clear, children are in attendance at Little City sessions under the supervision of their parents or carers.

If a child is found to be missing it is not the responsibility of Little City to locate them, though any franchisee present will offer help if possible.

As soon as it is noticed that a child is missing the group should be alerted so that a search of the building and its surroundings can be carried out and the police alerted. We will ask that no one leaves the room whilst the search is taking place.

Parents/carers are asked to make sure no other child has also gone astray.

Doors and other openings are checked to see if there has been a breach of security whereby a child could wander out.

Any franchisee present should talk to parents/carers to find out when and where the child was last seen and record this information.
Little City will help the police in their investigation.

20. Pre-school / Nursery / Playgroup / School hire

During pre-school, nursery, playgroup or school visits, Little City will act in accordance with and follow the safeguarding policy of the setting. During the booking process, the Franchisee will identify the Safeguarding Lead and discuss how to report any concerns, should they arise.

21. Little City UK Procedure for Reporting Concerns

STAGE 1

A Franchisee / parent has a concern about the welfare of a child or young person at risk or the behaviour of an adult, including parents, carers, franchisees or volunteers.

The person who has the concern has a duty to:

RECORD AND REPORT

A written record must be made of the concern using a standard incident report form and the concern should be reported to the Designated Person within 24 hours.

STAGE 2

The Designated Lead who received the report of concern then has a duty to:

REVIEW AND REFER

The report will be reviewed by the Designated Lead with any other relevant information and a decision will be taken in liaison with others as to what action should follow. Any formal referral to Social Services should normally be made within 24 hours of receiving the report.

Any allegations against anyone directly working with children including staff and management of Little City -
'Recognise, Respond, Report, and Refer'

20. Further Information

Useful Agencies and Legal Framework

UNICEF (2016) UNICEF Fact Sheet: A summary of the Rights of the Child Under the Convention on the Rights of the Child.

HM Government (2015) Working Together to Safeguard children.

Department for Education (2016) Keeping Children Safe in Education.

Sport and Recreation Alliance (2017) Defining 'Supervision" and Regulated Activity.

National Guidance for Child Protection in Scotland 2021 – updated 2023

Working together to safeguard people: code of safeguarding practice – Gov.Wales

Local Safeguarding Children Boards

Safeguarding Adult Boards

Data Protection Act (1998)

Police Act 1997

UN Convention Rights of the Child 1989

CRB / PVG / ACESS NI / Disclosure Scotland

Sex Offenders Act 19197

Child Welfare Information Gateway 2009

NSPCC

Social Services and Wellbeing (Wales) Act 2014

Children Abolition of Defence if Reasonable Punishment (Wales) Act 2020

Awarding Bodies Code of Conduct

NOTIFICATION OF AN INCIDENT FORM

This form must be completed where staff / service provider is concerned about an incident involving a child, young person or vulnerable adult, as soon as possible after the incident that causes concern and must be passed to the Little City UK Ltd Head Office.

NOTE: Confidentiality must always be maintained. Information must only be shared on a need-to-know basis i.e. only if it will protect the child, young person or vulnerable adult. Do not discuss this incident with anyone other than those who need to know.

Continue a separate piece of paper if required and attach it securely to this form.

Details of Person Making the Report

Name: _____ Position: _____

Contact Tel: (Include STD): _____

Details of Individual

Name: _____ Date of Birth: _____

Address: _____
Town: _____ Post Code: _____
Contact Tel: (Including STD): _____

Details of Parent / Guardians / Carers

Name: _____

Address: _____
Town: _____ Post Code: _____
Contact Tel: (Including STD): _____

If you are reporting this on behalf of someone else, please provide details of that person.

Name: _____ Position: _____

Address: _____
Town: _____ Post Code: _____
Contact Tel: (Including STD): _____

Date this person advised you of the concern / incident: _____

Details of the Incident / Concerns

Date of Incident / Concern arose: _____ **Time:** _____ **Place:** _____

Name and addresses of other people who may have information about the Incident / Concerns: _____

Description of What Happened: _____

Describe in detail visible injuries, bruises and concerning behaviour of the Vulnerable Child, Young Person or Adult, if any (use diagrams if this helps you to describe: _____

Was the Child, Young Person or Vulnerable Adult asked about the incident / concerns: YES/NO

If yes, record exactly what they said, in their words and any questions asked. Clarify that they are satisfied what they have said: _____

_____

Details of Action Taken: _____

Other Information – record any other information you have about this matter (it is important that all information is passed on, even that which you think is not important or helpful)

_____

Sign: _____

Print Name: _____ Date: _____

Little City UK Ltd, 2 The Poplars, Brantham, Manningtree Essex CO11 1PR

TO BE COMPLETED BY FRANCHISEE:

We will refer to our Local Safeguarding Children board (LSCB) – {OFFICIAL NAME OF LOCAL SAFEGUARDING BOARD}

Contact details - {TELEPHONE}

Designated child protection lead for Little City UK Ltd:
Name: Vicki Fletcher (Owner)
Phone/email: vicki@littleciyuk.com

Deputy child protection lead
Name(s): {FRANCHISEE NAME]
Phone/email: {FRANCHISEE TELEPHONE NUMBER} {FRANCHISEE EMAIL ADDRESS]

Local Area Designated Lead: [insert here name of local area DSL]

(Although the LADO is not the decision maker, they can provide advice and guidance to employers, liaise with Police, if necessary, consistent with a fair and thorough process.) and any other agencies to monitor progress of any cases to ensure that they are dealt with as quickly as possible.

NSPCC Helpline 0808 800 5000
Immediate Danger – Police 999

This policy statement came into force on 17th July 2026

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

VERSION CONTROL

VERSION LABEL	LAUNCH DATE	DETAILS	REVIEW DATE
1	17/07/2026	New policy	17/07/2027