

Experience Education



travelbound

SkiBound
SNOWSPORTS FOR SCHOOLS

JCA Let the adventure
begin...

Safeguarding Policy & Procedures

Date created – 18/09/2024

Planned Review Date – 29/12/2026

Document Control Register:

Date	Version	Author	Details
18/09/24	V1	MS	After the external review of all Safeguarding policies and procedures by CA Consultancy, advised amendments and edits completed.
04/03/25	V1	MS	Further clarity added to procedures in relation to LADO involvement and reporting of allegations. Including the Threshold document used by the national LADO network. Removed reference to Safer Recruitment document due to already being covered within this document.
29/12/25	V1	MS	Annual Review – added details of the Safeguarding trained staff (Alice Mullen, David Plommer, Beth Vermont).
16/01/26	V1	MS	Explicit that Policy and Procedures within document apply to JCA, Skibound, Masterclass, Edwin Doran and Travelbound
03/03/26	V1	MS	Amended wording, replaced “vulnerable adults”, with “adults at risk”

The Safeguarding Policy procedure is supported by both internal company policies and procedures as well as external guidance and regulations.

This policy applies to all employees of SkiBound, Travelbound, Edwin Doran, Masterclass & JCA, part of Experience Education.

Experience Education Internal Policy Procedural documents:

- Prevent Policy
- Experience Education Safeguarding Policy
- Whistleblowing Policy
- Photography and Filming Policy
- Gender Questioning Children or Customers

This policy has been developed to adhere to the statutory requirements within the following legislation:

- Data Protection Act (2018) & The General Data Protection Regulation (GDPR) (2018)
- Working Together to Safeguard Children (2023)
- Children Act (1989) & (2004)
- Children and Families Act (2014)
- Keeping Young Children Safe in Education (September 2024)
- Disclosure and Barring Service Code of Practice (November 2015)
- Sexual Offences Act (2003)
- Equality Act (2010) (including the Public Sector Equality Duty)
- Counter-Terrorism and Security Act (2015)
- Prevent Duty Guidance for England and Wales (2023)

INTRODUCTION

Within this policy, it incorporates the Safeguarding of children as well as adults at risk, where stated about children.

Experience Education accepts that in all matters concerning safeguarding for children and adults at risk, the welfare and protection of the child and adults at risk is of paramount consideration.

Experience Education believes that it is always unacceptable for a child or adult at risk to experience abuse of any kind and recognises its responsibility to safeguard the welfare of children and employees, by a commitment to a practice that protects them.

We are committed to:

- Protecting the welfare of each child.
- Providing a safe environment for children to participate in all activities.
- Annually reviewing our policy and practice.
- Training all employees in good Working with Children practice as outlined in our online Safeguarding Module and Brand specific Training.

We will ensure:

- Any suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately.
- We employ appropriately checked employees and ensure they are trained to the highest standard.

POLICY STATEMENT

Experience Education has a duty of care to safeguard all children and customers that use one of our brands. All children and adults at risk have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be considered. Experience Education will ensure the safety and protection of all children and adults involved in its trips, events or settings through adherence to the safeguarding guidelines adopted below.

In this policy, child refers to any person under the age of 18 years old, the internationally accepted definition according to the United Nation Conventions on the Rights of the Child.

In this policy, the term 'child abuse' refers to the World Health Organisation definition - "Child maltreatment, sometimes referred to as child abuse and neglect, this includes all forms of physical and emotional ill-treatment, sexual abuse, neglect, and exploitation that results in actual or potential harm to the child's health, development or dignity.

POLICY AIMS

The aim of the Experience Education Safeguarding Policy is to promote good practice:

- Provide children and young people with appropriate safety and protection whilst in the care of the business.
- Allow all employees / volunteers to make informed and confident responses to specific child protection issues.
- To ensure robust safeguarding arrangements and procedures are in operation to provide children and young adults with the appropriate safety & protection.
- Ensuring we provide a safe physical environment for children, young people, employees and volunteers, by applying health & safety measures in accordance with the law and regulatory guidance.
- Moral obligation to provide a duty of care to protect all children.
- To ensure action is taken in the event of any incident or concerns raised and support the person disclosing or raising the concern.
- All allegations/concerns will be taken seriously and responded to as per our policy.
- To keep records confidential and on a need-to-know basis.
- Ensuring we have an effective complaints and whistle blowing measures in place.
- To have safe recruitment, selection and vetting procedures in place, based on the employees role.
- To ensure that there is a fair, consistent and robust response to any allegations made is managed effectively, so not to pose any further risk to other children.

COMPANY WORKING WITH CHILDREN PRACTICE

Safer Recruitment

Experience Education will ensure that individuals employed directly by the company who have contact with children undertake the following recruitment process:

- All Recruitment Staff will have completed the NSPCC Safer Recruitment Training.
[Safer recruitment training: online and in-person | NSPCC Learning](#)
- All applicants will complete an application form asking for details of any criminal convictions (subject to the Rehabilitation of Offenders Act 1974).
- All contact employees will be over the age of 18.
- All employees will be interviewed
- Applicants will be asked to disclose if they have ever been barred from working with children or disqualified under the 2006 Childcare Act and 2018 Regulations.
- Experience Education will apply for an enhanced Disclosure and Barring Service (DBS) for employees who have a role that involves working daily with children and young people, for example Activity instructors.
- Experience Education will ensure suitable Safeguarding checks are undertaken for support roles (Catering assistants, housekeepers, Reps, Maintenance roles). This may involve applying for a Basic Disclosure and Barring Service (DBS).
- All employees will be reference checked as part of the recruitment process.
- All employees will complete an induction and training period.
- All employees with access to the Experience Education LMS will complete the online Safeguarding training module. Employees without access will complete the Safeguarding PowerPoint and declaration.
- All employees will receive specific Safeguarding training based on their roles and responsibilities

- All employees will be aware of who the company's Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Lead is.

DBS Checks, Criminal records checks (non UK employees) and Safeguarding Risk Assessments

All Experience Education employees who are working operationally with visiting groups and customers should have satisfactory Safeguarding checks, this may be in the form of a DBS check. If the DBS check is still being processed, a risk assessment will be implemented by the management team which will consider factors such as the role, whether the employee is residential or non-residential, supervision, other satisfactory checks and references and restricted or amended responsibilities. The control measure may also include suspension of duties or being removed from working on an event or tour until the satisfactory check is complete.

For employees of Experience Education (non-UK residents) we request criminal records checks from the country of origin of the employee.

For employees that will be working with customers in a position with another employee/s or alongside staff/adults within the customers group there will be a risk assessment undertaken and check carried out to ensure that they will not be required to have individual supervision of a group, school or child.

Confidentiality

- All Experience Education customers information will be kept secure, confidential and only passed onto relevant employees. This includes any details of the children or young people participating in an event or residential trip.

Health and Safety

Experience Education have set out a range of measures and policies which govern the health, safety, security and welfare of all children whilst on a service provided by Experience Education. These measures are identified in the following documents:

- The Customer and Employee Safety Management Systems
- The Activity Standards and Procedures
- The Staff Handbook/ Reps Guidebook
- The Generic Risk Assessments
- The Party Leader/Group Leader Information Packs
- The employees Induction and Training plan
- The Experience Education Learning Management System (LMS)

Responsibility

- Party leaders/ Group Leaders/ Coaches etc. have full "loco parentis" for all children on an Experience Education Event, trip or residential stay.
- All Experience Education employees have a duty of care to maintain the best level of health, safety, and security for our clients.
- Roles and responsibilities are clearly identified in pre departure information sent to the visiting groups/schools/clubs etc. and all employees are aware of their own responsibilities through the induction and training process for each brand.

Prevention of Abuse

Experience Education will take the following steps to promote good practice to prevent allegations of child abuse.

- Good practice guides will be issued to all employees to ensure they are clear on the steps to take to protect themselves and the children in their care.
- All Experience Education employees will undertake online training
- If a child is deemed unwell on arrival for the trip, tour, event, or activity, they are not to be accepted.
- Any child who may have been in contact with any infectious illness must not be accepted.
- Any existing injuries/medical needs must be detailed at registration.

Third Parties/ Suppliers

- Where Experience Education are working in partnership with other organisations an agreement must be reached about discharging the responsibilities and practices contained in this document.
- We provide Safeguarding Guidelines that we expect third party suppliers to abide to and this forms part of the contract or service level agreement.
- We request confirmation from the supplier that their staff are suitable for the role.
- We carry out H&S audits of suppliers and where needed escalate these to our technical advisors.

Reporting Procedures

- In the event of an accident or incident occurring whilst the child is in the care of a employees, all details are to be recorded on the appropriate form or system.
- Any suspicion, allegation or disclosure must follow the Safeguarding reporting procedure.

Scope of Policy

- Any situation involving children in our care.

Although this document outlines working practice and conduct for all employees whilst working with children it also relates to non-work-related conduct. Any inappropriate conduct outside of work will also be considered most seriously and appropriate action will be taken dependent on the situation.

Details for the Designated Safeguarding Lead and Deputies can be found on Page 15.

UNDERSTANDING ABUSE

This guide is written to provide a clear understanding of what child abuse is, and to provide a process for the employee to be able to report any suspicious concerns through the correct channels.

What is abuse?

Abuse is a term used to describe ways in which children and adults are harmed, usually by adults and often by people they know and trust. It refers to the damage done to a person's physical or mental health. Children can be abused within or outside their family, at school and in a sports or community environment. Abuse can take many forms:

Physical Abuse - A form of abuse which causes physical harm.

Neglect - The persistent failure to meet a child's basic physical/psychological needs.

Sexual Abuse - Involves forcing or enticing a child or young person to take part in sexual activities

Emotional Abuse - To cause severe and persistent adverse effects on the child's emotional development.

Child on Child Abuse – Inappropriate behaviours between children that are abusive in nature including physical, sexual, or emotional abuse, exploitation, sexual harassment, all forms of bullying, coercive control, hazing/initiation rituals between children and young people, both on and offline.

Bullying & Cyber Bullying - To cause abuse by one person or a group of persons consistently towards another person

Domestic Abuse - Experiencing Parental/Guardian controlling behaviours beyond violence

Child Sexual Exploitation - A form of sexual abuse where children are exploited for money, power or status often in exchange for gifts/money/drugs/affection or status

Radicalisation – Refer to guidance with the companies Prevent Policy.

Extremism - Is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty & mutual respect and tolerance of different faiths and beliefs

FGM - Involves procedures that intentionally alter/injure female genital organs for non-medical reasons

Forced Marriage - Entered into without the full & free consent of one or both parties.

Child Trafficking & Modern-Day Slavery - The acquisition of a person, by means of deception or coercion, for the purposes of exploitation

Children who are gay, lesbian or gender questioning – young people may see staff as trusted adults who they can share thoughts about their gender. If this occurs listen and inform the DSL who can ensure the young person has the appropriate support from external agencies.

Recognising Abuse

Some of the symptoms of abuse 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.
- Use of sexually explicit language or actions.
- Sudden change in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Change in views or opinions
- The child describes what appears to be an abusive act involving him/her.
- Change observed over a long period of time (e.g. the child losing weight or becoming increasingly dirty or unkempt).
- General distrust or avoidance of adults, especially with whom a close relationship would be expected.
- An unreasonable reaction to normal physical contact.
- Difficulty in making friends or abnormal restrictions on socialising with others.

Dealing with Suspicion Allegation or Disclosure of Abuse

Dealing with cases of abuse is only for trained people: local authorities, police and social workers. Employees of Experience Education should not be counselling individuals they believe are at risk. Your responsibility is to Recognise, Listen, Record and Report the information onwards.

All employees will follow the Safeguarding reporting procedure as follows:

Concern Raised – Suspicion, Allegation or disclosure.

Always Act, Always Report – employees must report concerns to their Line Manager. All details of the suspicion, allegation or disclosure must be recorded appropriately. Line Managers will then inform the Experience Education Designated Safeguarding Lead or one of the deputy leads.

Concerns dealt with – Contact staff involvement ends. The Line Manager and/or the Designated Safeguarding Lead will take appropriate action.

Designated Safeguarding Lead – Will have responsibility to record all detail, report all information to relevant bodies (Head Office, Party Leaders (if appropriate), The police, Local Authority Designated Officer (LADO)).

Actions to take if an employee suspects any form of abuse:

- Remember do not investigate the suspicions.
- Immediately inform your line manager. Who will then escalate it to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead.
- Record the FACTS as you know them and give the line manager a copy.

For Overseas Allegations

If the group, School or Tour is outside of the UK the reporting of allegations and abuse will follow the same process as the UK. The employee will report the allegation to their Line manager, who will then escalate if necessary, to the Designated Safeguarding Lead. The Designated Safeguarding Lead will then take the appropriate action based on the allegation and escalate.

Due to many countries having different approaches to Safeguarding and organisations that deal with allegations of abuse or safeguarding incidents, it is recommended that the group report the incident to the police whilst in country if the alleged is not a UK citizen. If the allegation is against a member of the group or an employee of Experience education that is a UK national, then the report will be made to the Local Authority Designated Officer (LADO) for the County that the business address is situated (most likely to be East Sussex, <https://www.esscp.org.uk/professionals/lado/> ESSCP.Contact@eastsussex.gov.uk - 01273 481544)

ACTIONS TO BE TAKEN

Actions to take if a child makes an allegation or disclosure of abuse:

- You must not deal with the situation alone and should inform your line manager and Designated Safeguarding Lead as soon as possible.
- Ensure the child is in no immediate danger and if so, take steps to prevent further harm.
- Advise that you will try to offer support, but that you are duty bound to pass the information on.
- Allow the child to speak to you without interruption, accepting what is said.
- Use of open questions. For example - I notice that you have a bruise. How did it happen?
- Alleviate feelings of guilt and isolation, while passing no judgement.
- Ensure all information has been recorded on the appropriate form.

Actions to take if allegations are made against an employee:

- The Designated Safeguarding Lead **MUST** be informed immediately (unless they are the alleged).
- Immediately inform your line manager (unless they are the alleged).
- Record the **FACTS** as you know them and give a copy.
- Ensure you **NEVER** place yourself in a position that could cause any doubts of your actions.
- **YOU MUST ALWAYS REFER. YOU MUST NOT INVESTIGATE.**
- For disciplinary purposes, all incidences of suspected abuse by an employee will be dealt with under the disciplinary procedure after any separate investigation from the police or local authority.
- The Designated Safeguarding Lead or Deputies will contact the Local Authority Designated Officer (LADO) to seek advice or report the allegation within one day of the alleged incident occurring.

Actions to take if allegations are made Overseas against a supplier or a citizen of that country (non-UK national):

- Immediately inform your line manager
- Ensure the child is in no immediate danger and if so, take steps to prevent further harm.
- Record the **FACTS** as you know them and forward a copy to your line manager.
- Advise that the group, school, party, or team report their allegations to the police.

If a child touches you in an inappropriate place or is acting inappropriately towards you:

- Record what happened and ensure that your line manager is made aware as soon as possible.
- Do not make the child feel guilty as it could be a totally innocent situation and not intentional.
- It is not an option to ignore this behaviour and it needs reporting.

Designated Safeguarding Lead

For the Experience Education Brands, Matt Smith is the named Designated Safeguarding Lead. There are also two deputy safeguarding leads for the business, and they can be contacted in the DSL's absence or if you are unable to make contact. Duncan Kemp and Mark Youd are the Deputy DSL's and contact details for all key staff can be found on page 14 of this document.

You will initially report your concerns to your line manager who will in turn escalate to the Designated Safeguarding Lead. The Designated Safeguarding Lead is responsible for advising employees, issuing action to be taken and monitoring of central records. The Designated Safeguarding Lead is also responsible for reviewing the Safeguarding Policy.

Local Authority Designated Officer (LADO)

This guidance outlines procedures for managing allegations against people who work with children.

The LADO must be contacted within one working day in respect of all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed a child; (Criminal Threshold)
- possibly committed a criminal offence against or related to a child; (Harm Threshold)
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children. (Risk Threshold)
- Behaved in a way which raises concerns as to their suitability to work with children (Suitability Threshold)

[LADO Threshold Document – national-lado-network.co.uk](http://national-lado-network.co.uk)

Recording Information

When recording information, it is important that you do not carry the process beyond gathering information about the allegation, into beginning an investigation. Unnecessary interviews with child complainants could prejudice the integrity of evidence that may eventually have to be presented in court.

All suspicions/allegations must be recorded in writing using the incident report form

Whilst gathering information from the child you must:

- Be careful not to “lead” the child with questions.
- Consider your environment. You should be in sight of another adult without being overheard.
- Try not to make physical contact with the child.
- Remain positive and supportive throughout.
- Inform the child that you will need to report this information to a manager

DO.....

- Listen.
- Take notes.
- Make sure ALL information is recorded on the appropriate report form so the information can be passed onto the relevant authority correctly if required.

DON'T.....

- Ask direct questions.
- Try to stop the child telling you about their problem.
- Make promises.
- Allow anyone else outside the police or social services to interview or ask questions of the child.
- Assume.

Staff can seek further support from the DSL or Deputy DSL's.

Although it is a sensitive and difficult issue, child abuse can occur and does occur outside the family setting. Child abuse has occurred within institutions and may occur in other settings. Taking appropriate action if you are worried about abuse is never easy – it takes courage, but action could protect a young life.

You may be upset about what the child has said, or you may worry about the consequences of your actions. Sometimes people worry about children being removed from their families because of abuse but, this rarely happens. The most serious effect is that children can and do die because of abuse. They can develop behavioural difficulties, problems at school. Their development can be delayed, and they can become depressed and withdrawn. Some of these problems, if left untreated, can persist into adulthood.

RESPONSIBILITY AND WELFARE

In all aspects of the trip Group/Party leaders, Coaches, Teachers etc. are solely responsible for the welfare of their children and are acting in 'Loco Parentis'. We clearly identify the roles and responsibilities of Group/Party leaders, Coaches, Teachers etc and Experience Education employees in the information provided pre travel (Party Leader information packs, Product Packs, Telephone calls and emails).

Room sharing

Experience Education do not recommend group leaders sharing a room with children or young people. (Except for cases where for medical or welfare reasons a certified carer or parent of the child is required to stay in the same room). We will endeavour to work with groups/organisations where their own policy differs from this approach. Where this is the case, a written request by a group will be required at the time of booking, prior to their stay.

GOOD PRACTICE GUIDELINES FOR THE PROTECTION OF EMPLOYEES AND CHILDREN

This guide is to provide advice to help protect children and employees in indemnifying any practices which could be mistakenly interpreted or perhaps lead to false allegations.

Practice to be encouraged:

- Always put the welfare of a child before achieving goals.
- Treat all children with respect and dignity.
- Ensure you always wear your ID badge.
- Challenge anyone looking suspicious.
- Always work in an open environment.
- Maintain a safe and appropriate distance.
- If you must use physical contact, clearly tell the child what you are doing and seek their permission. If this situation is unavoidable then ensure another adult is present to witness your actions.
- Reporting all concerns, suspicions, or allegations to your line manager or Designated Safeguarding Lead.
- Involve children in decisions that affect them.

Practice to be avoided:

- Engage in rough, physical, or sexually provocative games, including horseplay.
- Allow or engage in, inappropriate touching of any form.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Let allegations a child makes go unchallenged or unrecorded.
- Do things of a personal nature that children can do for themselves.
- Encourage a child to sit on your lap.
- Encourage a child to hug you.
- Exchange personal details with a child, young person, or customer. This includes email, mobiles numbers and addresses. Accept friend requests over social media or make contact through any form of social media.
- Get angry with a child or physically push, point, smack or shake a child.

Where any of the above are unavoidable, ensure they only occur with the full knowledge and consent of someone in a management position. In an emergency, which requires this type of help, parents should be fully

informed. In such situations, it is important that you are sensitive to the child and undertake personal care tasks with the utmost discretion.

Raising concerns of an employee's poor practice

If you are concerned about poor practice and the implications for children, report the matter to your line manager, or the Designated Safeguarding Lead (JCA Compliance & Operations Manager, Matt Smith) or one of the Deputy Designated Safeguarding Leads (Duncan Kemp - JCA General Manager or Mark Youd – Condoover Hall Assistant Centre Manager).

Use of photographic and video equipment

Experience Education employees must not under any circumstances take personal photographic or video footage of children that they are working with.

Should Experience Education wish to facilitate any video sessions for the purpose of marketing; approval will be sought in writing and in advance from the attending customers.

Letter Writing

Following on from their trip, tour, event or residential, many children like to write to the employee involved to say thank you. However, this situation could be abused - the following guidelines should be followed to protect both yourself and the children:

- Never give out your home address or telephone number
- If the school, group, team etc. or any children wish to write to you personally then give the address of head office or the centre/hotel that you are working at.
- If you receive a letter, which may give rise to some form of concern (love letter, sexual references, abusive, details of child abuse etc) then this should be shown to your Line Manager immediately and to escalated Safeguard Lead

Social Networking & Internet Sites

The internet is a widely available resource and children of all ages have varying degrees of access. Employees of Experience Education should not exchange email addresses or engage in chat room discussions with children. Social networking sites like Instagram, snapchat and Facebook are very popular and may be used to get in contact. Employees should attempt to avoid giving out their last name to children. For employees that have regular contact with children in their daily responsibilities, name badges will only have first names. employees must ignore or reject any friend request from a child who has travelled with us and report this to their line manager. Employees must be aware that children may attempt to search for them online and therefore should consider what information (written or photographic) is publicly visible.

Staff can seek further support regarding checking their own privacy settings from the DSL/Deputy DSL.

GUIDELINES FOR THE SAFEGUARDING OF APPRENTICES

Experience Education Apprenticeships are committed to safeguarding and promoting the welfare of all learners including young people and adults at risk.

Experience Education also have a responsibility to the learners they employ. We recognise that we have a duty to help our employees and learners to understand their responsibilities, through guidance, support and training.

We do this by:

- Identifying the expectations of employees in relation to safeguarding
- Ensuring that effective safeguarding practices are in place and they are reviewed on a regular basis
- Ensuring every apprentice learns within a safe environment
- Promoting awareness to employees of the need to safeguard children and to recognise that safeguarding is everyone's responsibility
- Making sure that the fundamental rights and needs of our employees and apprentices are observed
- Preventing abuse through the pastoral support offered to all employees and apprentices
- Raising awareness of different types of abuse and ensuring that employees are confident in spotting them and if not have the support to raise any concerns
- Providing guidelines for employees in handling matters relating to actual or suspected child abuse
- Ensuring employees act professionally, through regular feedback meetings, observations and one on one meetings
- Deterring potential or unsuitable individuals from applying to Experience Education by following the safer recruitment guidelines
- Keeping our policies and procedures regularly updated and ensuring that we follow the industry best practice set out by governing bodies and recognised safeguarding organisations.
- Rejecting at interview stage anyone where we have doubts about suitability, competence or capabilities with regards to the apprenticeship or role they are applying for.
- Preventing the risk of abuse by ensuring procedures and standards are in place

What to do if an apprentice discloses information to me?

- Re-assure the learner that they have done the right thing
- Record what the learner said, using their words where possible. Sign and date the record
- Inform the Designated Safeguarding Lead or deputy as soon as possible and pass on the written record
- Maintain confidentiality and do not discuss with others
- Listen without making judgements
- Stay calm
- Try not to ask questions, but if you must, make sure they are open-ended questions to clarify
- Don't give an opinion or offer advice
- Don't promise confidentiality - explain you may need to talk to a designated safeguarding lead.

All Experience Education Apprentices work for the Adventure brand, JCA. They are enrolled onto courses at Shrewsbury College. Any disclosures and concerns regarding the welfare of any of the apprentices will be communicated in regular meetings held between JCA and Shrewsbury College representatives.

The Shrewsbury College Designated Safeguarding Team will ensure that any disclosures or concerns are dealt with promptly and effectively. JCA will lead any referrals, concerns or disclosures directly involving an apprentice's welfare.

WORKING WITH CHILDREN GUIDELINES

Child on child Abuse

All employees should be aware that safeguarding issues can manifest themselves via child-on-child abuse. This can happen at any time whilst we have children and young people on an Experience Education trip, both onsite and online.

Most likely to include, but may not be limited to:

- bullying, including cyberbullying, prejudice based and discriminatory types
- relationships abuse in intimate relationships between peers
- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- sexual violence such as rape, assault by penetration or sexual assault
- sexual harassment such as sexual comments, remarks, jokes and online sexual harassment
- Up skirting which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to gain sexual gratification, or cause the victim humiliation, distress or alarm
- consensual or non-consensual sharing of nude/ semi-nude images or videos - also known as youth produced sexual imagery or sexting (**Staff must not look at images or ask for them to be shared**): and
- initiation/ hazing type violence and rituals (where a person is abused as a way of initiation into a group)

All instances of suspected child on child abuse must be reported to a designated safeguarding lead or deputy. In any case of child on child abuse the Party/Group Leader will be communicated with and a request will be made to escalate to the School/Sports Club/ Organisations Designated Safeguarding Lead. Experience Education promotes a policy of zero tolerance toward child-on-child abuse (including sexual harassment) and takes all disclosures seriously.

The Group Leaders or accompanying Teachers/Staff Responsibility

You will usually have an accompanying adult with your group of children/young people. They may or may not be teachers or coaches as some schools bring "helpers" (parents or governors for instance). During Experience Education trips, pastoral care is the responsibility of the accompanying adults, who act in "loco parentis" for their children.

It is the responsibility of the Party leader/ Tour Manager of each school or group to ensure that they have carried out suitable Safeguarding checks on their accompanying staff or adults and deem them suitable to accompany the children/young people.

What does 'in loco parentis' mean?

Literally translated it means "in position of parent". If you think of every duty that a parent extends to their child, that is what is expected of the person who is officially acting 'in loco parentis.'

It is important to remember that the Party/Group/Tour Leaders are the people who decide whether they should travel with Experience Education again.

SUPPORT

Consideration should be given to the kind of support that children, parents and employees or volunteers may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process.

National FGM Helpline Telephone: 0800 028 3550 Email: fgmhelp@nspcc.org.uk	NSPCC Child Protection Helpline Telephone: 0808 800 5000 Email: help@nspcc.org.uk	Childline Telephone: 0800 1111 Internet: www.childline.org.uk
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EXPERIENCE EDUCATION CONTACTS

Designated Safeguarding Lead JCA Compliance & Operations Manager	Matt Smith	Matt.smith@jca-adventure.co.uk 07815521029
Deputy Designated Safeguarding Lead General Manager JCA	Duncan Kemp	Duncan.kemp@condoverhall.com 07538079572
Deputy Designated Safeguarding Lead – Condoval Hall Assistant Centre Manager	Mark Youd	Mark.youd@condoverhall.com
Head of Operations Educational Tours, Ski, Sport Operations Manager – Sports (<i>DSO Trained</i>)	Duncan Wilding	duncan.wilding@experienceeducation.com 07814 931 038
Ski Operations Manager Skibound & HTS Total Ski (<i>DSO Trained</i>)	Beth Vermont	Beth.Vermont@edwindoran.com 07956 501199
Head of Product - Travelbound	Madeleine Fitzgibbon	madeleine.fitzgibbon@travelbound.co.uk 01273 265 208
Head of Music and Concert Tours - Travelbound	Ilaria Roche	ilaria.roche@travelbound.co.uk 01273 265 259
Operations Manager for Travelbound (<i>DSO Trained</i>)	Alice Mullen	alice.mullen@travelbound.co.uk 01273 244530
General Manager, Travelbound Student Tours	Helen Clifford	helen.clifford@travelbound.co.uk 01273 265 242
Head of Sales – Edwin Doran	Jamie Anthony	Jamie.Anthony@edwindoran.com 07802 688873

CONFIDENTIAL

Safeguarding Incident Report Form

Date report Completed	
Person involved/ Age	
School, Group or Party name	
Reported by	
Centre, Event, Site Location	

Time of Incident	
Location of incident occurring/concern	
Who was the incident witnessed by?	

Details of incident/concern (include past history/child talking of historical or previous situations etc)

Please turn over

What if action has been taken by yourself

In your opinion is the child in any immediate danger?

Further action – (Line Manger to complete)

Escalation by:	
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Who has been informed of the incident?	Date	Time
Line Manager		
Designated Safeguarding Lead		
General Manager		
Director		
Party, Group, Tour Leader		
Head teacher		
Local Authorities (LADO)		
Police		

Designated Safeguarding Lead Further action Notes: (Include people and times)

SGL Name:	
SGL Signature :	
Date:	

On-going update of action taken
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Date /Time	Action Taken	By Whom

Safeguarding reporting procedures

Employees may find themselves witnessing a form of abuse, suspicious marks or being informed of an alleged abuse by the child directly or indirectly. Procedures are in place to enable them to escalate any concerns they may have, which in turn will be reported to the appropriate authority. Reporting an allegation of child abuse is a very serious thing and should be considered carefully, however taking no action is not an option in child protection

Child reports/indicates possible child abuse to an Employee



Employee follows the procedures as noted in the Child Protection/safeguarding Policy



Employee

- Immediately report allegation to their Line Manager, who in turn will inform the Safeguarding Lead if necessary.
- Completes the safeguarding incident form



Designated Safeguarding Lead

- Informs the relevant authority if required
- Reports allegation/concern to General Manager of the brand if not already aware.
- Completes a report/ copy of the safeguarding incident form.
- Uploads the incident to Risk Console and distributes to relevant classification list (Blue/Amber distribution)
- Party Leader/ Head teachers may need briefing



General Manager

- Brief MD



