

Statement of Intent

The Company believes that it is unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, both employees and visitors, regardless of their gender, ethnicity, disability, sexuality or beliefs. The Company will strive to ensure that they are all given the opportunity to enjoy all activities provided by the Company in a happy, safe and secure environment.

**For the purpose of this policy, reference to 'Children' or 'Child' will include all those who are under 18 years of age and are visitors to any facility owned/managed/operated by the Company, receivers of services offered by the Company or are working on behalf of the Company.*

The purpose of this policy

- To outline the Company procedures in place to protect 'Children'.
- To provide employees of the Company with guidance on the procedures they must adopt to protect 'Children'.
- To provide employees of the Company with guidance on the procedures they should adopt in the event they suspect any 'Child' may be experiencing; or be at risk of harm.
- To provide contractors/external suppliers/groups/schools/organisations/business' with information on the procedures that the Company will implement to ensure the safety and well-being of all 'Children'.

Who does this policy apply to?

This policy applies to all employees, irrespective of seniority, and to all applicants for employment with the Company.

The Company's commitment to Safeguarding 'Children'

Those persons to whom this policy applies will seek to safeguard 'Children' by supporting and implementing the following policies and procedures:

1. Recruitment & Selection Policy1: The Company will deliver a consistent recruitment process for all positions. This will include the following procedures:
 - a. Applying our Equal Opportunities Policy2 during all stages.
 - b. CV Screening to ensure candidates are suitable and capable.
 - c. Interviews and assessments by at least 2 employees.
 - d. Requesting 2 References.
 - e. Checking Proof of ID and Right to Work in the UK.

- f. Conducting 'Enhanced DBS' checks on all employees.
- g. Conducting 'For Cause' & 'Random' Drug & Alcohol Tests on all employees
2. Induction & Training: The Company will ensure all employees receive the following training which will pertain to Safeguarding Children:
 - a. Health, Safety & Security Training³ which includes:
 - i. Physical Contact Policy.
 - ii. Blind Spots Policy & CCTV.
 - iii. Door specification & locks.
 - iv. Manning of 'Establishment' Policy.
 - b. Safeguarding Training which includes:
 - i. Understanding of Abuse.
 - ii. Signs of Abuse.
 - iii. Managing Behaviour & Disclosure.
 - iv. Lines of Reporting.
 - v. Do's and Don'ts.
 - c. Enhanced Safeguarding Training for Designated Safeguarding Lead and senior operational Heads of Department.
 - d. Accessibility & Inclusion⁴ Training which includes:
 - i. Equality Act.
 - ii. Supporting visitors with different disabilities.
 - iii. KidZania specific 'reasonable adjustments'.
3. The implementation of a Designated Safeguarding Lead who will have the following responsibilities:
 - a. Provide support, supervision and advice for any person with a safeguarding or child protection concern.
 - b. Have a thorough understanding of KidZania Safeguarding procedures.
 - c. Be the main point of contact with appropriate agencies about children where there are safeguarding or child protection concerns.
 - d. Ensure that the Child Protection policy is updated annually, and that all employees
 - e) Liaise with relevant Heads of Departments to ensure policies and procedures relating to safeguarding are fully implemented.
 - f) Ensure own safeguarding training is up to date.
4. Restrict access to the KidZania Facility to all adults (excluding parents/guardians of visitors) unless they have prior approval from the Duty Manager and are subsequently escorted at all times during their visit or unless they are an approved contractor/supplier/business who has undergone the clearance procedures as outlined in this policy.
5. Implement the Social Media Policy⁵ for all employees.

6. In the event of any emergency (e.g. a child is not collected from the facility or a child is injured) employees will do their utmost not to spend any time alone with a child and if it is deemed absolutely necessary then this time will be limited and a senior member of staff will be informed of the situation immediately.

7. Key elements of the recruitment & selection process will be adhered to by all 3rd Parties.

What is defined as Child Abuse?

A basic definition of abuse is that it is abuse of power by a person who is developmentally and/or stronger than another, resulting in some distress, harm or neglect of necessary attention for the victim.

Child abuse is a term which describes all the ways in which a child's development and health are damaged by the actions or in-actions of others, usually adults. Children may be abused in a family or an institutional or community setting: by those known to them or, more rarely, by a stranger. Although different terms are used to describe particular types of abuse, these often overlap and many children suffer effects of a range of destructive forms of behaviour. It is generally accepted that there are four main types of abuse. The following definitions are based on those from Working Together to Safeguard Children (Department of Health, Home Office, Department of Education and Employment, 2010). Below the definitions are listed signs and symptoms which may indicate abuse, but do not jump to conclusions as there may be other explanations:

Physical Abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse, as well as being the result of an act of commission can also be caused through omission or the failure to act to protect.

Signs of physical abuse may include: Unexplained or hidden injuries, lack of medical attention.

Emotional Abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may involve causing children to frequently feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of ill treatment to a child, though it may occur alone. Signs of emotional abuse may include: Reverting to younger behaviour, nervousness, sudden underachievement, attention-seeking, running away from home, stealing, lying.

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. Sexual abuse may also include non-contact activities, such as involving children looking at or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Signs of sexual abuse may include:

Exposure to sexual matters in;

- Words
- Play
- Drawings
- Being sexually provocative with adults
- Disturbed sleep
- Nightmares
- Bed wetting
- Secretive relationships with adults and children
- Stomach pains with no apparent cause

Neglect - The persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failing to protect the child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

Signs of neglect may include:

Looking ill-cared for and unhappy, being withdrawn or aggressive, lingering injuries or health problems.

Bullying - Is not always easy to define, it can take many forms and is usually repeated over a period of time.

The three types are:

1. Physical (e.g. hitting, kicking, theft)
2. Verbal (e.g. racism or homophobic remarks, threats, name calling)
3. Emotional (e.g. isolating an individual from activities)

Bullying will include:

- Deliberate hostility and aggression towards a victim
- A victim who is weaker and less powerful than the bully or bullies
- An outcome which is always painful and distressing for the victim

Bullying may include:

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing
- Tormenting, ridiculing, humiliation
- Racial taunts, graffiti, gestures
- Unwanted physical contact or abusive or offensive comments of a sexual nature

Emotional and verbal bullying is more common than physical violence, it can also be difficult to cope with or prove. Bullying can result in children or young people becoming vulnerable and isolated. These particular children or young people could then become an easy target for adult abusers. Concerns about bullying should be dealt with in the same way as concerns about child abuse.

What would you do if someone reports Child Abuse to you?

Disclosure - Here is a basic guideline of what actions you should follow should a 'Child' disclose to you that they are being subject to any form of abuse:

DO:

- Do treat any allegations extremely seriously and act at all times towards the 'Child' as if you believe what they are saying.
- Do tell the 'Child' they are right to tell you
- Do reassure them that they are not to blame
- Do be honest about your own position, who you have to tell and why
- Do tell the 'Child' what you are doing and when, and keep them up to date with what is happening
- Do take further action – you may be the only person in a position to prevent future abuse – tell your Designated Safeguarding Lead immediately
- Do write down everything said and what was done

DON'T:

- Don't make promises you can't keep
- Don't interrogate the 'Child' – it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this
- Don't cast doubt on what the 'Child' has told you
- Don't interrupt or change the subject
- Don't say anything that makes the 'Child' feel responsible for the abuse
- Don't do nothing – make sure you tell your Designated Safeguarding Lead immediately – they will know how to follow this up and where to go for further advice

Confidentiality is an issue which needs to be understood by all those working with children, particularly in the context of child protection. The Company recognises that the only purpose of confidentiality is to benefit the child. We recognise that all matters relating to child protection are confidential.

Whistleblowing6

Employees will usually be the first to know when someone inside or connected with the business is doing something illegal or improper, but often they feel apprehensive about voicing their concerns. This may be because they feel that speaking up would be disloyal to their colleagues or the organisation itself. Or it may be because they do not think that their concerns will be taken seriously, because they are afraid that they will be bullied or dismissed. However, the Company does not believe that it is in anyone's interests for employees with knowledge of wrongdoing to remain silent. The Company will take all malpractice very seriously, whomever it is committed by. Reports can be submitted orally or in writing and will always be treated in the strictest of confidences. If appropriate, the company will follow the procedures outlined in the Grievance Policy.

There are many avenues to report concerns to which include the:

- Designated Safeguarding Lead
- Line Managers
- Heads of Department
- HR
- COO
- Company Owners/Directors

If any person does not feel comfortable reporting any incidences internally they can contact the following: – a Whistleblowing Charity www.pcaw.org.uk 020 7404 6609 - 0208 721 2056 - 020 8753 5140 - 0808 800 5000

What are the reporting procedures for the Designated Safeguarding Lead?

The Designated Safeguarding Lead will report any disclosure or received information immediately to the Hammersmith & Fulham Local Safeguarding Children Board and/or Local Police and/or NSPCC Child Protection Helpline depending on the details of the information received and accessibility (or lack thereof) to any of the above avenues of reporting.

The information needs to include as much of the following as possible:

1. Name of Child
2. Address
3. Telephone
4. Parent/Carer details

5. What is said to have happened or what was seen
6. When and where did it occur?
7. Who else, if anyone, was involved and how?
8. What was said by those involved – questions, answers etc.?
9. Where there any obvious signs e.g. bruising, bleeding, changed behaviour?
10. Was the child able to say what happened, if so, how did they describe it?
11. Who has been told about it and when?
12. Do the parents know?

The Designated Safeguarding Lead will also document who they spoke with and all pertinent details of the call/meeting.

Policies referred to:

1. Recruitment & Selection Policy
2. Equal Opportunities Policy
3. Health & Safety Policy and KidZania Central Government Safety & Security Guideline
4. Accessibility & Inclusion Policy
5. Social Media Policy
6. Whistleblowing Policy
7. Grievance

The Company reserves the right to amend and update this policy as required. This policy will also be reviewed if an incident involving a 'Child' occurs, if there is a change in any policies or procedures and annually.