

ALTITUDE MISSION SAFEGUARDING POLICY

Policy version	V3
Last reviewed	September 2023
To be reviewed	September 2024
Written by	Chloe Milchem
Reviewed by	Zac Missen
Approved by	Will & Lara Sussman
Board Approval by	Laura Murdoch

1. Policy Review

We will always make any changes immediately to our procedures in line with Aide sociale à l'enfance (ASE / www.allo119.gouv.fr / 119) & guidance from thirtyoneeight (<https://thirtyoneeight.org/>)

This policy will be reviewed September 2024

The following document includes the procedures for the safety and protection of children, young people and vulnerable adults and the staff and volunteers of Altitude Mission & Ski Angels (Altitude) includes all related activities as well as the other ministries. This document includes Bay Cottage, Priors Road, Seaview, PO34 5BU / Chalet Altitude, Impasse Plan du Moulin, Meribel, Savoie, 73550, France and all other ministry locations connected with Altitude Mission (eg Festivals, Training Courses, Small Groups etc)

2. Safety and Protection and Mission Statement

Altitude Mission & Ski Angels (Altitude) is committed to the protection, safety and well-being of all children, young people and vulnerable adults in its care. Altitude fully accepts its responsibility to all relevant UK & French legislation on this issue, and endeavours to do everything possible to prevent abuse to children and vulnerable adults, to be an agent of love, encouragement, care, healing and justice.

3. Policy aims

The purpose of Altitude's safeguarding policy is to ensure that every child and vulnerable adult at our organisation is safe and protected from harm.

This means we will always work to:

- protect children and vulnerable adults from maltreatment
- prevent impairment of children's and vulnerable adults health or development
- ensure that children are growing up in circumstances consistent with the provision of safe and effective care

- equip staff and volunteers to act with wisdom
- safeguard and nurture the children within our community
- view the welfare of children and vulnerable adults as paramount to our community
- carefully select and train staff and volunteers who work with children and vulnerable adults and use appropriate background checks on each person
- respond without delay to every complaint made that a child/young person or vulnerable adult in our care, may have been harmed
- cooperate fully with any statutory agencies during the course of any investigation into allegations concerning a member of our community
- Signpost any child/young person or vulnerable adult who has suffered abuse to the appropriate external channels as necessary

This policy will give clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children and vulnerable adults in our organisation.

4. Our Ethos

Our organisation will establish and maintain an ethos where our children and vulnerable adults feel secure, are encouraged to talk, are listened to and are safe. Children and vulnerable adults will be able to talk freely to any member of staff, volunteer or regular visitor to our organisation if they are worried or concerned about something.

Everyone who comes into contact with children, their families and vulnerable adults has a role to play in safeguarding. We recognise that staff and volunteers play a particularly important role as they are in a position to identify concerns early and provide help for children and vulnerable adults to prevent concerns from escalating. All staff and volunteers are advised to maintain an attitude of '*it could happen here*' where safeguarding is concerned. When concerned about the welfare of a child or vulnerable adult, staff members and volunteers must always act in the best interests of that child or vulnerable adult.

All staff, volunteers and regular visitors will go through training and an induction, know how to recognise indicators of concern (Appendix 1), how to respond to a disclosure from a child or vulnerable adult and how to record and report this information (Section 10). We will not make promises and we will not keep secrets. Everyone will know what we will have to do with any information disclosed to us.

5. General Procedures

When new staff, volunteers (specifically those directly involved with children and vulnerable adults) or regular visitors join our organisation they will be informed of the safeguarding arrangements in place. They will be given a copy of our organisation's safeguarding policy and told who our Designated Safeguarding Officer is. They will also be shown how to record a concern. (Section 10)

Every new member of staff or volunteer will be trained on essential safeguarding information. This programme will include safeguarding training through the Our Designated Safeguarding Officer from material provided by thirtyoneeight (<https://thirtyoneeight.org>) relating to signs and symptoms of abuse, how to manage a disclosure from a child or vulnerable adult, how to record and issues of confidentiality. The induction will also remind staff and volunteers of their responsibility to safeguard all children and the remit of the role of the Designated Safeguarding Officer (DSO).

All staff and volunteers will be asked to read this policy yearly after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy.

There will be a link to this safeguarding policy on our website so that any visitors or volunteers can view our safeguarding procedures, and how to report concerns.

6. Training

Every member of Team will undertake appropriate safeguarding training as outlined by thirtyoneeight every year. We actively encourage all of our team to keep up to date with the most recent local and national safeguarding advice and guidance. The Designated Safeguarding Officers should be used as a first point of contact for concerns and queries regarding any safeguarding concern at Altitude and affiliated activities.

7. Safer Staff and Volunteers

The Leadership will ensure all relevant staff and volunteers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment.

Altitude ensures that we:

Team positions

- Carefully consider the job description and person specification
- Circulate all vacancies widely
- Prepare an information pack
- Ask for a written application form
- Define our selection criteria
- Ask for a written declaration with regards to criminal convictions, spent or otherwise
- Ask for identification
- Conduct interviews with at least two people present
- Ask for at least two references, including the last employer
- Gain enhanced DBS checks where current Government guidance requires us to
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training through the thirtyoneeight guidance

Volunteers (specifically those directly involved with children and vulnerable adults)

- Ask for a written declaration with regards to criminal convictions, spent or otherwise
- Ask for identification
- Gain enhanced DBS checks where current Government guidance requires us to
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies and procedures.

8. Records and Confidentiality

If we are concerned about the welfare or safety of any child or vulnerable adult in our organisation we will record our concerns immediately and pass this on to the Designated Safeguarding Officer or one of the alternates (see table below)

Any information recorded will be kept securely. These files will be the responsibility of the Designated Safeguarding Officers and information will only be shared within the organisation on a need to know basis for the protection of the child or vulnerable adult.

Any safeguarding information will be kept in the file and will be added to. Copies of referrals will be stored in the file.

All information is confidential, however if there is a safeguarding or child protection concern about a child or vulnerable adult, then information can be shared with other agencies, namely the Police or Children's Services. (UK: Police 999 or non emergency 101 / France: Police: 112 or Children's Services 119)

9. Roles and Responsibilities

Altitude Mission & Ski Angels (Altitude)

Altitude Mission & Ski Angels (Altitude)

Role	Name	Contact Details
Lead Designated Safeguarding Officer Altitude	Chloe Milchem	chloe@altitudemission.com +44 7575 370370
Alt: Designated Officer	Lara Sussman	lara@altitudemission.com +44 7854 754432
Alt: Designated Officer (Ski	Zac Missen	zac@altitudemission.com

Angels)		+44 7534 975682
Alt: Designated Officer (Ski Angels)	Harry Anderson	harry@altitudemission.com +44 7935 053736

Our Safeguarding Team will liaise with the relevant services and other agencies where necessary and make referrals using the procedure below.

Any concern for a child's/vulnerable adult's safety or welfare will be recorded in writing and given to the Designated Safeguarding Officer who will be responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow.

The Designated Officer(s)

DSO's are responsible for:

- Ensuring that the policies and procedures are followed by all staff and volunteers;
- Ensuring that all staff and volunteers feel able to raise concerns about poor or unsafe practice and such concerns are addressed sensitively in accordance with agreed procedures;
- Liaise with relevant services and other agencies where necessary, and make referrals of suspected abuse to Children's Services or Police. (UK: Police 999 or non emergency 101 / France: Police: 112 or Children's Services 119)
- Maintain written records and safeguarding files ensuring that they are kept confidential and stored securely.
- Ensure that all staff, regular volunteers and visitors have access or have received appropriate safeguarding information during induction and have been trained appropriately according to thirtyoneight guidance
- Ensure that our safeguarding policy is in place and is reviewed annually.
- Ensuring that the content of this policy has been written following consultation with the thirtyoneight guidance.
- Ensure that safer recruitment practices are followed.
- Altitude undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention

10. Procedures for Handling Disclosures

A child or vulnerable adult may decide to disclose information that may indicate they are suffering from abuse or neglect. An individual chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what is being said, and be very careful not to 'lead' or influence in any way what they say.

It is important that the adult remembers to:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the person, or put ideas in the person's head, or jump to conclusions
- Not stop or interrupt a person who is recalling significant events
- Never promise the person confidentiality – it must be explained that information will need to be passed on to help keep them safe
- Avoid criticising or defend the alleged perpetrator

- Tell the person what must be done next (the safeguarding process must be followed)
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the person disclosed. Be sure to sign and date the record in ink.
- Contact the designated person immediately
- Seek support

We are clear that the Local Authority and Police must lead any investigation into any allegation regarding safeguarding.

If we have a concern about a child or children or vulnerable adult we will immediately telephone either Aide sociale à l'enfance (ASE / www.allo119.gouv.fr) on 119 or thirtyoneeight (<https://thirtyoneeight.org/>) on 0303 003 1111. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the vulnerable adult or child and family, plus what our concerns are, details of any support we have provided to the vulnerable adult/child/family and what we would like to happen. In the case of a child we will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the Social worker of this and the reason for this.

The Social worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

In the instance of a vulnerable adult we will contact the Adult Social Services using:

UK Support:

Police - Non emergency: 101
 Police - Emergency: 999
 Thirtyoneeight: 0303 003 1111

France Support:

Homelessness Reception: 115
 Women victims of violence: 39 19
 Suicide prevention: 31 14
 Elder abuse and disability: 39 77

We will make careful records of all conversations, including the dates and times of who we spoke to, the information shared and the action agreed. We do not need to send a written referral.

11. Allegations against a member of staff

Our aim is to provide a safe and supportive environment which secures the well-being and very best outcomes for our children and vulnerable adults. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children and vulnerable adults.

We will take all possible steps to safeguard our children and to ensure that the adults at Altitude are safe to work with our children. We will always ensure that the thirtyoneeight procedures are followed.

All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made.

- We will seek appropriate advice from the Local Authority & thirtyoneeight within 24 hours of a concern or allegation being made. The LADO can be contacted via phone at 119
- Staff will not investigate these matters.
- We will seek and work with the advice that is provided.
- Should an allegation be made against the Designated Safeguarding Officer or Alternate, this will be reported by the staff member or volunteer raising the concern directly to the

Local Authority: Aide sociale à l'enfance (ASE / www.allo119.gouv.fr / 119)

There are sensible steps that every adult should take in their daily professional conduct with children and vulnerable adults.

12. Whistleblowing

Whistleblowing is intended to encourage and enable anyone to raise serious concerns without fear of victimisation, subsequent discrimination or disadvantage.

Anyone can raise concerns about malpractice, wrongdoing and conduct of a person in the organisation via the Safeguarding Officer.

Where possible their identity will remain confidential. Anyone wishing to disclose information should do so to the Safeguarding Officer in the first instance, or where this is not possible to a senior member of staff or Board member.

Appendix 1: Definitions of abuse and key terms used in our policy 'What is abuse and neglect?'

A form of maltreatment of a child/vulnerable adult. Somebody may abuse or neglect a child/vulnerable adult by inflicting harm, or by failing to act to prevent harm. Children/vulnerable adults may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child/vulnerable adult. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child/vulnerable adult.

Emotional abuse

The persistent emotional maltreatment of a child/vulnerable adult such as to cause severe and persistent adverse effects on the child's/vulnerable adult's emotional development. It may involve conveying to a child/vulnerable adult that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child/vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children/vulnerable adults. These may include interactions that are beyond a child's/vulnerable adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children/vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children/vulnerable adults. Some level of emotional abuse is involved in all types of maltreatment of a child/vulnerable adult, though it may occur alone.

Sexual abuse

Involves forcing or enticing a child/vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child/vulnerable adult is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving child/vulnerable adult in looking at, or in the production of, sexual images, watching sexual activities, encouraging children/vulnerable adults to behave in sexually inappropriate ways, or grooming a child/vulnerable adult in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

The persistent failure to meet a child's/vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the child's/vulnerable adult's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/vulnerable adult from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's/vulnerable adult's basic emotional needs.

Child protection (Under 18 years)

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Vulnerable

A vulnerable adult/person is in need of special care, support or protection because of age disability, risk of abuse or harm. This may relate to spiritual, physical, financial or mental states.

Unacceptable Behaviour

Unacceptable behaviour will not be tolerated at Altitude and any affiliated activity.

We define unacceptable behaviour as: A person who has identified an opportunity to take advantage of another other person or situation and then does so. This may relate to spiritual, physical, financial or mental states.

Spiritual Abuse

Spiritual abuse is a form of emotional and psychological abuse. It is characterized by a systematic pattern of coercive and controlling behaviour in a religious context. Spiritual abuse can have a deeply damaging impact on those who experience it. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, coercion to conform, [inability to ask questions]control through the use of sacred texts or teaching, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism.

13. Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually.

Signed by:  Position: General Manager (Zachary Missen)

Signed by:  Position: Founding Director (Lara Sussman)

Signed by:  Position: Founding Director (Will Sussman)

Signed by:  Position: Board Member (Laura Murdoch)

Date: 1-11-23

A copy of this policy is available in our policies folder at Chalet Altitude and at Altitude Mission UK Head Office.

14. Details of the Organisation

UK Address:

Bay Cottage
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Seaview
Isle of Wight
PO34 5BU

French Address:

Chalet Altitude
Impasse Plan de Moulin
73550
Meribel les Allues
France

Tel No: +44 1983 898089

General Email address: hello@altitudemission.com

Founding Directors Names: Will & Lara Sussman

Contact Telephone: Will - +44 (0)7971 051546 Or +33 (0) 6 02 40 37 96

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Lead Designated Safeguarding Officer Name: Chloe Milchem

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General Manager Name: Zac Missen

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Email: zac@altitudemission.com

UK Registered Charity Number: 1186536

French Registered Charity Number: W731006477

Company Number: CE019730

Regulators: Charity Commission UK