



Gloucester Ski and Snowboard Centre's Safeguarding Policy 2026

Gloucester Ski and Snowboard Centre's Responsibility

Everyone who participates in activities at Gloucester Ski and Snowboard Centre is entitled to do so in an enjoyable and safe environment. Gloucester Ski and Snowboard Centre has a moral and legal obligation to ensure that, when given the responsibility for children, staff and instructors provide them with the highest possible standard of care.

The aim of the policy is to promote good practice, help staff and instructors understand the issues involved, and implement the safeguarding measures necessary to provide children and young people with appropriate safety and protection whilst involved with activities of Gloucester Ski and Snowboard Centre. It aims to allow staff and instructors to make informed and confident responses to specific safeguarding and child protection issues. It will help to maintain professionalism and high standards of practice.

Safeguarding is everyone's responsibility. Doing nothing in the case of an allegation, disclosure or suspicion is not an option.

This policy reflects and supports the safeguarding policies of Snowsports England, The National Governing Body for Snowsports and this policy should be read in conjunction with their Snow Safe 2024 Policy.

Safeguarding Lead:

Sue Dermody, Head of Ski School is the allocated safeguarding lead for Gloucester Ski and Snowboard Centre also known as Club Welfare Officer (CWO)

Areas To Consider:

The following areas need to be considered in terms of safeguarding:

- Ski and Snowboarding lessons in groups and as private sessions 1;1 with instructors.
- Tubing
- BattleHill Laser Tag
- Staff aged 16-18

Recognising Abuse

There are a number of reasons you may become aware of a possible case of abuse and these include

- Something a child has said to you
- You may see it happening
- Signs or suspicions of abuse
- An allegation made against a member of staff or instructor
- An allegation made about a parent or someone not working within the centre
- Response to bullying
- Observation of inappropriate behaviour by a staff member or child

You may witness something yourself or someone may have come to you with their concerns.

Responding to Allegations, Disclosure or Suspicions

There is a set response for how all staff must approach an allegation, disclosure or suspicion:

1. Stay Calm and Don't React- Don't frighten the child/person reporting by panicking or getting angry.
2. Ensure the child is safe and feels safe.
3. If the child needs urgent medical help - Call an ambulance, Inform the paramedics of the concerns and ensure they are aware it is a child protection issue.
4. Reassure the child they are not to blame and it is the right thing to tell someone.
5. Be honest - You cannot keep this a secret; you will need to share this with someone else for them to be helped.
6. Listen carefully to everything they have to say. Show them you are taking them seriously
7. Keep questions to a minimum, don't ask leading questions and only ask to clarify your own understanding of what they are telling you, not to find out the full story or more details. Child Abuse cases have been dismissed from courts due to leading questions or ideas suggested due to the nature of some questions.
8. Keep an open mind, do not make assumptions or judgements
9. If, as a result of what they have told you, you are concerned about the immediate safety of the child, call the police, 999.

You must NEVER:

- Approach any alleged abuser to discuss the concerns or what you have been told.
- Make promises to the child that you cannot keep.
- Rush into actions that are not appropriate.
- Discuss any allegation, disclosure or suspicion with colleagues outside of the safeguarding procedure.

Confidentiality is vital. You must only tell others if it will protect the child.

Recording Relevant Information

Any information gathered must be recorded as soon as possible and in as much detail as possible.

Write a statement soon after talking with the child which must include:

- Details of Child (Name, address, gender, date of birth, home telephone number).

- Details of the parent or guardian.
- Whether or not the parents have been informed.
- Details of the person expressing their concern.
- Details of the nature of the allegation- What you are told, in their own words, observations do not make assumptions.
- Details of any visible injury or bruising.
- Details of the person alleged to have caused the incident or injury (Name address, date of birth/approx. age, telephone number- Only if you can get this information without arousing suspicion).
- Witnesses to the incident.
- Times, dates and other relevant information.
- Identify what is fact, what you have been told and what is opinion/hearsay.
- Signature by you, time and date of report.

Reporting

Where staff receive a report of an allegation, disclosure or suspicion they should report to the Duty Manager or Centre Manager if the duty manager is implicated in the allegation.

The Duty Manager and Centre Manager will inform the Safeguarding Lead who will advise on implementing this policy and will review the reports and ensure that appropriate action has been taken.

Remember- It is not your responsibility to determine if abuse has occurred, but it is your responsibility to report and act on any concerns you have.

If you are concerned for the immediate welfare and safety of a child dial 999 and inform the police that you have a child protection concern. Include in the record the name and job title of who you reported to and the incident number. The police will then take lead of the situation and the procedure is to follow the instructions of the police.

If you become aware that someone may not be suitable to work around children e.g you read something in the paper or hear something about someone, always report it to the safeguarding lead. Don't assume everyone knows.

Safeguarding Measures

Gloucester Ski and Snowboard Centre has implemented the following measures to manage any safeguarding risks.

- DBS checks on all snowsport instructors and BattleHill instructors.
- CCTV in operation on slopes.
- Minimising lone working wherever possible.
- First Aid Room- Door to be kept open, if not possible due to nature of first aid (E.g removed trousers to access injury a 2nd person should be in attendance)

Safeguarding Staff Under 18

Some of our staff are aged 16-18 and need to be considered at risk and in order to safeguard our staff additional measures have been introduced to ensure their safety whilst at work.

- For BattleHill Laser Tag Sessions, can only instruct sessions as the 2nd Instructor for groups over 15.
- All staff not to be alone with under 18 staff.
- Limited areas staff can work in. 16–18-year-olds are not allowed to work in the workshop, Battle Hill or be given specific jobs to do off camera alone.