



Adult Well-Being and Safeguarding at CSC

Adults need to make sure they are looking after themselves and paying attention to their own mental well-being. **Mind** recommend The 5 ways to wellbeing which may offer some simple steps which we can all do every single day.

Step 1 – Connect

Connecting with others can help us feel close to people, and valued for who we are. Being social means different things for different people – you might prefer being in quieter situations with one other person, or you might like being in big groups. You might like to connect with people online, or you might enjoy phone calls or sending letters.

- If you feel comfortable, you could try speaking to someone new
- Ask how someone's weekend was, and really listen when they tell you
- Put 5 minutes aside to find out how a colleague is doing
- Give a colleague a lift to work or share the journey home with them

Step 2 – Get active

Many people find that physical activity helps them maintain positive mental health. This doesn't have to mean running marathons or training every day at the gym. There are lots of different things you can do to be a bit more active. Studies have shown that getting active can help you sleep better, have happier moods, and reduce feelings of stress, anxiety and racing thoughts.

- Take the stairs rather than the lift
- Go for a walk at lunchtime
- Walk into work – maybe you could go with a colleague
- Get off the bus a stop earlier than usual and walk the final part of your journey to work
- Organise a work sporting activity
- Have a kick-about in a local park
- Do some stretches before you leave for work in the morning
- If you're in the office, walk over to someone's desk instead of calling or emailing

Step 3 – Take notice

Reminding yourself to take notice can help you to be aware of how you're feeling. It can help you understand what triggers your feelings of stress or anxiety. Some studies have shown that savouring 'the moment' can also help you to feel more positive about life. Take some time to enjoy the moment and the environment around you.

- Get a plant for your workspace
- Have a 'clear the clutter' day
- Take a different route on your journey to or from work
- Visit a new place for lunch

Step 4 – Learn

We are always learning new things – often without realising it. Feeling like you're learning and developing can boost your self-esteem. Sometimes, setting goals can help you to feel more productive and more in control of your life. What can you learn today?:

- Find out something about your colleagues
- Sign up for a class
- Read the news or a book
- Set up a book club
- Do a crossword or Sudoku
- Research something you've always wondered about
- Learn a new word

Step 5 – Give

There's been lots of research about the effects of taking part in social and community life. Some studies have shown that people who help others are more likely to rate themselves as happy. Is there anything you can do today, to be kind or helpful to someone else?

- Making a cup of tea for a colleague
- Offering to help a colleague with something they're stuck on
- Introducing yourself to a new-starter, to help them feel more at ease
- Seeing if there are any volunteering initiatives open at work

The law provides a framework for good practice in adult safeguarding, placing the overall well-being of the Adult at Risk at the centre of any intervention.

Reporting a concern about an adult at risk of harm

Swim England is committed to ensuring that any adult Member who attends a Swim England Organisation, event or activity will be safeguarded from harm. Protection and safeguarding of all of our Members is paramount and should be based on prevention and best practice.

CSC and SE recognise that not all risks can be removed and safeguarding concerns will continue to be raised both within, and outside of, any Organisation.

When made aware of concerns about an adult Member, a Welfare Officer must share such concerns with Swim England where any of the following consent conditions apply:

1. the adult Member has consented to the information being shared;
2. the adult Member is believed to lack the mental capacity to decide on the next steps themselves (if in doubt, please refer to the Safeguarding and Welfare Team);
3. the adult Member or someone else is at risk of harm; or
4. where a concern has been reported to an external body (such as the Police in an emergency), this must be reported as soon as practically possible.

The following three stages of action must be taken for anyone who may have a concern or is made aware of a concern about an adult Member's wellbeing:

Stage 1 – React to the concern, disclosure, suspicion or allegation in a timely and appropriate manner.

Stage 2 – Record the relevant information.

Stage 3 – Report the information to the appropriate person(s) and/or organisation(s), subject to the above consent conditions being met.

You do not have to decide whether a concern or incident amounts to abuse or a failure to safeguard an adult Member, or whether a person is an Adult at Risk. You do have to refer that concern to the Swim England Safeguarding and Welfare Team so they can make that decision.

Anyone with a concern relating to Members in aquatics can contact the Swim England Safeguarding and Welfare Team for advice and guidance.

If you are experiencing, at risk of, or have experienced harm, or you are concerned that an Adult Member is experiencing, at risk of, or has experienced harm, please contact the Safeguarding and Welfare Team for advice on 01509 640700 (Option 1 for Swim England and then Option 3 for Safeguarding) or at: safeguarding@swimming.org.

The Safeguarding and Welfare Team will be able to provide advice even if you are not making a referral or are unsure whether to do so.

The online referral forms for both children and adults are available at: swimming.org/swimengland/how-raise-concern-complaint

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You must not keep safeguarding concerns to yourself.

If you have concerns or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact your Club Welfare Officer or the Swim England Safeguarding and Welfare Team as soon as you can.

If you are concerned about harm being caused to someone else, please be aware that:

- it is not your responsibility to prove or decide whether an adult Member has been harmed or abused;
- it is not your responsibility to make an assessment on whether an adult is classed as an 'Adult at risk';
- it is, however, everyone's responsibility to respond to and report concerns they have using the Swim England safeguarding referral form;
- if someone has a need for immediate medical attention you must always call an ambulance on 999;
- if you are concerned someone is in immediate danger or a serious crime is being committed, you must contact the Police on 999 straight away;
- remember to be person-centred and to make safeguarding personal by discussing your concerns with the adult Member and seeking to understand what they would like to happen where it is safe for you to do so. Inform them that you have to pass on your concerns to your Welfare Officer and Swim England Safeguarding and Welfare Team;
- you must not contact the adult Member before talking to your Welfare Officer or the Swim England Safeguarding and Welfare Team if the person allegedly causing the harm is likely to find out as a result; and
- you must not confront the person thought to be causing the harm.

Responding to a direct disclosure

If an adult discloses to you that they are being harmed or abused, or you are a Welfare Officer who receives information which gives a cause for concern, you should:

- treat the disclosure seriously;
- remain calm;
- listen carefully to what is said, allowing the discloser to continue at their own pace;
- be sensitive;
- keep questions to a minimum, only ask questions if you need to identify or clarify what the person is telling you and do not ask leading questions;
- reassure the person that they have done the right thing in revealing the information;
- ask them what they would like to happen next;
- explain what you would like to do next in response to the concern;
- explain that you will have to share the information with the Swim England Safeguarding and Welfare Team;
- ask for their consent for the information to be shared outside of Swim England;
- make an arrangement as to how you or the Club Welfare Officer can contact them safely;
- help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support).
- act swiftly to report and carry out any required actions if you are a Welfare Officer; and

- record in writing what was said, using the adult's own words, as soon as possible, along with any actions taken or proposed.

You must not:

- dismiss or ignore the concern;
- make negative comments about the alleged perpetrator;
- make assumptions or speculate;
- come to your own conclusions;
- probe for more information than is offered;
- make promises that cannot be kept, including that you will keep the disclosure secret when you can not;
- conduct an investigation of the case yourself;
- confront the person thought to be causing harm;
- take sole responsibility for the concern; or
- tell anyone else about the concern who has no need to be made aware of it.

How will Swim England respond?

Once a concern has been passed to the Swim England Safeguarding and Welfare Team, it will coordinate the Swim England Adult Safeguarding Procedure (see Flowchart 4, page 60).

The Safeguarding and Welfare Team will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding and Welfare Team, where appropriate, in consultation with the Case Management Group, will take the following actions.

Immediate response

Initially, Swim England will ensure that any immediate actions necessary to safeguard anyone at risk have been taken. If the risk is said to be due to the behaviour of any Member, the Safeguarding and Welfare Team shall seek to prevent that person making contact with the adult being harmed.

If SE have been contacted directly regarding a concern, we will request that the individual reporting the matter completes a Safeguarding Referral Form, if they have not already done so, as soon as possible. SE shall then check that they can understand what is written on the form and that all the necessary parts have been completed. Where required, SE may need to seek further information before taking additional action.

Where an individual reporting a matter requires assistance in completing the referral form, Swim England shall seek to assist the individual in doing so, which may include a Safeguarding and Welfare Team member completing the form over telephone.

Swim England shall inform, reassure, and advise the person making the report, for example on what to do and what not to do. SE shall explain what will happen next and reinforce the need for confidentiality.

SE shall then take the following preliminary actions:

1. SE shall consider what we know about the situation, what the risks are, what is known of the views of the adult, whether they have given their consent to the report

being made and determine whether they might be considered to be an 'adult at risk'.

2. SE will establish whether the person making the report believes that the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken. SE do not expect the reporting individual to assess this, only provide their opinion.

3. SE shall decide whether we need to contact the adult to obtain more information, determine their wishes, or explain what actions we may need to take. SE shall also consider whether it is safe to do so.

4. If safe to do so, SE shall ensure that the adult is given information about the process and what will happen next. SE shall provide them with information about other organisations that can support them.

Taking action

In all situations we will ensure that, where the Swim England Safeguarding and Welfare Team can act to prevent further harm, it has the information to do so. This includes supporting the adult. Depending on the situation Swim England may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

Consult and decide

If necessary, the Swim England Safeguarding and Welfare Team shall consult with the Local Authority and/or the Police.

Swim England shall contact the Police where:

- a serious crime has been committed;
- a crime has been committed against someone without the mental capacity to contact the Police themselves; or
- a crime has been committed against an adult Participant who has asked Swim England to make a report to the Police on their behalf because they are unable to themselves.

Swim England shall ensure a referral/report is made to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult Member lives) when it believes that an adult Member may be at risk and:

- the adult Member appears not to have the mental capacity to make decisions about their own safety and well-being;
- the risk is posed by a person employed or volunteering in work with adults with care and support needs (including within a sports organisation);
- there are other 'adults at risk' (e.g. another family member or another Member);
- the adult Member lives in Wales or Northern Ireland; or
- the adult Member lives in England or Scotland and they have asked Swim England to make a report or have given their informed consent to Swim England making it.

Further action

If Swim England believes a child to be at risk, we will additionally ensure a child safeguarding referral is made to the local authority. This includes all situations where there is domestic abuse within the household where the child lives.

Where the Safeguarding and Welfare Team considers it necessary, we may take action under its safeguarding regulations, published within the Swim England Handbook.

Such action may include but is not limited to:

- an investigation into the conduct of the Subject of Concern and the risk posed by them;
- imposing a temporary suspension where necessary to protect individuals or the integrity of an investigation.
- requiring supervision, mentoring, or retraining; and
- imposing a suspension for a specified term.

There may be times where, after a concern has been reported to us/SE, that we need to undertake an investigation to determine what has occurred and whether someone poses a risk to children or adults. The outcome of any such investigation will determine our next steps, which may include requirements to undergo further training or mentoring or, where absolutely necessary, a suspension from the aquatics sports.

If SE/CSC consider that an investigation is necessary, we shall notify the individual, providing them with an outline of the nature of the concerns. This outline may be rather general in order to protect the identities of those raising the concerns.

When an investigation is required, SE shall commission an independent safeguarding consultant, either directly or through Sport Resolutions, to look into the matter, based on an agreed terms of reference and investigation plan.

SE do allow discretion to the investigator to conduct the investigation as they see fit, however, an investigation will usually involve:

- interviewing and taking statements from relevant complainants and witnesses;
 - disclosure to the subject of concern;
 - an interview with the subject of concern, allowing them to provide their account;
- and
- consideration of any additional evidence provided by the complainant, witnesses or the subject of concern.

However, if an investigator considers it necessary, they may take or not take any step regarding an investigation.

Swim England expects anyone involved in an investigation in any capacity to comply with such and not to act in a way that will hinder or prejudice the investigation.

Upon completion of the investigation, the investigator will write an investigation report, detailing their findings and any recommendations made. This will be considered by the Swim England Safeguarding and Welfare Team and, if risks are identified, SE may take further action to minimise such risks, in line with the Safeguarding Regulations within the Swim England Handbook.

Where action is to be taken, subjects of concern will always be notified that Swim England is considering the matter, be given a redacted copy of the report, and invited to make representations prior to any decision being made.

If the matter does not reach the threshold of a safeguarding concern, the matter will be referred back to the referrer and relevant Organisation for a local resolution as appropriate.

Any dispute within the club or alleged breach of a club's rules (including its Code of Conduct) should be resolved through the Club Complaints procedure detailed within the Swim England Handbook.

SE may also signpost the individual to Swim England's Office of Judicial Administration, where they believe the matter does not amount to a safeguarding concern, but is still a breach of Swim England's Code of Ethics or Regulations.

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