

Safeguarding and Child Wellbeing Policy

Effective: June 2026 | Review due: June 2027

Designated Safeguarding Lead (DSL): info@levelupaquatics.co.uk

NSPCC Helpline: 0808 800 5000 | **Police Scotland:** 101 (non-emergency) / 999 (emergency)

Whistleblowing (Protect): 020 3117 2520 | **Disclosure Scotland:** mygov.scot/pvg-scheme

1. Policy Statement

Level-Up Aquatics Ltd is committed to creating a safe, inclusive, and positive environment for every child and young person participating in our activities — including Level-Up Masterclasses, swim camps, and the Level-Up Technical Analysis service.

- Every individual has the right to feel safe and be protected from harm.
- All children, regardless of age, gender, ability, race, religion, or background, have equal rights to protection.
- The welfare of the child is always paramount.

2. Scope

This policy applies to all Level-Up Aquatics Ltd directors, coaching staff, volunteers, and contractors operating under the company's name. It covers all environments where our activities take place, including:

- Swimming pools and poolside areas
- Changing and changing-adjacent areas
- Online platforms including the Members Area, email, and social media
- Video footage collected and stored as part of the Technical Analysis service

3. Legal Framework

Our safeguarding approach is informed by the following legislation and guidance:

- Children (Scotland) Act 1995
- Children and Young People (Scotland) Act 2014
- Protection of Vulnerable Groups (Scotland) Act 2007 (PVG Scheme)

- National Guidance for Child Protection in Scotland (2021)
- Getting it Right for Every Child (GIRFEC) — Scottish Government Framework
- UN Convention on the Rights of the Child (UNCRC)
- Swim Scotland Safeguarding and Child Protection Policy
- UK Coaching Code of Practice

4. Definitions

Child / Young Person: Anyone under the age of 18.

Abuse may take the following forms:

- **Physical abuse** — causing physical harm to a child.
- **Emotional abuse** — persistent emotional maltreatment that affects a child's emotional development.
- **Sexual abuse** — involving a child in sexual activities they do not fully understand or consent to.
- **Neglect** — persistent failure to meet a child's basic physical or psychological needs.

Safeguarding concern: Any situation where a child may be at risk of harm, whether arising from our activities or disclosed by the child from another context.

5. Responsibilities

Designated Safeguarding Lead (DSL)

The DSL is currently held by a Level-Up Aquatics Director. Their responsibilities include:

- Being the first point of contact for all safeguarding concerns
- Receiving and recording all concerns in writing
- Referring concerns to Police Scotland or Social Work Scotland where appropriate
- Maintaining up-to-date knowledge of safeguarding legislation and guidance
- Ensuring all staff complete safeguarding training
- Reviewing and updating this policy annually

All Staff and Coaches

- Complete basic child safeguarding training before working with young people
- Know, understand, and follow this policy
- Report any safeguarding concerns immediately to the DSL
- Maintain appropriate professional boundaries at all times
- Never investigate a concern themselves or promise confidentiality to a child

6. Safe Recruitment

All staff, volunteers, and contractors who work with children or young people must:

- Undergo a PVG (Protecting Vulnerable Groups) Scheme disclosure through Disclosure Scotland before commencing work
- Provide at least one satisfactory reference confirming suitability to work with young people
- Complete a safeguarding induction before their first session
- Read, sign, and return this policy and the Coaches Code of Conduct

PVG disclosures will be renewed in line with Disclosure Scotland guidance and whenever there is a break in service of three months or more.

7. Recognising Signs of Concern

Staff should be alert to the following signs that a child may be experiencing harm:

- Unexplained or poorly explained injuries, bruises, or marks
- Sudden changes in behaviour, mood, or performance
- Withdrawal from activities or social contact
- Inappropriate sexual knowledge or behaviour for the child's age
- Fear of specific adults or reluctance to be left alone with them
- Signs of neglect such as poor hygiene, hunger, or inappropriate clothing
- Disclosures by the child about abuse at home or elsewhere

This list is not exhaustive. If something feels wrong, it must be reported.

8. Reporting and Responding to Concerns

If a member of staff has a safeguarding concern, they must:

1. Remain calm and, if a disclosure is being made, listen without interrupting.
2. Not promise confidentiality — explain that they may need to share the information to keep the child safe.
3. Record what was seen, heard, or disclosed in factual, non-interpretive language as soon as possible.
4. Report the concern to the DSL the same day.
5. If the concern involves the DSL, report directly to Police Scotland or the relevant local authority.
6. If a child is in immediate danger, call 999 first.

The DSL will assess the concern and, where appropriate, make a referral to Social Work Scotland or Police Scotland within 24 hours. All concerns and actions will be recorded confidentially.

9. Photography, Video, and the Technical Analysis Service

Level-Up Aquatics Ltd collects race footage as part of its Technical Analysis service. The following safeguards apply to all photography and video involving young people:

- Consent for photography and video at events is obtained from parents/guardians during registration.
- Parents/carers may opt out of public-facing photography at any time.

- Race footage submitted through the Members Area is stored privately on Vimeo (link-only, not publicly searchable) and used solely to produce the athlete's analysis.
- No footage of under-18s will be shared with third parties outside the delivery of the service.
- No images or video will be taken in changing areas under any circumstances.
- Staff must not take personal photographs or videos of young people during sessions.
- Any concerns about inappropriate photography or video must be reported to the DSL immediately.

10. Online Safety and Digital Platforms

Level-Up Aquatics Ltd provides services through an online Members Area and uses digital platforms for communication. The following rules apply:

- Staff must not communicate with young people via personal social media accounts.
- All direct communications with athletes under 18 must be copied to a parent or guardian.
- The Members Area is password-protected and accessible only to registered members.
- Analysis reports use unguessable URLs and are not publicly searchable.
- Any online contact or content that causes concern must be reported to the DSL immediately.
- Staff must not accept friend or follow requests from athletes under 18 on personal accounts.

11. Physical Contact

Physical contact in a coaching environment must always be appropriate, necessary, and consented to. The following principles apply:

- Physical contact should only occur where it is necessary for safety or technique correction.
- Coaches must explain what they are going to do and seek the athlete's consent before making contact.
- Physical contact must never be intimate, humiliating, or intended to cause pain.
- Coaching should, wherever possible, take place in open, visible areas.
- One-to-one sessions with a young person should take place where others are present or can observe.

12. Working with Parents and Carers

Level-Up Aquatics Ltd is committed to open and respectful communication with parents and carers. We will:

- Inform parents about our safeguarding expectations during registration
- Maintain open communication and welcome questions about our safeguarding practices
- Respect family confidentiality unless a child's safety is at risk
- Share this policy on our website and make it available on request

13. Additional Support Needs

While Level-Up Aquatics Ltd does not offer specialist additional support needs (ASN) coaching, we:

- Encourage inclusion and will accommodate ASN participants where reasonably possible
- Ask for relevant information during registration so staff can adapt appropriately
- Welcome feedback from families to support inclusive and safe participation

14. Anti-Bullying

Level-Up Aquatics Ltd has zero tolerance for bullying of any kind, including physical, verbal, emotional, and cyberbullying. Any bullying involving a young person must be reported to the DSL. We will take all reports seriously, support those affected, and take appropriate action against those responsible.

15. Complaints and Whistleblowing

Concerns about staff behaviour or our safeguarding practices can be raised by:

- Speaking to the DSL directly
- Emailing info@levelupaquatics.co.uk
- Contacting the relevant local authority social care team
- Whistleblowing to Protect (independent whistleblowing charity): 020 3117 2520

All concerns will be taken seriously and investigated promptly. No one will be disadvantaged for raising a genuine concern in good faith.

16. Key Contacts

For safeguarding concerns or queries:

Designated Safeguarding Lead: info@levelupaquatics.co.uk

NSPCC Helpline: 0808 800 5000

Police Scotland: 101 / 999

Social Work Scotland: via your local council

Disclosure Scotland PVG: mygov.scot/pvg-scheme

Whistleblowing – Protect: 020 3117 2520

17. Policy Review

This policy will be reviewed annually by the DSL, or sooner following a safeguarding incident, change in legislation, or significant change in our activities. All staff will be notified of updates and required to re-read and sign the revised policy.

I confirm I have read and understood this Safeguarding Policy.

Name: _____ Date: _____

Signature: _____ Role: _____