



**HIGHCLIFFE SAILING CLUB LTD** (Founded 1962)

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# **Safeguarding and Child & Vulnerable Adult Protection Policy and Guidelines**

**April 2022**

Approved and adopted by committee on 4 April 2022

**Highcliffe Sailing Club**  
Sea Vixen  
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# HSC Safeguarding and Child Protection Policy and Guidelines

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# 1 Introduction

These guidelines have been produced by Highcliffe Sailing Club Ltd, here after referred to as HSC (adapted from an RYA template) to help HSC to enable children and young people to enjoy the sports of sailing and paddle sports and other water based activities in all their forms, in a safe environment.

## Definition of a child

The Children Act 1989 defined any person under the age of 18 as a 'child'. In this document and in day to day communications the terms 'children' and 'young people' are both used, recognising that older teenagers may prefer not to be referred to as 'children' although they are still children in the eyes of the law.

## Safeguarding adults

Many of the safeguarding principles in these guidelines also apply to 'vulnerable adults' or 'adults at risk', but the categories of abuse and the statutory procedures to be followed in the case of a concern are different. HSC's Policy Statement regarding vulnerable adults can be found in section 7 of this document. Additional guidance on Safeguarding Adults can also be found at [www.rya.org.uk/go/safeguarding](http://www.rya.org.uk/go/safeguarding)

## RYA requirements

RYA Recognised Training Centres (RTCs) that teach under 18s, including all OnBoard and Team15 clubs and centres, are required to have a formal safeguarding and child protection policy which is checked as part of their annual inspection. RYA British Youth Sailing (BYS) Recognised Clubs and Recognised Junior and Youth Class Associations are also required to adopt and maintain a safeguarding and child protection policy.

## RYA Recommended actions

HSC is not an RTC or BYS Recognised Club but membership includes children and families, and/or the organisation provides training or activities for under-18s. It is strongly recommended by the RYA that HSC adopts a similar **policy** and some straightforward **procedures** to put the policy into practice.

There are several good reasons for doing this:

- to safeguard children from physical or emotional harm, both on and off the water
- to assure parents that their children are as safe at your organisation as they are when taking part in any other sport or leisure activity
- to raise awareness amongst all of our members, volunteers or employees so that they know what to do if they are concerned about a child, whether the concern relates to:
  - the child's welfare at your site or
  - something happening outside the sport that a child discloses to someone they trust at your club or centre
- to protect coaches, instructors, officials or volunteer helpers by giving them some practical, common sense guidelines to avoid placing themselves in situations where they are open to allegations which could seriously damage their lives and careers
- to protect the Club, by showing that it has taken 'all reasonable steps' to provide a safe environment.

HSC agrees the RYA recommendation to take the following steps:

1. **Adopt a policy statement** that defines the organisation's commitment to providing a safe environment for children. 'Child Protection' can be an emotive term because people associate it with the most serious kinds of child abuse. 'Safeguarding' has become a more common term for promoting children's welfare, whilst 'child protection' tends to refer to actions taken in response to a specific concern or allegation.
2. **Produce a simple code of practice and procedures** governing how the organisation runs. This covers:
  - the safe recruitment of staff/volunteers who will be in contact with children (*see Section 4*)
  - good practice guidelines to ensure the safety and welfare of children at all times whilst at HSC's site, both on and off the water (*see Section 5*)
  - handling concerns, reports or allegations (*see Section 6*).

Everyone in HSC should be aware of the policy and have access to the supporting procedures, and those working with children must be familiar with the procedures and receive appropriate induction and training.

## **2. Policy**

### **Policy Statement**

HSC (Highcliffe Sailing Club) is committed to safeguarding children and vulnerable adults taking part in its activities from physical, sexual or emotional harm, neglect or bullying. We recognise that the safety, welfare and needs of the child and vulnerable adult are paramount and that any child or vulnerable adult, irrespective of age, disability, race, religion or belief, sex, sexual or gender identity, or social status, has a right to protection from discrimination and abuse.

HSC takes all reasonable steps to ensure that, through safe recruitment, appropriate operating procedures and training, it offers a safe and fun environment to children and vulnerable adults taking part in its events and activities.

For the purposes of this policy anyone under the age of 18 should be considered as a child. All members of HSC should be aware of the policy.

### **HSC Welfare Officer**

The HSC Welfare Officer is Doug Croucher

### **Contact Details**

General Enquiries. HSC Club Phone Number : 01425 274874

Confidential / Safeguarding Concerns. Welfare Officer Mobile Number : 07954 386651

Email : [welfare@highcliffesailing.co.uk](mailto:welfare@highcliffesailing.co.uk)

### **Staff and Volunteer Checks**

HSC staff and volunteers whose role brings them into regular contact with young people will be asked to provide references. The HSC Welfare Officer and those regularly instructing, coaching or supervising young people will also be asked to apply for an Enhanced Criminal Records Disclosure, with Barred List check if appropriate.

Disclosure information is never kept on an applicant's personal file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

HSC adopts the RYA policy on Secure Handling of DBS documentation, available from the RYA website.

### **Good Practice**

All members of HSC should follow the Good Practice Guide attached and agree to abide by the HSC Code of Conduct and the RYA Racing Charter contained in the Racing Rules of Sailing. Those working or volunteering with young people should be aware of the guidance on recognising abuse (see Appendix A).

## **Changing Facilities**

Adults are requested, where possible, to avoid entering the shower and changing room areas at times when children are changing before or after designated junior/youth training or racing.

If this is unavoidable it is advised that they are accompanied by another adult.

Both male and female changing areas are open plan. Therefore, particular consideration needs to be given to avoid discomfort of young people.

In the male changing area, if children are present then adults should avoid the area furthest from the door and allow children to use this area.

The layout of the female changing area does not allow a specific area to be assigned for the use of children. Adults will therefore need to be particularly sensitive to the desire for privacy by children.

## **Photography & Video**

HSC will seek written consent from parents/carers before taking photos or video of a child at an event or training session or publishing such images. Parents and spectators should be prepared to identify themselves if requested and state their purpose for photography/filming. If HSC publishes images of children, no identifying information other than names will be included. Any concerns about inappropriate or intrusive photography or the inappropriate use of images should be reported to the HSC Welfare Officer.

## **Concerns**

Anyone who is concerned about a young member's or participant's welfare, either outside the sport or within HSC, should inform the HSC Welfare Officer immediately, in strict confidence. The HSC Welfare Officer will follow the attached procedures (*see RYA Flowcharts 1 and 2*).

Any member of HSC failing to comply with the Safeguarding policy or any relevant Codes of Conduct may be subject to disciplinary action and excluded from HSC membership.

## **Other Policies**

Where HSC does not have a specific policy, RYA policies and best practices will be apply.

### 3 Designated Person

Although everyone has a role to play in ensuring that children are safe, the 'HSC Welfare Officer' has specific responsibility for implementing HSC's policy. The RYA will be advised who is in this role to ensure that they receive relevant information and advice.

The HSC Welfare Officer's role includes:

- Maintaining up-to-date policy and procedures, compatible with the RYA's.
- Ensuring that relevant staff and/or volunteers are aware of and follow the procedures, including implementing safe recruitment procedures.
- Advising the management committee on safeguarding and child protection issues.
- Maintaining contact details for local Children's Services and Police.

If there is a concern, the HSC Welfare Officer would:

- Be the first point of contact for any concerns or allegations, from children or adults, ensuring that confidentiality is maintained in all cases.
- Decide on the appropriate action to be taken, in line with the organisation's procedures and in conjunction with the person in charge (Commodore, Principal etc).
- Keep the RYA informed as necessary (*see flowcharts in Section 6*).

In the event of needing to refer matters to the RYA, the following contact details can be used:

#### **RYA designated person**

RYA Safeguarding and Equality Manager, tel. 023 8060 4104, RYA Safeguarding Officer, tel. 023 8060 4226, e-mail [safeguarding@rya.org.uk](mailto:safeguarding@rya.org.uk)

## 4 Recruitment and training

If a good recruitment policy is adopted, and safeguarding is covered in the organisation's risk assessment and operating procedures, the opportunity for an individual with poor intent towards children to gain access to the organisation or to abuse a position of trust should be minimised.

All applications, whether for paid or voluntary work, will be subject to an appropriate level of scrutiny. The level of checking HSC carries out will be proportionate to the role and the level of risk involved and in line with relevant statutory requirements. The risk is higher if the person will be in regular contact with the same child or children, in sole charge of children with no parents or other adults present, and/or in a role involving authority and trust, such as an instructor or coach.

### Checks will be made for appointments as follows:

- Any volunteers with specific responsibility for Safeguarding and / or young people will be subject to a minimum of 2 relevant references and enhanced DBS checks
- Any instructors who take responsibility for the care of children without parents/guardians in attendance will be subject to enhanced DBS checks and will be required to hold RYA (or equivalent) qualifications
- Volunteers who support the activities of children while parents are required to be providing care will NOT be subject to references or enhanced DBS checks

### It is a criminal offence under the Safeguarding Vulnerable Groups Act 2006

- for a Barred individual to work in Regulated Activity/Regulated Work
- for an organisation to knowingly allow someone who has been Barred to work in Regulated Activity/Regulated Work, and
- for an organisation to fail to make a referral to the Disclosure and Barring Service/Disclosure Scotland if they have dismissed someone from Regulated Activity/Regulated Work for harming a child or vulnerable adult or placing them at risk of harm, or would have dismissed them if they had not resigned.

### Competence

- HSC's Safety Policy details HSC's requirements to ensure competence and safety during sailing activities. All such requirements will be met for activities involving children.

### Safeguarding Training

Volunteers and instructors with specific responsibility for children's activities will have been trained on identifying and handling safeguarding concerns.

Training may be provided by the RYA. However, other relevant training may be acceptable to the HSC Welfare Officer (e.g. training provided in an education or medical care environment).



## 5 Good practice guidelines

### Culture

It is important to develop a culture within HSC where both children and adults feel able to raise concerns, knowing that they will be taken seriously, treated confidentially and will not make the situation worse for themselves or others.

### Minimising risk

All activities should be planned to minimise situations where adults are working unobserved or could take advantage of their position of trust. Good practice protects everyone – children, volunteers and staff.

All members, volunteers and instructors are required to follow the Good Practice Guide attached.

### Additional vulnerability

Some children may be more vulnerable to abuse or find it more difficult to express their concerns. For example:

- a disabled child who relies on a carer to help them get changed may worry that they won't be able to sail any more if they report the carer
- a deaf child may not be able to express themselves or speak confidentially if they need an interpreter
- a child who has experienced racism may find it difficult to trust an adult from a different ethnic background
- children with low self-esteem or mental health problems can be more vulnerable to bullying or abuse, as can gay, lesbian, bisexual or transgender young people, or any child who has a characteristic that marks them out in others' eyes as 'different'.

### Grooming

Grooming is when someone develops a relationship with a child over a period of time to gain their trust for the purposes of sexual abuse or exploitation. Children and young people can be groomed online or face-to-face, by a stranger or by someone they know - for example a family member, friend or professional. For more information on possible signs of grooming, see <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/grooming/> Sometimes the perpetrator grooms the entire family, building a relationship with the child's parents/carers so that they are allowed more access to the child than would normally be the case.

Similar behaviour could be used to radicalise young people and recruit them to a religious or political cause. This is unlikely to happen in a sailing club setting, but under the government's 'Prevent' strategy teachers and others working with young people receive training on recognising the warning signs.

### Bullying

If a child alleges bullying or shows signs of being bullied, this must be investigated. For a definition of bullying, see Appendix A. Safeguarding and child protection procedures should include an Anti-Bullying policy. The RYA's Anti-bullying policy is available on the website under Racing & Performance, British Youth Sailing, Information, Policy Guidance or click on this link: [Youth and Junior Racing Policies](#).

The Child Protection in Sport Unit also publishes a sample Anti-bullying policy and guidance, see <https://thecpsu.org.uk/help-advice/topics/anti-bullying/> Resources and advice for young people can be found on [www.kidscape.org.uk](http://www.kidscape.org.uk) and [www.childline.org.uk](http://www.childline.org.uk)

### **Managing challenging behaviour**

Guidance for instructors and coaches on handling young people who display challenging behaviour is available as a download from the RYA website [www.rya.org.uk/go/safeguarding](http://www.rya.org.uk/go/safeguarding), under RYA Safeguarding and Child Protection Guidelines.

### **Responsibilities of staff and volunteers**

All staff and volunteers will be made aware of HSC's safeguarding policy and procedures and should follow the guidelines attached to this document:

- Good Practice Guide
- Recognising Signs of Abuse

RYA Coaches and Instructors are expected to comply with the RYA Codes and Conduct (see *Appendices B and C*).

### **Parental responsibility and HSC liability**

Parents play an essential part in their children's participation, but occasionally their desire to see their child achieve success can put the child under too much pressure or give rise to friction between families or interference in coaching.

All members, children and adults, are expected to adhere to the HSC Code of Conduct which is attached to this document.

Although HSC has a duty of care to our members, and particularly to young people who cannot take full responsibility for their own safety, parents must be responsible for their children's welfare and behaviour, or designate another adult to take that responsibility, outside formal HSC-organised activities.

When children are attending an organised training or coaching session or activity, the organisers have a duty of care for their safety and welfare at all times. If the club/class/centre requires a parent (or designated responsible adult) to be on site, it must be made clear at what point responsibility transfers from the instructor, coach or organiser to the parent or designated responsible adult.

HSC sometimes holds designated 'Youth Sailing' times, when HSC hire boats are made available without charge to youth members. A volunteer may assist with allocation of boats but these activities are NOT coaching or training sessions and parents must take full responsibility for the children under their care. This includes assessment of the safety of activities for the level of competence of children, in the same way as would be done if the HSC boats were being hired in the usual way.

The same principle will apply to any other activity where parents or guardians are required to be in attendance.

## **Changing rooms and showers**

Where possible, adult organised activities should be held at different times to children's activities.

Adults should always aim to avoid being alone in a changing room with children.

Parents should be aware that adult HSC members and/or members of the public may be in the changing rooms.

If it is essential, in an emergency situation (e.g. medical emergency), for a male to enter a female changing area or vice versa, it is advised that they are accompanied by another adult of the opposite sex.

## **First aid and medical treatment**

First aid, will only be provided by an appropriately trained and qualified person. HSC cannot guarantee the availability of a trained First Aider during day to day HSC sailing activities. However, during formal training by an RYA qualified instructor, the instructor will be first aid trained.

During activities where parental oversight is NOT required (e.g. formal training), prior details of ongoing medication requirements will be obtained from parents. If necessary, instructors or volunteers will hold medication provided and make this available to children to be self-administered.

## **Organising and hosting events**

When hosting an open junior or youth event at HSC, HSC will liaise with the relevant class association to ensure that all involved in the organisation of the event are operating to similar policies to HSC. It should be made clear to all young competitors and their parents that there is someone responsible for their welfare who can be contacted if they have any concerns.

The RYA Racing Department, in conjunction with the recognised junior and youth classes, has developed guidelines covering all aspects of running a major junior or youth event and these are available to clubs and class associations on request. RYA organised events will be run under these guidelines.

The Child Protection in Sport Unit also publishes a comprehensive guide 'Safe Sports Events' <https://thecpsu.org.uk/resource-library/tools/safe-sport-events-activities-and-competitions/> .

## **Away events**

It is essential that those accompanying young people to away events or training camps, and the competitors themselves, have a clear understanding of their responsibilities and the conduct expected of them.

The RYA Racing Department has Sailor Supervision Guidelines and other detailed policies for the RYA junior and youth squad programmes. These are available on the RYA website, see Racing & Performance, Youth and Junior Racing, Information, Policy Guidance, or click on [Youth and Junior Racing Policies](#). They may be a useful reference for events organised by bodies other than the RYA but should not be taken as prescriptive.

## Communication and Images

The world of the internet, social media and apps is constantly and rapidly evolving and it is hard to keep up to date, but it is important for parents and for anyone working with young people to develop some understanding of how they use technology, the risks involved and how to keep them safe. Suggested sources of information, mainly intended for parents but useful for anyone, are:

[www.nspcc.org.uk/shareaware](http://www.nspcc.org.uk/shareaware)

[www.net-aware.org.uk](http://www.net-aware.org.uk)

[www.internetmatters.org](http://www.internetmatters.org)

[www.saferinternet.org.uk](http://www.saferinternet.org.uk)

### Parents

Organisations are responsible for the content published on their sites or pages, but parents must accept responsibility for their children's access to and use of computers, tablets and smartphones. See the links above for guidance.

### HSC websites and social media

When promoting HSC and encouraging members to interact online, appropriate consideration should be given to:

- follow the RYA guidance on the use of images of children (see Photography section below)
- ensure that the content and language on HSC's website, Facebook group, contributions to blogs, forums etc, is not inappropriate for younger visitors and does not link directly to unsuitable material on other sites
- any concerns by parents or others regarding inappropriate content or online bullying should be referred to the HSC Welfare Officer

For more information, see the RYA's separate guidance '[Club Guide to Social Media Use with Children and Young People](#)', [www.rya.org.uk/go/safeguarding](http://www.rya.org.uk/go/safeguarding), RYA Safeguarding and Child Protection Guidance.

### Children and young people

Children and young people use modern technology as a matter of course, but they don't always understand the risks involved and their parents are not always fully aware of their children's risky behaviour. Online communication and texting can often be used as a means of bullying. 'Cyberbullying' should be treated in the same way as any other form of bullying. [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) and [www.childline.org.uk](http://www.childline.org.uk) provide guidance and support for children and young people in different age groups, as well as for parents and carers, on matters such as online bullying, sharing images and 'sexting'.

## **Coaches and Instructors**

When working with children and young people instructors and volunteers should:

- aim to contact young sailors only using an HSC email account
- avoid using over-familiar language and try to copy in the child's parent/carer if communicating directly with a child
- only communicate regarding organisational matters, not for social or personal contact.

When using social media, it is recommended that instructors and volunteers:

- do not allow young sailors to follow or be friends with your personal account
- set your privacy settings as high as possible on your personal account
- challenge the way that young sailors post or comment to you or others on social media if it is inappropriate
- educate young sailors about the boundaries between them and their volunteers and instructors.

Coaches working with the RYA's Youth and Junior squads are expected to comply with the [RYA British Youth Sailing Communication Policy](#).

## **Photography, images and video**

Publishing articles, photos and videos in HSC newsletters, on websites, in local newspapers etc is an excellent way of recognising young people's achievements and of promoting HSC and the sport as a whole. However it is important to minimise the risk of anyone using images of children in an inappropriate way. Digital technology makes it easy to take, store, send, manipulate and publish images.

There are two key principles to bear in mind:

### **Before taking photos or video, obtain written consent from the child's parents/carers for their images to be taken and used**

- A consent should normally be included with an event entry form
- Any official photographer or member of the press or media attending an event should wear identification at all times and should be fully briefed in advance on your expectations regarding his/her behaviour and the issues covered by these guidelines.
- Do not allow a photographer to have unsupervised access to young people at the event or to arrange photo sessions outside the event.
- Consent should also be obtained for the use of video as a coaching aid. Any other use by a coach will be regarded as a breach of the RYA's Code of Conduct.
- Care must be taken in the storage of and access to images. An image is personal data and should be treated in accordance with your organisation's Data Privacy Policy.

**When publishing images, make sure they are appropriate and that you do not include any information that might enable someone to contact the child**

- It is preferable to use a general shot showing participants on the water, or a group shot of prize winners, without identifying them by name.
- If you are recognising the achievement of an individual sailor and wish to publish their name with their photo, DO NOT publish any other information (e.g. where they live, name of school, other hobbies and interests) that could enable someone to contact, befriend or start to 'groom' the child.
- Ensure that the young people pictured are suitably dressed, to reduce the risk of inappropriate use.

Most sailing activity takes place in areas that are open to the public and it is therefore not possible to control all photography, but any concerns about inappropriate or intrusive photography, or about the inappropriate use of images, should be reported to HSC's Welfare Officer and treated in the same way as any other child protection concern. Parents and spectators should be prepared to identify themselves if requested and state their purpose for photography/filming.

The recording of images or video using any type of camera or photographic equipment, including cameras on smartphones and tablets and action cameras used on the water, is not permitted in showers or changing areas in any circumstances.

## **6 Handling concerns, reports or allegations**

A complaint, concern or allegation may come from a number of sources: the child, their parents or carers, someone else within your organisation, a member of the public, or the statutory authorities (Police or Children's Social Care). It may involve the behaviour of one of HSC's volunteers, or something that has happened to the child outside the sport, perhaps at home or at school. Children may confide in adults they trust, in a place where they feel at ease.

An allegation may range from mild verbal bullying to physical or sexual abuse. If you are concerned that a child may be being abused, it is NOT your responsibility to investigate further BUT it is your responsibility to act on your concerns and report them to the appropriate statutory authorities. For guidance on recognising abuse, see Appendix A.

### **Handling an allegation from a child**

#### **Always:**

- stay calm – ensure that the child is safe and feels safe
- show and tell the child that you are taking what he/she says seriously
- reassure the child and stress that he/she is not to blame
- be careful about physical contact, it may not be what the child wants
- be honest, explain that you will have to tell someone else to help stop the alleged abuse
- make a record of what the child has said as soon as possible after the event, using the child's own words
- follow your organisation's child protection procedures.

#### **Never:**

- rush into actions that may be inappropriate
- make promises you cannot keep (eg. you won't tell anyone)
- ask leading questions (see 'Recording and handling information' below)
- take sole responsibility – consult someone else (ideally the HSC Welfare Officer or the person in charge or someone you can trust) so that you can begin to protect the child and gain support for yourself.

You may be upset about what the child has said or you may worry about the consequences of your actions. Sometimes people worry about children being removed from their families as a result of abuse, but in reality this rarely happens. However, one thing is certain – you cannot ignore it.



## **Recording and handling information**

If you suspect that a child may have been the subject of any form of physical, emotional or sexual abuse or neglect, the allegation must be referred as soon as possible to Children's Social Care or the Police who have trained experts to handle such cases. Do not start asking leading questions which may jeopardise any formal investigation.

A leading question is where you suggest an answer or provide options that only need a 'yes' or 'no' answer, instead of allowing the child to explain things in their own words. An example would be asking 'did X hit you?' instead of 'how did you get that bruise?'. Use open questions such as 'what happened next?'. Only ask questions to confirm that you need to refer the matter to someone else. Listen to and keep a record of anything the child tells you or that you have observed and pass the information on to the statutory authorities. HSC's Safeguarding and Child Protection Referral Form is attached.

**All information must be treated as confidential and only shared with those who need to know.** If the allegation or suspicion concerns someone within HSC, only the child's parents/carers, the HSC Welfare Officer, the person in charge of HSC (unless any of them are the subject of the allegation), the relevant authorities and the RYA Safeguarding and Equality Manager should be informed. If the alleged abuse took place outside the sport, the Police or Children's Social Care will decide who else needs to be informed, including the child's parents/carers. It should not be discussed by anyone within the organisation other than the person who received or initiated the allegation and, if different, the person in charge.

## **Procedures**

The following procedures will be adopted:

- Procedures to be followed by anyone concerned about a child's welfare, either outside the sport or within your organisation (*see flowcharts below*)
- If disciplinary action is required in relation to a member of HSC, RYA guidance will be followed. The RYA's information sheet on disputes with members and disciplinary procedures is available on the website in the Club Zone (you will need your club's or class association's login) under Club People, Members, or click on this link: [Disputes and Disciplinary Procedure](#).

## **Statutory Authorities**

If HSC is contacted by the Police or Children's Services concerning information received or a complaint made by or about a member, volunteer or employee, the HSC Welfare Officer will contact the RYA Safeguarding and Equality Manager as soon as possible for guidance and support. HSC and the HSC Welfare Officer will co-operate fully with official requests for factual information, but will not express any personal opinions on the person's conduct.

## **Handling the media**

If there is an incident at HSC's premises which attracts media interest, or if HSC is contacted by the media with an allegation concerning one of its members or volunteers, HSC will not give any response until there has been an opportunity to check the facts and seek advice. HSC may contact the RYA's Communications department on 023 8060 4215 for professional advice on handling the media.

## **Insurance**

If there is a serious allegation involving harm caused to a child either at your premises or as a result of taking part in your activities, the person in charge should consider notifying HSC's insurers in case there is a subsequent claim against the organisation.

## **Data retention**

Confidential information will be processed, stored and destroyed in accordance with HSC's Data Privacy Policy and Data Protection legislation.

## **Historical allegations**

If someone raises a child protection concern relating to incidents that took place some time ago, the same procedure will be followed as if there were a new concern, even if the person about whom the allegation is being made is no longer active within HSC. If the concern appears to relate to a criminal offence, the reporting individual will be encouraged to contact the Police on 101.

## **Reference to the Disclosure and Barring Service or Disclosure Scotland**

The Disclosure and Barring Service (DBS) maintains the lists of people barred from working with children or with vulnerable adults in England and Wales and in Northern Ireland. Disclosure Scotland fulfils this function in Scotland. If HSC permanently dismisses or removes someone from a role involving Regulated Activity/Work, or would have dismissed them if they had not resigned, because they have harmed a child or vulnerable adult or placed them at risk of harm, HSC has a duty to refer them to the DBS or Disclosure Scotland, as appropriate. *It is a criminal offence not to make such a referral.* For guidance on the grounds and process for making a referral, see the relevant website (see Section 7 Useful Contacts) or contact the RYA Safeguarding and Equality Manager.

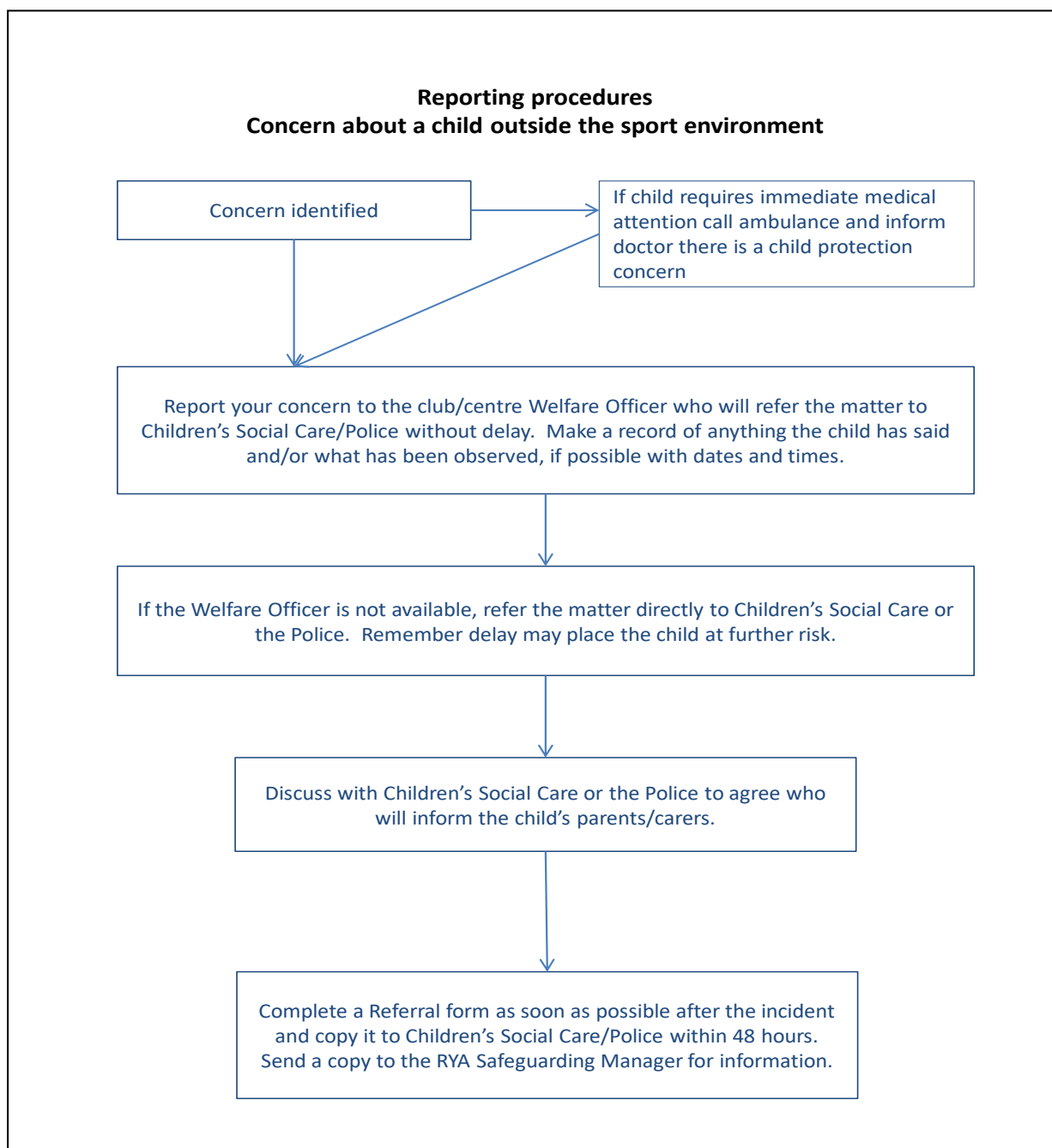
## Reporting Procedures

Revised Jan 2015

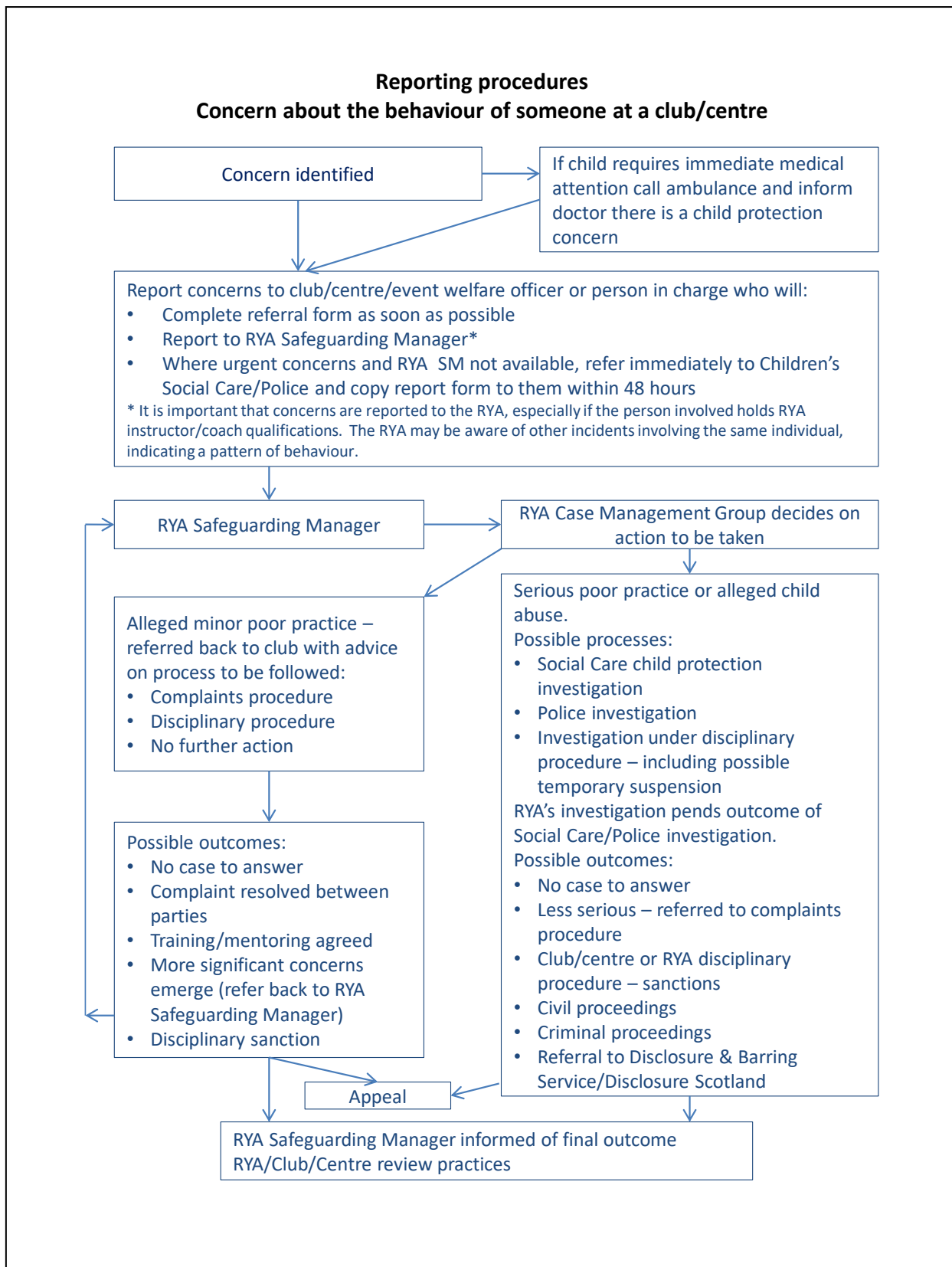
If you are uncertain what to do at any stage, contact the RYA's Safeguarding and Equality Manager on 023 8060 4104 or the NSPCC free 24-hour helpline 0808 800 5000.

Details of Children's Social Care departments and emergency duty teams are listed on local authority websites and in local phone books. If you are unable to find the appropriate contact number, call the RYA's Safeguarding and Equality Manager or, if a child is at immediate risk, the Police.

### Flowchart 1



**Flowchart 2**



## 7. Vulnerable Adults

### HSC Vulnerable Adult Policy Statement

HSC is committed to safeguarding adults at risk taking part in its activities from physical, sexual, psychological, financial or discriminatory abuse or neglect. We recognise that everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity, marriage or civil partnership or social status, has a right to protection from discrimination and abuse.

HSC takes all reasonable steps to ensure that, through safe recruitment, appropriate operating procedures and training, it offers a safe environment to adults at risk participating in its activities. All participants will be treated with dignity and respect.

All members and volunteers should be aware of the policy.

### Mental capacity and consent

Although many of the good practice guidelines and principles to be followed when safeguarding children also apply to adults, there is a key difference.

In the case of a child, there is a clear duty to act if we suspect that the child has been harmed or is at risk of harm. In the case of an adult, the starting assumption must always be that they have the capacity to make a decision and have the right to do so. If there is an allegation or concern about an adult who has capacity, **their consent must be obtained** before any referral is made, unless others are at risk of harm. No information should be given to the adult's family or carers without their consent.

If the adult does not have capacity and is unable to give consent, a referral may be made and their family or carers informed, provided that they are involved in the individual's life and are not implicated in the allegation.

Mental capacity refers to the ability to make a decision at a particular time. The term 'lacks capacity' means that a person is unable to make a particular decision or take a particular action for themselves at a particular point in time – although they may still be able to express an opinion or preference or take a less complex decision.

Under the Mental Capacity Act 2005<sup>1</sup> a person lacks capacity to make a decision if they have an 'impairment of or disturbance in the function of their mind or brain' (either temporary or permanent), and as a result they cannot do **one or more** of the following:

- Understand the information relating to this particular decision (including its benefits and risks)
- Retain the information for long enough to make this decision
- Weigh up the information involved in making this decision
- Communicate their decision in any way.

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<sup>1</sup> England and Wales only. In Scotland the relevant legislation is the Adults with Incapacity (Scotland) Act 2000 and in Northern Ireland the Mental Capacity Act Northern Ireland 2016.

The Act also says that:

- A person is not to be treated as unable to make a decision unless all practical steps to help him/her to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision.
- An act carried out or decision made, for or on behalf of a person who lacks capacity must be undertaken, or made, in their best interests.
- Before the act is carried out, or the decision is made, regard must be paid to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

## INFORMATION AND IMPORTANT DOCUMENTS

### Useful Contacts

Revised Feb 2020

#### **NSPCC 24 hour free helpline**

For advice on any aspect of children's welfare

0808 800 5000

E-mail: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

#### **Children 1<sup>st</sup> (Scotland) free helpline**

08000 28 22 33

E-mail: [parentlinescotland@children1st.org.uk](mailto:parentlinescotland@children1st.org.uk)

Text: 07860 022844

Website: [www.children1st.org.uk](http://www.children1st.org.uk)

#### **Childline 24 hour free helpline**

0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

#### **MIND – mental health charity**

Tel: 0300 123 3393

Text: 86463

E-mail: [info@mind.org.uk](mailto:info@mind.org.uk)

Website: [www.mind.org.uk](http://www.mind.org.uk)

#### **Social Care Services**

Your local phone book or the website for your County Council or unitary local authority will list numbers for the Children and Families Services, generally with separate numbers for Children's Social Care and for the Emergency Duty Team (out of hours service).

#### **Royal Yachting Association**

Safeguarding and Equality Manager

RYA House, Ensign Way

Hamble

Southampton

SO31 4YA

Tel: 023 8060 4104

E-mail: [safeguarding@rya.org.uk](mailto:safeguarding@rya.org.uk)

Website: [www.rya.org.uk/go/safeguarding](http://www.rya.org.uk/go/safeguarding)

#### **RYA Cymru Wales**

Pete Muskett

Tel: 01248 670814 Mob: 07824 990694

E-mail: [pete.muskett@ryacymruwales.org.uk](mailto:pete.muskett@ryacymruwales.org.uk)

Website: [www.ryacymruwales.org.uk](http://www.ryacymruwales.org.uk)

#### **RYA Northern Ireland**

Gayle Logan, Office Administrator

Tel: 028 9182 7154

E-mail: [dsco.ryani@gmail.com](mailto:dsco.ryani@gmail.com)

Website: [www.ryani.org.uk](http://www.ryani.org.uk)



**RYA Scotland**

Liza Linton, Development Manager  
Tel: 0131 317 7388 Mob: 07770 604234  
E-mail: [liza.linton@ryascotland.org.uk](mailto:liza.linton@ryascotland.org.uk)  
Website: [www.ryascotland.org.uk](http://www.ryascotland.org.uk)

**Child Protection in Sport Unit (CPSU)**

Website: [www.thecpsu.org.uk](http://www.thecpsu.org.uk)

**England**

Tel: 0116 366 5580  
E-mail: [cpsu@nspcc.org.uk](mailto:cpsu@nspcc.org.uk)

**Wales**

Tel: 0116 366 5590  
E-mail: [cpsuwales@nspcc.org.uk](mailto:cpsuwales@nspcc.org.uk)

**Northern Ireland**

Tel: 028 9035 1135  
E-mail: [cpsu@nspcc.org.uk](mailto:cpsu@nspcc.org.uk)

**Children 1<sup>st</sup> Safeguarding in Sport (Scotland)**

Website: [www.safeguardingsport.org.uk](http://www.safeguardingsport.org.uk)  
Tel: 0141 419 1156  
E-mail: [safeguardingsport@children1st.org.uk](mailto:safeguardingsport@children1st.org.uk)

**Disclosure and Barring Service (DBS) – RYA is Registered Body**

Website: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

**Volunteer Scotland Disclosure Services – RYA is Enrolled Body**

Website: <https://www.volunteerscotland.net/for-organisations/disclosure-services/>

**Disclosure Scotland (to make a referral)**

Website: <https://www.mygov.scot/pvg-referrals/>

**AccessNI – RYA is Registered Body**

Website: [www.nidirect.gov.uk/accessni](http://www.nidirect.gov.uk/accessni)

**UK Coaching – provide Safeguarding and Protecting Children training**

Website: [www.ukcoaching.org](http://www.ukcoaching.org)

## 8 Important Documents

### Reference request Sample

Revised Jan 2015

#### CONFIDENTIAL

(Name) ..... has expressed an interest in working with (organisation) ..... in the role of ..... , and has given your name as a referee. This role involves substantial access to children. As an organisation committed to the protection and welfare of children, we are anxious to know if there are any reasons to be concerned about this applicant being in regular contact with children or young people.

If you agree to complete this reference, any information will be treated with due confidentiality and in accordance with relevant legislation and guidance and will only be shared with the person conducting the assessment of the applicant's suitability, should they be offered the role. We would appreciate you being candid, open and honest in your evaluation of this person.

1. How long have you known this person? .....
2. In what capacity? .....
3. What attributes does this person have which would make them suitable for this role?  
.....  
.....  
.....

4. Please rate this person on the following (please tick one box for each question)

	Poor	Average	Good	Very good	Excellent
Responsibility					
Maturity					
Self-motivation					
Motivation of others					
Commitment					
Energy					
Trustworthiness					
Reliability					

5. Do you have any reason at all to be concerned about this applicant being in regular contact with children or young people? YES / NO

If you answer 'Yes' we will contact you in confidence.

Name: (please print) ..... Tel. No: .....

Signed: ..... Date: .....

Please return this form, marked 'Confidential' to: .....

*Note: A reference is personal data and the subject is entitled to request a copy from the recipient.*

## **Good Practice Guide for Instructors, Coaches and Volunteers**

This guide only covers the essential points of good practice when working with children, young people and vulnerable adults. You should also read HSC's Safeguarding Policy and Procedures which are available for reference at all times.

- Avoid spending any significant time working with children in isolation
- Do not take children alone in a car, however short the journey
- Do not take children or vulnerable adults to your home as part of HSC's activity
- Where any of these are unavoidable, ensure that they only occur with the full knowledge and consent of someone in charge of the organisation or the individual's parents or carers
- Design training programmes that are within the ability of the individual
- If a child is having difficulty with a wetsuit or buoyancy aid, ask them to ask a friend to help if at all possible
- If you do have to help a child, make sure you are in full view of others, preferably another adult
- Restrict communications with young people via mobile phone, e-mail or social media to group communications about organisational matters. If it's essential to send an individual message, copy it to the child's parent or carer.

### **You should never:**

- engage in rough, physical or sexually provocative games
- allow or engage in inappropriate touching of any form
- allow anyone to use inappropriate language unchallenged, or use such language yourself
- make sexually suggestive comments, even in fun
- fail to respond to an allegation made by a child or vulnerable adult; always act
- do things of a personal nature that a child or vulnerable adult can do for themselves.

It may sometimes be necessary to do things of a personal nature for children or vulnerable adults, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the individual (where possible) and their parents/carers. In an emergency situation which requires this type of help, parents should be fully informed. In such situations it is important to ensure that any adult present is sensitive to the individual and undertakes personal care tasks with the utmost discretion.

## **HSC Code of Conduct**

It is the policy of HSC (Highcliffe Sailing Club) that all participants, coaches, instructors, officials, parents and volunteers show respect and understanding for each other, treat everyone equally within the context of the sport and conduct themselves in a way that reflects the principles of the club/class. The aim is for all participants to enjoy their sport and to improve performance.

**Abusive language, swearing, intimidation, aggressive behaviour or lack of respect for others and their property will not be tolerated and may lead to disciplinary action.**

### **Participants - young sailors, paddlers and participants in other water sports**

- Listen to and accept what you are asked to do to improve your performance and keep you safe
- Respect other participants, coaches, instructors, officials and volunteers
- Abide by the rules and play fairly
- Do your best at all times
- Never bully others either in person, by phone, by text or online
- Take care of all property belonging to other participants, the club/class or its members

### **Parents**

- Support your child's involvement and help them enjoy their sport
- Help your child to recognise good performance, not just results
- Never force your child to take part in sport
- Never punish or belittle a child for losing or making mistakes
- Encourage and guide your child to accept responsibility for their own conduct and performance
- Respect and support the coach
- Accept officials' judgements and recognise good performance by all participants
- Use established procedures where there is a genuine concern or dispute
- Inform the HSC or event organisers of relevant medical information
- Ensure that your child wears suitable clothing and has appropriate food and drink
- Provide contact details and be available when required
- Take responsibility for your child's safety and conduct in and around the clubhouse/event venue

.../cont

## **Coaches, Instructors, Officials and Volunteers**

- Consider the welfare and safety of participants before the development of performance
- Encourage participants to value their performance and not just results
- Promote fair play and never condone cheating
- Ensure that all activities are appropriate to the age, ability and experience of those taking part
- Build relationships based on mutual trust and respect
- Work in an open environment
- Avoid unnecessary physical contact with young people
- Be an excellent role model and display consistently high standards of behaviour and appearance
- Do not drink alcohol or smoke when working directly with young people
- Communicate clearly with parents and participants
- Be aware of any relevant medical information
- Follow RYA and club/class guidelines and policies
- Holders of RYA Instructor and Coach qualifications must also comply with the RYA Code of Conduct
- Holders of RYA Race Official appointments must also comply with the RYA Race Officials Code of Conduct.

If you are concerned that someone is not following the Code of Conduct, you should inform HSC's Welfare Officer or the person in charge of the activity.

## Safeguarding and Child Protection Referral Form

Revised Dec 2016

Date and time of incident	
Name and position of person about whom report, complaint or allegation is made	
Name and age of child involved	
Name of club or organisation (if relevant)	
Nature of incident, complaint or allegation (continue on separate page if necessary).	
Action taken by organisation (continue on separate page if necessary)	
If Police or Children's Social Care Services contacted, name, position and telephone number of person handling case	
Name, organisation and position of person completing form	
Contact telephone number and e-mail address	
Signature of person completing form	
Date and time form completed	
Name and position of organisation's child protection/welfare officer or person in charge (if different from above)	
Contact telephone number and e-mail address	

**This form should be copied, marked 'Private and Confidential', to the RYA Safeguarding and Equality Manager, Jackie Reid, RYA House, Ensign Way, Hamble, Southampton, SO31 4YA, e-mail [safeguarding@rya.org.uk](mailto:safeguarding@rya.org.uk) and to the statutory authorities (if they have been informed of the incident) within 48 hours of the incident.**

## Appendix A – What is child abuse?

Revised Jan 2019

(Based on the statutory guidance 'Working Together to Safeguard Children' 2018)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (including via the internet). They may be abused by an adult or adults, or another child or children.

**Physical abuse** may involve adults or other children inflicting physical harm:

- hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating
- giving children alcohol or inappropriate drugs
- a parent or carer fabricating the symptoms of, or deliberately inducing, illness in a child
- in sport situations, physical abuse might also occur when the nature and intensity of training exceeds the capacity of the child's immature and growing body.

**Emotional abuse** is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve:

- conveying to a child that they are worthless, unloved or inadequate
- not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- imposing expectations which are beyond the child's age or developmental capability
- overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction
- allowing a child to see or hear the ill-treatment of another person
- serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger
- the exploitation or corruption of children
- emotional abuse in sport might also include situations where parents or coaches subject children to constant criticism, bullying or pressure to perform at a level that the child cannot realistically be expected to achieve.

Some level of emotional abuse is involved in all types of maltreatment of a child.

**Sexual abuse.** Sexual abuse involves an individual (male or female, or another child) forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening, to gratify their own sexual needs. The activities may involve:

- physical contact (eg. kissing, touching, masturbation, rape or oral sex)
- involving children in looking at, or in the production of, sexual images
- encouraging children to behave in sexually inappropriate ways or watch sexual activities
- grooming a child in preparation for abuse (including via the internet)
- sport situations which involve physical contact (eg. supporting or guiding children) could potentially create situations where sexual abuse may go unnoticed. Abusive situations may also occur if adults misuse their power and position of trust over young people.

**Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter
- protect a child from physical and emotional harm or danger
- ensure adequate supervision
- ensure access to appropriate medical care or treatment
- respond to a child's basic emotional needs

- neglect in a sport situation might occur if an instructor or coach fails to ensure that children are safe, or exposes them to undue cold or risk of injury.

**Child sexual exploitation** is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity in exchange for something the victim needs and wants (eg. attention, money or material possessions, alcohol or drugs), and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation can also occur online without involving physical contact.

**Extremism** goes beyond terrorism and includes people who target the vulnerable - including the young - by seeking to: sow division between communities on the basis of race, faith or denomination; justify discrimination eg. towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

**Bullying** (not included in 'Working Together' but probably more common in a sport situation than some of the other forms of abuse described above)

Bullying (including online bullying, for example via text or social media) may be seen as deliberately hurtful behaviour, usually repeated or sustained over a period of time, where it is difficult for those being bullied to defend themselves. The bully is often another young person. Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight or physically small, being gay or lesbian, having a disability or belonging to a different race, faith or culture.

Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation or the continual ignoring of individuals
- posting of derogatory or abusive comments, videos or images on social network sites
- racial taunts, graffiti, gestures, sectarianism
- sexual comments, suggestions or behaviour
- unwanted physical contact.

The acronym STOP – Several Times On Purpose - can help you to identify bullying behaviour.

## Recognising Abuse

It is not always easy, even for the most experienced carers, to spot when a child has been abused. However, some of the more typical symptoms which should trigger your suspicions would include:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- sexually explicit language or actions
- a sudden change in behaviour (eg. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- the child describes what appears to be an abusive act involving him/her
- a change observed over a long period of time (eg. the child losing weight or becoming increasingly dirty or unkempt)
- a general distrust and avoidance of adults, especially those with whom a close relationship would be expected
- an unexpected reaction to normal physical contact
- difficulty in making friends or abnormal restrictions on socialising with others.



It is important to note that a child could be displaying some or all of these signs, or behaving in a way which is worrying, without this necessarily meaning that the child is being abused. Similarly, there may not be any signs, but you may just feel that something is wrong. If you have noticed a change in the child's behaviour, first talk to the parents or carers. It may be that something has happened, such as a bereavement, which has caused the child to be unhappy.

### **If you are concerned**

If there are concerns about sexual abuse or violence in the home, talking to the parents or carers might put the child at greater risk. If you cannot talk to the parents/carers, consult HSC's Welfare Officer or the person in charge. It is this person's responsibility to make the decision to contact Children's Social Care Services or the Police. It is NOT their responsibility to decide if abuse is taking place, BUT it is their responsibility to act on your concerns.

## Appendix B – RYA Instructor Code of Conduct

Revised Feb 2014

### **RYA Instructor Code of Conduct for RYA Instructors, Coach Assessors, Trainers and Examiners**

This document outlines the code of conduct under which all holders of RYA instructor qualifications and RYA training appointments (hereafter referred to as instructors) are required to comply. The code of conduct is intended to make clear to all participants, instructors and RYA appointment holders the high standards to which all are expected to conform. Instructors must:

- If working with people under the age of 18, read and understand the Child Protection Policy as detailed on the RYA website at [www.rya.org.uk](http://www.rya.org.uk)
- Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
- Place the wellbeing and safety of the student above the development of performance or delivery of training.
- They should follow all guidelines laid down by the RYA with regards specific training or coaching programmes.
- Hold appropriate insurance cover either individually or through the training centre in which they are working.
- Not develop inappropriate working relationships with students (especially children). Relationships must be based on mutual trust and respect and not exert undue influence to obtain personal benefit or reward.
- Encourage and guide students to accept responsibility for their own behaviour and performance.
- Hold relevant up to date governing body qualifications as approved by the RYA.
- Ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
- At the outset, clarify with students (and where appropriate their parents) exactly what is expected of them and what they are entitled to expect.
- Always promote the positive aspects of the sport (eg courtesy to other water users).
- Consistently display high standards of behaviour and appearance.
- Not do or neglect to do anything which may bring the RYA into disrepute.
- Act with integrity in all customer and business to business dealings pertaining to RYA training.
- Not teach or purport to provide RYA courses or RYA certification outside of the framework of an RYA recognised training centre
- Notify the RYA immediately of any court imposed sanction that precludes the instructor from contact with specific user groups (for example children and vulnerable adults).
- Not carry out RYA training, examining or coaching activities whilst under the influence of alcohol or drugs.

Failure to adhere to the RYA Instructor Code of Conduct may result in the suspension or withdrawal of RYA qualifications or appointments.

## Appendix C – RYA Coach Code of Ethics and Conduct

Revised Dec 2018

**Sports Coaching helps the development of individuals through improving their performance.**

**This is achieved by:**

1. Identifying and meeting the needs of individuals.
2. Improving performance through a progressive programme of safe, guided practice, measured performance and/or competition.
3. Creating an environment in which individuals are motivated to maintain participation and improve performance.

**Coaches should comply with the principles of good ethical practice listed below.**

1. All RYA Coaches working with sailors under the age of 18 must have read and understood the RYA Child Protection Policy as detailed on the RYA website at [www.rya.org.uk/go/safeguarding](http://www.rya.org.uk/go/safeguarding) . If you are unable to access the website please contact [coachingdevelopment@rya.org.uk](mailto:coachingdevelopment@rya.org.uk)
2. Coaches must respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
3. Coaches must place the well-being and safety of the sailor above the development of performance. They should follow all guidelines laid down by the RYA, follow Operating Procedures and hold appropriate insurance cover.
4. Coaches must develop an appropriate working relationship with sailors based on mutual trust and respect. Coaches must not exert undue influence to obtain personal benefit or reward. In particular they must not abuse their position of trust to establish or pursue a sexual relationship with a sailor aged under 18, or an inappropriate relationship with any sailor.
5. Coaches must encourage and guide sailors to accept responsibility for their own behaviour and performance.
6. Coaches must hold up to date and nationally recognised governing body coaching qualifications.
7. Coaches must ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
8. Coaches must, at the outset, clarify with sailors (and where appropriate their parents) exactly what is expected of them and what sailors are entitled to expect from their coach. A contract may sometimes be appropriate.
9. Coaches must co-operate fully with other specialists (eg. other coaches, officials, sports scientists, doctors, physiotherapists) in the best interests of the sailor.
10. Coaches must always promote the positive aspects of their sport (eg. fair play) and never condone rule violations or the use of prohibited substances.
11. Coaches must consistently display high standards of behaviour and appearance.
12. Coaches must notify the RYA immediately of any court imposed sanction that precludes the coach from contact with a specific user group (eg. children and vulnerable adults).
13. Coaches must not carry out coaching activities whilst under the influence of alcohol or drugs, or when they have received medical advice not to continue activities that are connected with their coaching (eg. driving).
14. Coaches must not behave in a way which brings the sport into disrepute.

Failure to adhere to the RYA Coach Code of Conduct may result in the suspension or withdrawal of RYA qualifications or appointments and will be dealt with in line with the RYA Coaches' Performance Guidelines. To access these Guidelines please contact [coachingdevelopment@rya.org.uk](mailto:coachingdevelopment@rya.org.uk)