



Goals and objectives on protection in our club

Our commitment is to protect and promote the well-being, health (including mental health) and safety of our users by creating and maintaining an environment of openness, safety, care and support. We have three main objectives:

- Avoid damages.
- Protect users against damage.
- Support users and staff when incidents of protection and safety of minors occur.

The club meets these objectives:

- Selecting suitable and suitable people to work with minors and with a positive attitude towards protection.
- Providing an excellent pedagogical and psychopedagogical orientation and encouraging optimism and a positive environment where users feel safe and willing to talk. Users are encouraged to find someone (a peer or an adult belonging to our organization) to trust and talk to about any problem that concerns them. In addition, users are reminded of the specific people they can talk to.
- Valuing and fostering effective relationships with parents and professionals from other institutions.
- Teaching users, through personal, social and health education (PSHE) and a varied curriculum, to identify, reduce and manage risks. This work includes educating users, through internal and external security talks on ICT, the safe use of electronic equipment and access to the Internet.
- Ensuring that minors are protected from harmful or inappropriate content on the Internet by integrating a global focus of the Internet security center, including the reasonable use of mobile technology and the use of appropriate filters and oversight systems.
- Ensuring that all personnel receive the necessary training, support and supervision so that they can identify problems of abuse and well-being and deal with them appropriately and consensually.
- Encouraging staff to talk confidentially about their suspicions about the protection, safety and well-being of children with the Designated Protection Officer (DSL) so that they can trust their own abilities to identify and adequately manage their suspicions about well-being and cases of abuse and neglect.
- Creating a culture of openness, trust and transparency in which to share and address any problem related to staff, visitors and other adults in the center in an appropriate and sensitive manner.



Protection is everyone's responsibility

Protection is the responsibility of everyone and the entire staff, regardless of their position, must watch, be aware and know the signs of a child who needs help, as well as the signs of abuse and neglect. If a staff member suspects a minor, he or she must complete the "Suspicion Report" form and return it to the Designated Protection Officer ("DSL") or, in his or her absence, to the Deputy Responsible for Designated Protection ("DDSL"). The DSL (or the DDSL in your case) will discuss the matter with the employee and decide which is the most appropriate course of action. This conversation and the actions taken will be recorded in the form.

Early help

All staff must be aware of the importance of the early help process and understand what role they play in it.

This comprises:

- identify problems that arise or possible unattended needs;
- serve as liaison with the DSL, who will act as the main professional when making an assessment of early assistance;
- share information with other professionals to support early identification and evaluation. All staff must be vigilant to identify children who may benefit from early assistance.

Early help means providing support as soon as a problem arises at any time during the child's life. If any employee suspects that a minor may need early help, the first thing to do is to address the early help requirements with the DSL.

When the DSL considers that the protection needs of a minor are being disregarded and that he / she would benefit from receiving more support from the center, he / she will decide what help the minor needs to avoid having their needs reach a point where social or other matters should intervene local legal institutions.

Early help affects children with protection needs and is not the same as "early intervention", which concerns children with special educational needs (SEN) or disabilities that may affect their development. Students with SEN or disabilities do not necessarily need early help, although staff must be alert to the particular vulnerability of these children and the added barriers that may exist when it comes to recognizing the abuse and neglect suffered by these children. The DSL will liaise with all relevant personnel. If a minor and his family would benefit from coordinated support from external institutions (eg a child social worker, a doctor or the police), the DSL will liaise with these institutions to inform them of everything necessary to support the minor, to ensure that a joint approach is carried out and to ensure that the minor receives the support he needs from these institutions.



Effective early help in a school environment means that the center (under the leadership of the DSL) provides quality support, collaboratively or in coordination with other relevant institutions, in order to respond quickly to the needs of the child and their family. been evaluated and significantly improve the child's results. It is expected that, in each case, these measures will improve the welfare of the child. However, it is advisable to review each case constantly and ask whether the matter should be referred to the social services where the child resides (see the contact information in the previous table) if the child's situation does not seem to improve.

Minors with needs, who have suffered or are at risk of suffering significant damage or are in immediate danger

All personnel must be aware of their duty to comply with Article 13 of the Organic Law 1/1996 which establishes that "any person or authority and especially those who by their profession or function detect a situation of abuse, risk or of possible neglect of a minor, they will communicate it to the authority or its closest agents, without prejudice of giving him the immediate help he needs".

If at any time it is considered that a minor may need the support of social services of minors, who has suffered or is at risk of suffering significant damage or is in immediate danger, you should contact the social services of minors in the area where the minor resides (consult the contact data in the previous table).

In case of doubt about which organization to go to, it is convenient to call Emergencies (112). DSL will normally perform these referral tasks, although staff can do so directly if the DSL, DDSL and the president are absent and the situation is urgent. If a staff member is in charge of referring the case, they should inform the DSL as soon as possible. In cases of major damage or immediate danger, the police should be informed immediately.

The wishes of the minor

The wishes and feelings of a minor must be taken into account when determining what measures to take and what services are to be provided. There are mechanisms for minors to express their views and opinions to the staff of the organization. These mechanisms work in favor of the interests of the minor.

Communicate and manage a problem

When communicating or managing a problem with a minor, all staff must proceed with the utmost discretion and the affected children should receive the appropriate attention and support. The staff should always listen to a user who wants to talk about a problem. If a minor tells a staff member who knows or has been subjected to child abuse or neglect, the staff member should:

- Let the child speak freely and remain calm. Do not interrupt the child or fear loss.
- Reassure him with gestures and words like "I'm sorry for what happened", "You do well talking to me". Avoid saying things like "I wish you had told me before" or "I can not believe what I'm hearing".



- Limit the necessary clarification questions to a minimum and avoid tricky questions such as "Has that happened to your siblings?".

Child protection and safety policy

- At the appropriate time, inform the minor that the appropriate persons of confidence will be informed of the matter. It is not convenient to make promises of confidentiality (see the section on Confidentiality below).

- Inform the child of what will happen next. The minor may want to accompany you to see the DSL; If not, tell the child that another person will come to see you before the end of the day, if only to assure you that the matter is being addressed.

- Write down the conversation as soon as possible on the suspicion form and submit it to DSL.

- Ask for help if the child feels distressed.