

An illustration of a man in a white shirt and blue overalls with a pink strap, sitting at a desk with a blue laptop. A woman in a blue shirt and pink skirt stands next to him, gesturing with her hands as if in conversation.

# NSPCC



# Working together to keep children safe



**A guide for hospitality and travel employers**

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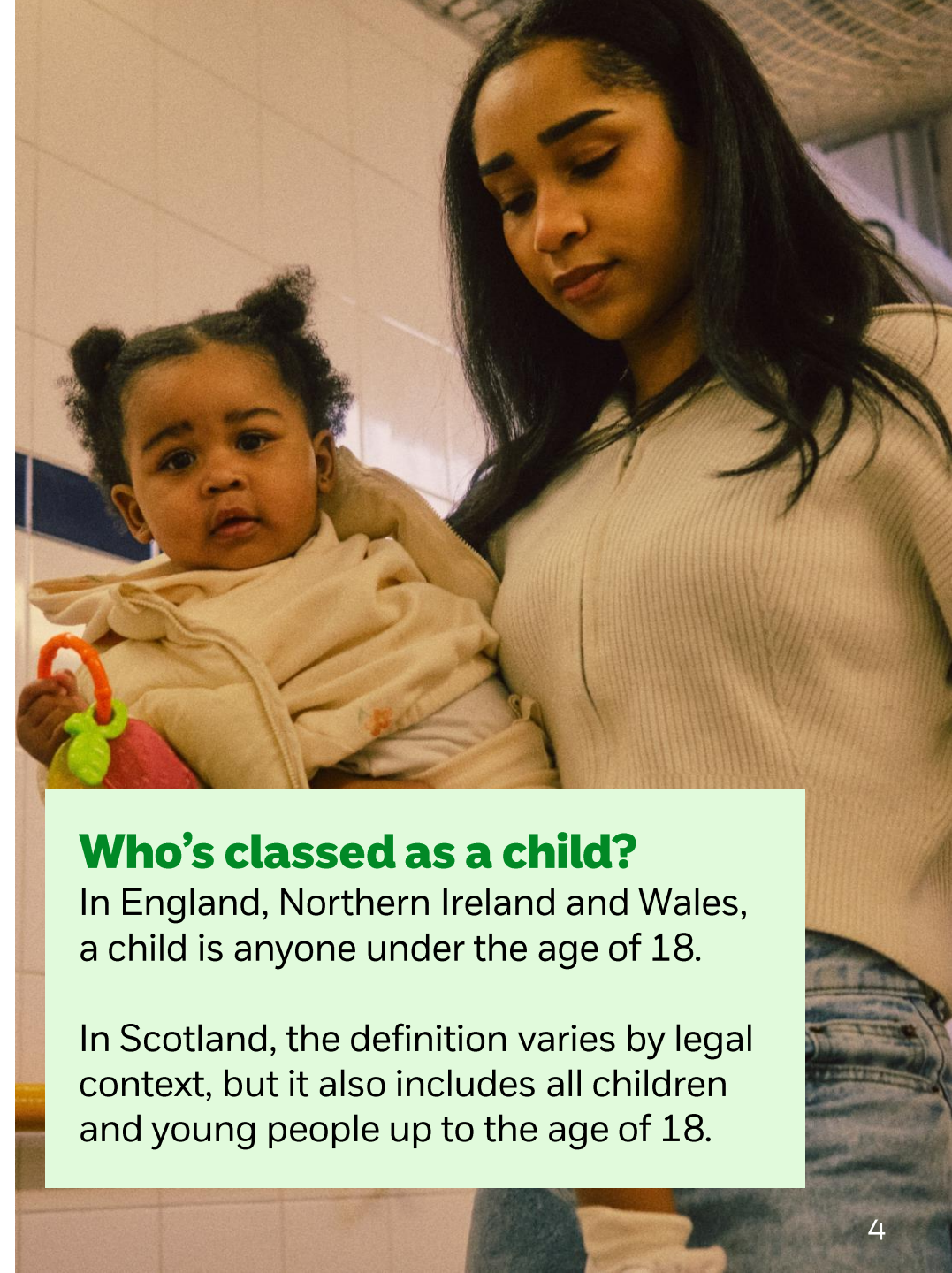
**This guide will help you to navigate what you need to know about safeguarding.**

By making it part of your work culture, you can attract and retain staff, reduce risk and keep children safe. The NSPCC is here to help and advise you.

# What is safeguarding and child protection?

Safeguarding is the process of protecting children by providing safe and effective care. It includes preventing harm to a child.

Child protection is about responding when a child is suffering or is likely to suffer harm.



## Who's classed as a child?

In England, Northern Ireland and Wales, a child is anyone under the age of 18.

In Scotland, the definition varies by legal context, but it also includes all children and young people up to the age of 18.

# Why should safeguarding matter to you?

**Safeguarding is everyone's responsibility.**

By working with the NSPCC, you can find simple ways to play your part in handling the child-safety issues that happen in hospitality and travel settings.

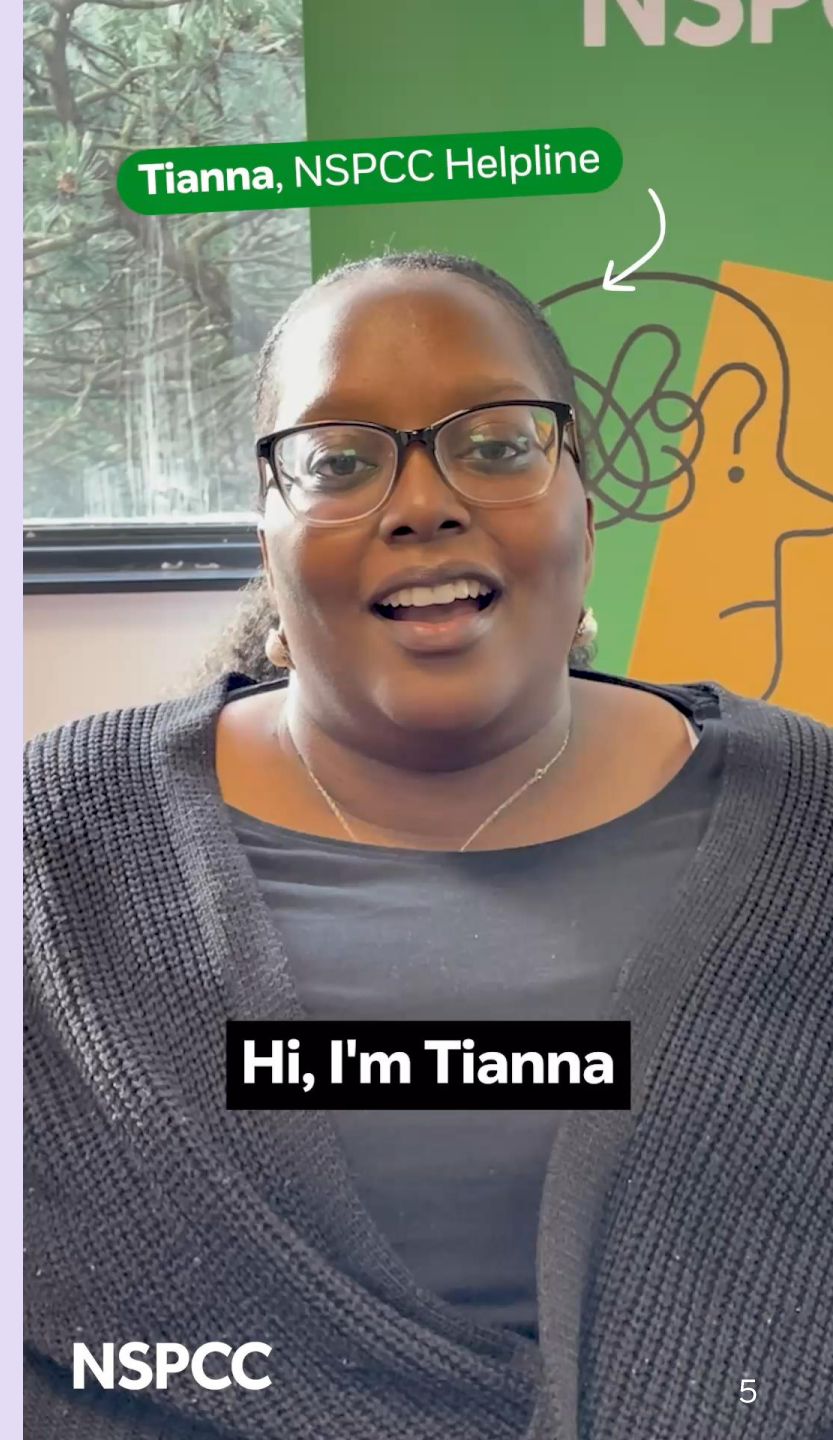
Your team meet children and their families every day. Help at-risk children and young people and make your company a better place to work.

Hear from Tianna about why it matters

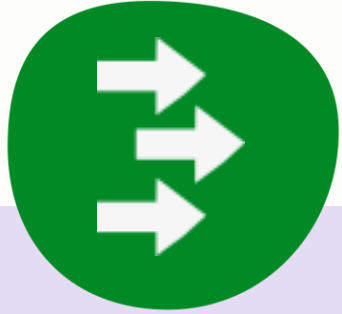


## What is NSPCC Helpline?

The **NSPCC Helpline** is a service for anyone who has concerns about a child's safety or wellbeing. The Helpline also offers support with issues affecting children.



# Improving your organisation's approach to safeguarding means:



## **Making things clear for your team**

Clear guidelines give staff the confidence to know what to do. It reduces confusion and uncertainty and means your team can keep children safe.



## **Being confident your process works**

Effective safeguarding will help protect your business. It's your organisation's responsibility to cooperate with local authorities to safeguard and promote the welfare of children and report any concerns (Children Act 1989). We can help you to understand the role you play and what you can do if you notice something that doesn't seem right.



## **Retaining staff who care about your company and customers**

Showing that your company cares can increase staff retention. Research from Deloitte shows that purpose led brands, whose values allow them to make positive change, have a 70% workforce retention rate, compared to a 30% retention rate for non-purpose led brands.

\*Source: Deloitte Insights 2020 Global Marketing Trends Report

# Where to start?

You may already have measures in place to keep people safe, including health and safety policies, CCTV and other security measures.

All organisations that work or come into contact with children and young people should have a clear process covering how staff should:

- keep children safe.
- respond to child protection concerns.

**Is your safeguarding process as clear and easy to work with as possible?**

If you want support, **visit the NSPCC Learning website for free guidance on writing policies and procedures.**



## How can you make sure your safeguarding process is effective?



Provide ongoing safeguarding training and resources for staff.



Monitor and review safeguarding practices.



Respond promptly and appropriately to any safeguarding concerns.



Make sure all staff understand their safeguarding responsibilities.

## How can you help create a culture of safeguarding?

- ✓ Lead by example and demonstrate a commitment to safeguarding.
- ✓ Encourage open communication and reporting of concerns.
- ✓ Offer regular supervision and support to staff, recognise and reward staff who demonstrate good safeguarding practice.



# Three ways to provide better safeguarding:

1

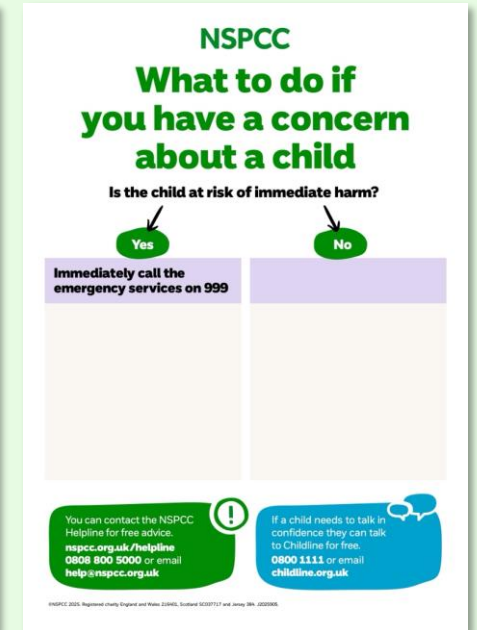
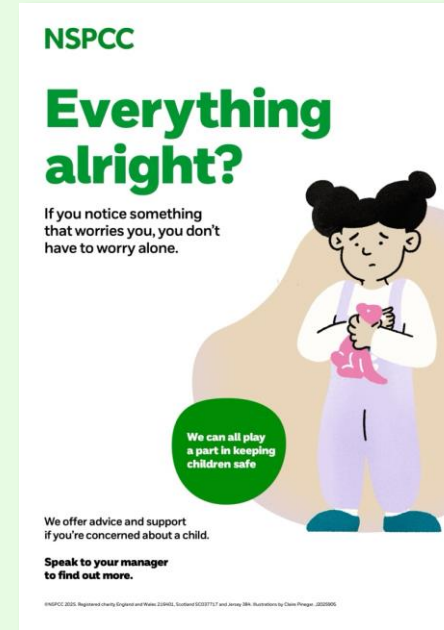
Make sure all your **staff know what to do** with any concerns they have about a child. Helpful posters are included in your toolkit for hospitality and travel staff.

2

Make the **Childline number available** to your guests. You can visit the NSPCC Learning website to **download free Childline posters.**

3

Make a **public commitment to safeguarding** by including safeguarding information on your website, in your terms and conditions, or by displaying it in public spaces.



If a child needs to talk in confidence they can talk to Childline for free  
**0800 1111** or [childline.org.uk](https://www.childline.org.uk)

# How can we help you?

**The NSPCC exists to keep children safe.**

Everything we do puts children first – their voices, their experiences, their needs. We support young people through the NSPCC Helpline, Childline, and a range of specialised services. We make sure children always have someone to turn to.

We've been protecting children for over 140 years. And as long as we're needed, we'll be here.



# How can we help make your company safer for children?



## Supporting a strong foundation

Effective safeguarding starts with:

- Reading this guide.
- Making sure your existing safeguarding procedure still works.
- Sharing our free toolkit with your staff.
- Displaying our awareness-raising posters.



## Building whole-team confidence

We have a range of paid-for training available online and in person to increase people's confidence and competence in safeguarding practices. Further support and guidance is available from **NSPCC Learning**.



## Delivering expert consultancy

The NSPCC can deliver consultancy services to audit existing policies and procedures, as well as assist in writing new policies. We deliver guidance that meets the specific needs of each organisation we work with.

# Key things to remember



You and your team are already part of safeguarding children every day, we're here to help you do it better.



If you or your team are worried about a child, contact someone who can help like the NSPCC, the police or local children's services.



If you or your team see something that worries you, speaking out is the most important thing to do.

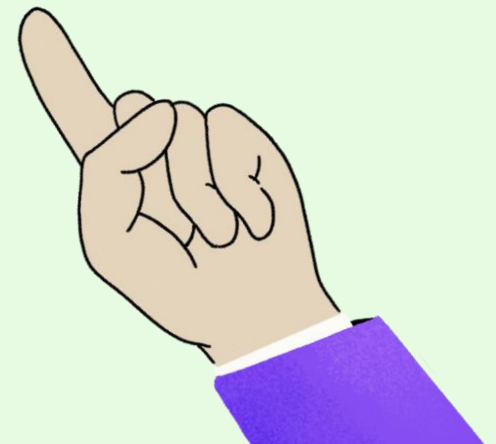


**Remember:** you can contact the NSPCC Helpline for free advice:

[nspcc.org.uk/helpline](https://www.nspcc.org.uk/helpline)

**0808 800 5000**

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



Working together, we can  
help keep children safe.

**We're here to help you  
every step of the way.**

# NSPCC

