



SAFEGUARDING CHILDREN AND YOUNG PEOPLE

**Guidance for Workers, Volunteers,
Management Committee Members and Trustees in
Voluntary and Community Sector Organisations
Working with Children and Young People**

This document has been prepared by
Young Solutions Worcestershire
(formerly Worcestershire Council for Voluntary Youth Services)
in partnership with the
Worcestershire Safeguarding Children Board

This document is available for download from
www.youngsolutions.org.uk/safeguarding/

Edition 3.1

September 2014

Reissued April 2017

Young Solutions Worcestershire

Registered Charity Number 1128461 : Company Limited by Guarantee Number 06707357

Web: www.youngsolutions.org.uk : Email: office@youngsolutions.org.uk

Telephone: 01905 795098

Disclaimer

This publication has been produced to provide guidance for groups/organisations in Worcestershire. The information is believed to be accurate and up to date at the point of publication.

If your group/organisation is based outside Worcestershire you should refer to the local Safeguarding Children Board and Children's Social Care for their processes.

Young Solutions Worcestershire cannot be held responsible for how the material contained in this Guidance is used.

Contents

Foreword	1
Introduction	2
Safeguarding is Everyone's Business	5
Responsibilities	6
Involving Children and Young People in Safeguarding	8
Safeguarding in Worcestershire	9
Abuse and Neglect	11
What are Abuse and Neglect?	12
Recognising Abuse and Neglect	14
Safeguarding Particularly Vulnerable Groups	18
The World of the Child or Young Person	25
Thresholds in Worcestershire	26
Safeguarding and Child Protection	27
Policies and Procedures	28
What is the Difference between Safeguarding and Child Protection?	29
Safeguarding Policy	30
Child Protection Policy	32
Roles in Safeguarding	35
Confidentiality Policy	37
Disclosures, Concerns, Allegations and Complaints	41
Management of Allegations against Staff or Volunteers	47
Confidential Reporting Policy	51
Complaints Policy and Procedure	53
Information Sharing	55
Early Intervention	58
Safe Practice	63
Providing Information about your Group/Organisation	64
Child and Young People's Records and Parental Consents	65
Bullying	66
Positive Behaviour Management	68
Equal Opportunities and Diversity Policy	70
Safe People	73
Safe Recruitment and Selection	74
Recruiting a Volunteer	75
Recruiting a Paid Worker	79

Worcestershire VCS Safeguarding Guidance

Disclosure and Barring Service	84
Codes of Conduct	88
Supporting Volunteers and Workers	90
Discipline and Grievance Policy and Procedures	92
Safe Activities	97
Health and Safety and Risk Management	98
Using the Internet and Social Media Safely	102
Use of Photographs or Recorded Images of Children and Young People	107
Transporting Children and Young People	108
Visits and Trips	109
Residential with Children and Young People	111
Detached and Outreach Youth Work	114
Working within Another Organisation	116
Sample Documents	117
Legislative Framework	152
Glossary and Abbreviations	153
Acknowledgements	156
Index	157

Sample Documents and Policies

Statement about the Involvement of Children and Young People	8
Safeguarding Policy (1)	30
Safeguarding Policy (2)	31
Child Protection Policy (1)	32
Child Protection Policy (2)	33
Responsibilities of Champion for Safeguarding	35
Responsibilities of Designated Person for Child Protection	36
Confidentiality Policy (1)	37
Confidentiality Policy (2)	39
Confidentiality Statement For Children And Young People (1)	39
Confidentiality Statement For Children And Young People (2)	40
Procedure to be followed in the event of a Concern or Disclosure of Child Abuse	43
Management of Allegations Policy	48
Confidential Reporting Policy	52
Complaints Policy and Procedure	54
Data Protection Policy and Procedures	56
Anti-Bullying Statement	67
Positive Behaviour Management Policy	68
Discipline Policy and Procedure	93
Grievance Policy and Procedure	95
Health and Safety Policy	99
Responsibilities of Designated Health and Safety Lead	100
Risk Assessment and Management Policy	101
E-Safety Policy	102
Acceptable Internet Use Agreement	105
Letter for All New Workers, Management Committee Members and Volunteers	118
Group/Organisation Membership and Consent Form	119
Recording Form if there is a Disclosure or Suspicion of Child Abuse	121
Procedure to be followed in the event of an Allegation of Abuse against a Worker, a Volunteer or a Management Committee Member	123
Checklist for Handling and Recording Allegations or Complaints made against a Worker/Volunteer	124
Guidance for Completing the Checklist for Handling and Recording Allegations or Complaints made against a Worker/Volunteer	125
Safeguarding Annual Report Form	126
Role Description for Lead Youth Worker (Voluntary)	128
Person Specification for Lead Worker	129

Worcestershire VCS Safeguarding Guidance

Volunteer Application Form	130
Reference Letter – Volunteer	134
Reference Form – Volunteer	135
Volunteer Agreement	136
Induction Checklist for Volunteers	137
Job Description for Lead Youth Worker (Paid)	139
Application Form for Paid Worker	140
Reference Letter – Paid Worker	144
Reference Form – Paid Worker	145
Induction Checklist for Paid Workers	147
Checklist for DBS Disclosures	149
Health and Safety Recording Sheet	150
Risk Assessment and Management Form	151

FOREWORD

The safety and welfare of children and young people is of paramount importance to us as a society and has never had a higher profile than now. This places full responsibility on the voluntary and community sector as well as those in the statutory and independent sectors to ensure that safeguarding lies at the forefront of all their work with children and young people. Working closely together, sharing information and concerns, and taking appropriate action when required is the way for statutory, voluntary and community groups and organisations to ensure children and young people are properly safeguarded.

In Worcestershire a wide range of services are provided to children, young people and families by the voluntary and community sector. The purpose of this Guidance is to support these groups and organisations in fulfilling their responsibilities to safeguard children and young people. Working Together, the national safeguarding guidance, defines safeguarding as the action we take to promote the welfare of children and protect them from harm, and makes it clear that this is everyone's responsibility. This means everyone who comes into contact with children and families. This is a significant challenge for us all but is one that must be met if children and young people are to be properly safeguarded.

Young Solutions Worcestershire (formerly Worcestershire Council for Voluntary Youth Services) has worked in partnership with Worcestershire Safeguarding Children Board to produce this updated Guidance in order to assist organisations, groups and anyone working in the voluntary and community sector to shape their services and act appropriately to fulfil their safeguarding obligations. The Guidance is designed to ensure these are met and children and young people are effectively safeguarded. I therefore commend this Guidance to you and hope that it will prove helpful in your work with children and young people as together we strive to achieve our common purpose to keep all children safe in Worcestershire.



Diana Fulbrook
Independent Chair
Worcestershire Safeguarding Children Board

INTRODUCTION

This updated Guidance builds on two previous publications that Worcestershire Council for Voluntary Youth Services (the former name of Young Solutions Worcestershire) produced in 2008 and 2010 in response to a lack of information for the Voluntary and Community Sectors (VCS) about safeguarding children and young people.

Safeguarding and child protection are rooted in the United Nations Convention on the Rights of the Child. This spells out the basic human rights of children and young people everywhere, without discrimination.

- The right to survival
- The right to develop to the fullest
- The right to protection from harmful influences, abuse and exploitation
- The right to participate fully in family, cultural and social life

Every child and young person, therefore, should be able to grow up free from the fear of abuse or neglect.

Safeguarding is, as always, a priority and has had a higher profile since 2008. The abuse and death of children and young people, however, continues to be an issue.

Two key factors identified in Serious Case Reviews were the need for greater cooperation between workers in both Voluntary and Community Groups and Statutory Agencies and for workers to be more willing to act when concerns were raised.

To further address these concerns the Government produced an updated 'Working Together to Safeguarding Children' in 2013. It seeks to promote a child centred and coordinated approach to safeguarding by confirming that safeguarding is everyone's responsibility. It is in line with the new national focus and local protocols that this updated Guidance has been produced.

Working Together 2013, for the first time, reported what children have said they need.

- **Vigilance:** to have adults notice when things are troubling them
- **Understanding and action:** to understand what is happening; to be heard and understood; and to have that understanding acted upon
- **Stability:** to be able to develop an on-going stable relationship of trust with those helping them
- **Respect:** to be treated with the expectation that they are competent rather than not
- **Information and engagement:** to be informed about and involved in procedures, decisions, concerns and plans
- **Explanation:** to be informed of the outcome of assessments and decisions and reasons when their views have not met with a positive response

- **Support:** to be provided with support in their own right as well as a member of their family
- **Advocacy:** to be provided with advocacy to assist them in putting forward their views

We hope this updated Guidance will assist those of us who work in the VCS to play our part in safeguarding all children and young people and supporting those who are in particular need.

Sometimes it is difficult to know what to do. If you have a query or need to talk over something contact Young Solutions. If we cannot help we will signpost you to an appropriate specialist organisation or agency.

Using this Guidance

The purpose of this Guidance is to assist groups/organisations who are working with children and young people to operate as safely as possible. To this end groups and organisations need both policies and procedures and to understand the reasons for them. This Guidance, we hope, will inform or refresh your understanding of the broad range of topics which encompass safeguarding children and young people.

You will find:

- background information about each topic
- sample policies and procedures
- sample forms
- links for further information

We recommend that the sample documents are adapted to suit your situation and structure. Contact Young Solutions if you want further advice or would like a 'Microsoft Word' version to edit.

This document can be downloaded as a PDF from:

www.youngsolutions.org.uk/safeguarding/

SAFEGUARDING IS EVERYONE'S BUSINESS

in this section the responsibility of volunteers, paid workers, managers and trustees in safeguarding and children and young people is identified.

The role of the Voluntary and Community Sector is clarified as is the importance of working with statutory agencies and the vehicles for doing this.

Everyone involved in the care of children and young people has a role to play in safeguarding their welfare.

Children and young people should be involved in decision making within the group/organisation.

Responsibilities	6
Shared Responsibility	7
Involving Children and Young People in Safeguarding	8
Safeguarding in Worcestershire	9
Safeguarding Adults	10

Responsibilities

As a **person (a volunteer or a paid worker) working with children and young people**, you are in a unique position to observe any changes in a child or young person's behaviour or appearance. You are also able to develop a relationship with a child or young person so they may identify you as a person to whom s/he may turn to for support. You must prepare yourself and be ready to act on any concerns.

As a **leader/manager with responsibility for workers, paid and/or voluntary**, you have a responsibility to create a safe environment for all. This means creating an environment where:

- staff are vigilant to concerns about the welfare and protection of children and young people, are confident and know what action to take
- there is no negligence or unnecessary exposure to avoidable risks
- the risks that you do need to take are assessed, carefully managed, and communicated to children, young people and their parents/carers
- children, young people or parents/carers can raise concerns
- there are safe recruitment and selection practices

As a **member of a management committee/board of trustees or directors** you have a responsibility to ensure:

- policies and procedures are in place which create an environment and culture which safeguards children and young people
- these are adhered to
- a Designated Person for Child Protection is appointed
- workers and volunteers are informed about safeguarding issues and deal with them appropriately
- a culture of listening to and enjoying dialogue with children and young people
- a culture of reflection and evaluation involving children, young people, parents/carers as well as workers
- you keep up-to-date with issues and information on child protection

Many people working with children or young people never experience at first hand child abuse or disclosures about child abuse. Nevertheless, everyone has a duty to be alert to signs of abuse.

Should abuse be suspected, disclosed or discovered, regardless of the setting in which the abuse has taken place, you have a moral and legal responsibility to act on your concerns.

The **Voluntary and Community Sector (VCS)** plays an important role in delivering services and support to children, young people, their parents and carers. Every VCS group/organisation has a role in contributing to the safeguarding of children and young people. This is often best achieved by working in partnership with other statutory and voluntary agencies. The sector also carries out a key role in providing information and resources to the wider public about the needs of children and young people.

The **Business Sector** also plays an important role in delivering services for children and young people. Every company has to ensure it is safeguarding the children and young people for whom it cares.

Shared Responsibility

Safeguarding and promoting the welfare of children and young people, in particular protecting them from significant harm, depends on effective joint working between agencies and groups. The VCS and the statutory sector have different roles, operate in a variety of settings and together offer a wide range of expertise. Joint working is especially valuable for some of the most vulnerable children and young people and those at the greatest risk of suffering harm and social exclusion.

Involving Children and Young People in Safeguarding

Involving children and young people in safeguarding is at the heart of high quality work. The policies and procedures developed by your group/organisation to safeguard children and young people will be more effective if the members are involved in creating and making decisions about them.

Policies and procedures are not cast in stone and will continue to be useful and effective if, within the culture of your group/organisation, the ideas and priorities of the children and young people can be recognised. By working with the children and young people positive change can happen and the unique ethos and character of your group/organisation will be strengthened.

Some of these discussions will be group/organisation wide, talking about confidentiality and agreeing the confidentiality statement, for example. Other involvement, such as taking part in interviewing new workers or volunteers, will involve smaller numbers who will need to be prepared or trained before they can take part.

If you need advice, support or suggestions about how to involve children and young people in any of these areas contact Young Solutions.

Your group/organisation may want to develop a policy or a statement about Involving children and young people in decision-making. You may want to use the one below as an example.

<p style="text-align: center;">STATEMENT ABOUT THE INVOLVEMENT OF CHILDREN AND YOUNG PEOPLE</p> <p>.....(name of group/organisation) is committed to ensuring that children and young people have opportunities to be involved and heard.</p> <p>We recognise that children and young people have gifts, knowledge and skills which would benefit our group/organisation.</p> <p>We believe that, by involving children and young people, our group/organisation will be more effective because it is based on their expressed needs, wants and interests.</p> <p>We believe that by involving children and young people in decision-making our group/organisation will be more accountable to them.</p>

Safeguarding in Worcestershire

Worcestershire Safeguarding Children Board (WSCB) is the key statutory mechanism for agreeing how partner agencies throughout the county cooperate to safeguard and promote the welfare of children and young people and for ensuring the effectiveness of partnership working. There are voluntary sector representatives on the Board and the Safeguarding Effectiveness Executive.

WSCB produces the **Interagency Child Protection Procedures** for Safeguarding Children in Worcestershire and a **Pocket Guide** to Safeguarding and Promoting the Welfare of Children.

WSCB has identified a **Training Pathway** which includes e-learning elements. Safeguarding and specialist training sessions are also delivered. Workers and volunteers from the VCS are able to take part in this training. It can be very helpful to attend such multi-agency sessions.

Information about training and WSCB publications can be downloaded from the WSCB website.

www.worcestershiresafeguarding.org.uk

West Mercia Consortium includes the Safeguarding Children Boards of Herefordshire, Shropshire, Telford and Wrekin, and Worcestershire. Its website includes the policies, procedures and guidance of all four boards.

<http://westmidlands.procedures.org.uk/board/Worcestershire/3cjN>

This useful resource is very easy to find one's way around. It can also be accessed via WSCB website: go to 'Information for Professionals' and click on 'Inter-Agency Child Protection Procedures'.

The **Access Centre** is Worcestershire County Council's first point of contact for Children's Social Care Services. Its purpose is to ensure that the most vulnerable children and young people get the help and support they need. They do this by working closely with the Social Work Safeguarding Teams, Integrated Working Coordinators and the Early Help Hub.

They are also a 'Fountain of Knowledge' for anyone who wants advice and guidance about meeting the needs of children and young people.

The Access Centre can be contacted:

- by phone for all **Child Protection** referrals, threshold debates and advice calls – 01905 768054
- via email, fax or post for referrals of a **Child in Need**
email – childrensteam@worcestershire.gov.uk
fax – 01905 728744
post – Social Care, PO Box 589, Worcester, WR4 4AD

Safeguarding is Everybody's Business

Serious Case Reviews (SCRs) are undertaken by WSCB when a child or young person dies (including death by suspected suicide) or abuse or neglect is known or suspected to be a factor in the death. A review may also be held if a child or young person has been seriously harmed.

The purpose of the SCR is to establish what lessons can be learned about the way local workers, groups or organisations work together to safeguard and promote the welfare of children and young people. This includes VCS groups/organisations as well as statutory agencies.

Lessons learned from a SCR must be published. Key findings from local SCRs can be found on the WSCB website, click on Serious Case Reviews.

Safeguarding Adults

The protection of adults at risk is also a multi-agency responsibility and it is essential that workers in voluntary and community groups and organisations, play their part in this work. There is growing awareness that the abuse and exploitation of adults at risk is a very real problem in our society. The increasing number of serious incidents of abuse emphasises the need for action to ensure that they receive protection and support.

For further information go to the Worcestershire Adult Safeguarding website.

www.worcestershire.gov.uk/safeguardingadults

ABUSE AND NEGLECT

This section outlines the legal definition of child abuse and neglect, the different types of abuse and the symptoms of abuse and neglect.

The particular groups of children and young people who are particularly vulnerable are highlighted.

What are Abuse and Neglect?	12
Recognising Abuse and Neglect	14
Recognising Emotional Abuse	14
Recognising Sexual Abuse	15
Recognising Neglect	16
What may give Cause for Concern?	16
Safeguarding Particularly Vulnerable Groups	18
Adolescents	18
Children and Young People with a Disability	18
Children and Young People at Risk of Sexual Exploitation (CSE)	19
Children and Young People who have Parents/Carers with a Mental Illness	20
Children and Young People who have Parents/Carers with Learning Disabilities	20
Children and Young People who have Parents/Carers who Misuse Substances	21
Children and Young People who are experiencing Domestic Abuse	21
Young Carers	22
Children and Young People affected by Gang Activity	22
Young People who are Homeless	23
Children and Young People Missing Education (CME)	23
Young Women Coerced (or about to be Coerced) into Forced Marriage	24
Children and Young Women subjected (or about to be subjected) to Female Genital Mutilation (FGM)	24
The World of the Child or Young Person	25
Importance of Family	25
Thresholds in Worcestershire	26

What are Abuse and Neglect?

Abuse and neglect are forms of maltreatment of a child or young person. Somebody may abuse or neglect a child by inflicting harm, or by failing to prevent harm.

Children and young people may be abused:

- in a family
- in an institutional, group or community setting
- within their community
- by those known to them
- by a stranger
- by an adult, or adults
- by another child, or young person
- by a group of children or young people

Physical Abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately, induces illness in a child.

Emotional Abuse involves 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 children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children.

These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

It may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images,

watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the Internet).

Neglect is the persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Online Abuse may involve bullying, harassment or sexual abuse including viewing or sharing inappropriate images. It may involve children or young people or adults who may be known to the victim or not known to them.

Online abuse involving adults is rarely restricted to a single victim and perpetrator because the internet is able to connect abusers with both multiple victims and abusers. Online abuse should always be reported.

Sources of **Stress** for children and families are abuse, neglect, social exclusion, domestic violence, poverty, the physical or mental health illness of a parent or carer or drug or alcohol misuse. All these areas may have a negative impact on a child or young person's health and development and may be noticed by workers.

Historic Abuse Allegations or expressions of concern about abusive behaviour towards children or young people in the past should be reported in the same way as any other form of abuse.

This is important as there may be other children living with, or in contact with, the alleged perpetrator of abuse and their welfare will need to be assessed. Also reports of past abuse can still be investigated by the police and justice achieved for victims of abuse.

Recognising Abuse and Neglect

Recognising child abuse is not easy, and it is not your responsibility to decide whether or not child abuse has taken place. You do, however, have a responsibility to act if you have a concern or if you believe a child or young person is at risk of neglect or any form of abuse.

The following information will help you to be alert to the signs of possible abuse.

Recognising Physical Abuse

Children get cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins.

Some children and young people, however, will have bruising which can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury, or when it appears on parts of the body where accidental injuries are unlikely e.g. on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern.

Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken.

Physical signs of abuse may include:

- unexplained bruising, marks or injuries on any part of the body
- bruises which reflect hand marks or fingertips (from slapping or pinching)
- cigarette burns
- bite marks
- broken bones
- scalds

Changes in behaviour which can indicate physical abuse:

- fear of parents/carers being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- reluctance to get changed, for example wearing long sleeves in hot weather
- depression
- withdrawn behaviour
- running away from home

Recognising Emotional Abuse

Emotional abuse can be difficult to identify, and often children and young people who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents/carers.

Emotional abuse can also take the form of children not being allowed to mix/play with other children.

The physical signs of emotional abuse may include:

- a failure to thrive or grow
- sudden speech disorders
- developmental delay, either in terms of physical or emotional progress

Changes in behaviour which can also indicate emotional abuse include:

- neurotic behaviour e.g. hair twisting, rocking
- being unable to play
- fear of making mistakes
- self harm
- fear of parents/carers being approached regarding their behaviour

Recognising Sexual Abuse

Adults who use children and young people to meet their own sexual needs abuse both girls and boys of all ages, including infants and toddlers.

Usually, in cases of sexual abuse, it is the child or young person's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children and young people who talk about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

The physical signs of sexual abuse may include:

- pain or itching in the genital/anal areas
- bruising or bleeding near genital/anal areas
- sexually transmitted disease
- vaginal discharge or infection
- stomach pains
- discomfort when walking or sitting down
- pregnancy

Changes in behaviour which can indicate sexual abuse include:

- sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- fear of being left with a specific person or group of people
- having nightmares
- running away from home
- sexual knowledge which is beyond their age or developmental level
- sexual drawings or language
- bedwetting
- eating problems such as overeating or anorexia
- self harm or mutilation, sometimes leading to suicide attempts
- saying they have secrets they cannot tell anyone about
- substance or drug abuse
- suddenly having unexplained sources of money
- not being allowed to have friends (particularly in adolescence)
- acting in a sexually explicit way towards adults

Recognising Neglect

Neglect can be a difficult form of abuse to recognise, yet it has some of the most lasting and damaging effects on children and young people.

The physical signs of neglect may include:

- constant hunger, sometimes stealing food from other children/young people
- constantly dirty or 'smelly'
- loss of weight, or being consistently underweight
- inappropriate dress for the conditions

Changes in behaviour which can also indicate neglect may include:

- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- mentioning their being left alone or unsupervised

The above list is not meant to be definitive but a guide to assist you. It is important to remember that many children and young people will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring.

There may well be other reasons for changes in behaviour, such as the birth of a new baby or a death in their family, relationship problems between parents/carers etc.

What may give Cause for Concern?

There is no clear dividing line between one type of abuse and another. The following list should alert you to possible causes for concern.

- Bruising on parts of the body which do not usually get bruised accidentally, e.g. around the eyes, behind the ears, back of the legs, stomach, chest, cheek and mouth (especially in a young baby), etc
- Burns or scald marks
- Bite marks
- Any injuries or swellings, which do not have a plausible explanation
- Bruising or soreness to the genital area
- Faltering growth, weight loss and slow development
- Unusual lethargy
- Any sudden uncharacteristic change in behaviour, e.g. child becomes either very aggressive or withdrawn
- A child or young person whose play and language indicates a sexual knowledge beyond his/her years
- A child or young person who flinches away from sudden movement
- A child or young person who gives over rehearsed answers to explain how his/her injuries were caused
- An accumulation of a number of minor injuries and/or concerns

- A child or young person who discloses something which may indicate s/he is being abused
- Concern about a parent or carer's behaviour or presentation, e.g. evidence of possible alcohol or drug misuse, mental health difficulties, or domestic violence
- Concern about arrangements for the collection of the child or young person

A cluster of these signs should increase concern.

Workers must take special care to help safeguard and promote the welfare of children and young people who may be living in particularly stressful circumstances. These include families:

- living in poverty
- where there is domestic violence
- where a parent has a mental illness
- where a parent is misusing drugs or alcohol
- where a parent has a learning difficulty
- that face racism and other forms of social isolation
- living in areas with a lot of crime, poor housing and high unemployment

Workers need to be particularly aware of the 'toxic trio' - the co-occurrence of mental health problems, substance misuse and domestic abuse within a family.

When working with children and young people who are suffering or likely to suffer significant harm workers should:

- be alert to potential indicators of abuse or neglect
- be alert to the risks of harm
- prioritise direct communication and positive and respectful relationships with children and young people ensuring their wishes and feelings underpin any safeguarding activities or assessments
- share and help to analyse information so that an effective assessment can be made
- contribute to whatever actions are needed to safeguard and promote the welfare of the child or young person
- work cooperatively with parents/carers unless this is inconsistent with ensuring the safety of the child or young person

Safeguarding Particularly Vulnerable Groups

Groups/organisations have a responsibility to be aware of the possibility that the children and young people who take part in their activities may have difficulties within their lives at home or outside the group/organisation and be at risk of harm.

Adolescents

The risks of serious abuse and neglect faced by young people aged 11 and over have been better recognised in recent years. Abuse of young people is often complicated by a range of issues such as alcohol or substance abuse, homelessness or conflict with parents/carers.

There can be the belief that adolescents are more resilient and so more able to remove themselves from abusive situations or more likely to disclose abuse than younger children. This may not be the case so if making a referral for a young person you may have to be very clear about why you are making the referral and follow it up if necessary.

It is important that safeguarding adolescents is recognised and taken seriously. When a young person's lifestyle is chaotic or unpredictable a co-ordinated multi-agency approach is required.

Young people leaving care are particularly vulnerable. Children's Social Care must prepare a pathway plan and identify a personal adviser for each young person. Their role is to stay in touch and make sure s/he has somewhere to live and enough money. This help and advice should continue until s/he is 21 or longer if they are in education or training.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People with a Disability

Children and young people with a disability may attend your group/organisation. Disability can take a number of forms including – physical disability, sensory impairment or learning disability. Research suggests that children and young people with a disability are more likely to be abused than non-disabled children. They may find it more difficult to recognise abuse. Disclosing abuse is difficult for any child; for a child with disabilities it may be especially difficult.

Their disability may mean that:

- their life experiences are limited, creating difficulty recognising inappropriate behaviour
- they are afraid of challenging people, concerned that they will anger an authority figure or get into trouble
- communication difficulties make it hard to report abuse
- they may not be able physically to leave an abusive situation

- they receive intimate physical care and, therefore, the abuse may seem 'normal'
- their self-esteem and self-image are poor
- they might not be aware to whom they can report abuse
- authority figures are unwilling to believe that anyone would abuse a disabled child or young person

Parents/carers are often closely involved in the groups and organisations which support children and young people with disabilities. In these circumstances there is a danger that workers may over-identify with the parents/carers and have a reluctance to accept that abuse or neglect is taking place. Behaviour may be seen as attributable to the stress and difficulties of caring for a child with a disability. There is also a danger that siblings of children and young people with a disability may be vulnerable.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People at Risk of Sexual Exploitation (CSE)

Evidence suggests that young people at risk of, or engaged in, sexual exploitation may not see themselves as victims. Workers may need to be keenly aware of young people who may be at risk. Parent/carers may also require targeted support to engage with agencies.

The sexual exploitation of children and young people is described in the government guidance document as *"involving exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of their performing, and/or others performing on them, sexual activities. It can occur through the use of technology without the child's immediate recognition e.g. being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child's limited availability of choice resulting from their social/economic and/or emotional vulnerability."*

There are strong links between children who go missing and the internal trafficking, between towns, of young people for the purposes of sexual exploitation. Children and young people from loving and supportive families can be at risk of exploitation and workers must be careful not to stereotype specific groups of children as potential victims. A useful screening tool for sexual exploitation is on the CSE button on the front page of the WSCB website at:

www.worcestershiresafeguarding.org.uk.

Abuse and Neglect

Within Worcestershire it has been agreed that the threshold for making a referral can be applied flexibly where there is a concern about possible sexual exploitation.

It is very important, therefore, that any concerns are shared. This may be either information about a specific child or young person or more general information about locations. Raise your concerns with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People who have Parents/Carers with a Mental Illness

Parental mental illness does not necessarily have an adverse impact on a child or young person's care and developmental needs. A study, however, of 100 child deaths through abuse or neglect showed clear evidence of parental mental illness in one-third of cases.

In a household where a parent has enduring and/or severe mental ill-health, children are possibly more likely to be at risk of, or experiencing, significant harm. A child or young person at risk of harm or whose well-being is affected could be one who:

- becomes a target for parental aggression or rejection
- has caring responsibilities inappropriate to his/her age
- may witness disturbing behaviour arising from the mental illness (e.g. self harm, suicide, uninhibited behaviour, violence)
- is neglected physically and/or emotionally by an unwell parent

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People who have Parents/Carers with Learning Disabilities

Parental learning difficulties do not necessarily have an adverse impact on a child's developmental needs. But, where it is known parents/carers do have learning disabilities, workers should be particularly aware of the developmental, social and emotional needs of the children and young people in the family. If a parent with learning difficulties appears to have difficulty meeting their child/ren's needs, a referral must be made to Children's Social Care, who have a responsibility to assess the child's needs and offer supportive and protective services as appropriate.

A child or young person at risk of harm or whose well-being is affected could be:

- a child having caring responsibilities inappropriate to their age placed upon them, including looking after siblings
- a child who experiences neglect leading to impaired growth and development, physical ill-health or problems in terms of being out of parental control

- a child with a mother with learning disabilities who may be a target for men who wish to gain access to children for the purpose of sexually abusing them

Groups/organisations must also recognise that parents/carers with learning difficulties may need to have information about the programme and activities explained to them verbally and may need support when forms need to be completed.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People who have Parents/Carers who Misuse Substances

Although there are some parents/carers who are able to care for and safeguard their children despite their dependence on drugs or alcohol, parental substance misuse can cause significant harm to children at all stages of their development.

Where a parent has enduring and/or severe substance misuse problems, the children in the household are likely to be at risk of, or experiencing, significant harm primarily through emotional abuse or neglect.

Groups/organisations need to be aware and question whether the child or young person's daily life revolves around the parent's/carer's substance misuse and to what extent the child is assuming inappropriate responsibilities.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People who are experiencing Domestic Abuse

In a home where domestic abuse is taking place the children and young people are being abused too. Children and young people may be aware of the abuse of a parent through hearing or seeing incidents of physical violence or verbal abuse. They may also continue to witness and/or hear abuse during post-separation contact visits.

The risks of children and young people being directly physically or sexually abused are markedly increased in homes where domestic violence occurs.

The impact on children and young people may be revealed through aggressive or anti-social behaviour or anxiety or depression.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Young Carers

A young carer is a child or young people under 18 whose life is restricted by the need to take responsibility for another person. The person might be a parent, a brother or sister, grandparent or other relative who is disabled, has some chronic illness, mental health problem or other condition connected with a need for care, support or supervision.

Young carers can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood. They are often afraid to ask for help as they fear letting the family down or being taken into care.

Groups/organisations should be aware of the needs of a young carer and be able to offer emotional support and/or signpost him/her to a charity specifically for young carers. If their needs are more serious or urgent these concerns must be shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People affected by Gang Activity

Being part of a friendship group is a normal part of growing up and it can be common for groups of young people to gather together in public places to socialise. These groups should be distinguished from 'street gangs' for whom crime and violence are a core part of their identity. Although, occasionally, some group gatherings can lead to increased antisocial behaviour and youth offending, these activities should not be confused with the serious violence of a gang.

Young people who become involved in gangs are at risk of violent crime and are, therefore, deemed vulnerable and in need of safeguarding.

The nature and characteristics of gangs vary but generally:

- members are predominantly young males
- members begin offending early and have extensive criminal histories
- they are often territorially based or linked to a particular religion or culture
- they deal in drugs as a way to make money

Girls tend to be less willing than boys to identify themselves as gang members but tend to be drawn into male gangs as girlfriends of existing members. They (and sisters of gang members) are at particular risk of being sexually exploited or abused, but this risk may also affect male gang members.

Young people involved in gangs should be held responsible for their actions and harmful behaviour but workers also have a responsibility to safeguard and promote the welfare of these young people and to prevent further harm both to themselves and to other potential victims. As many young people are likely to have a dual victim and perpetrator status, it is vital that workers assess their needs and provide support. This may need to be alongside a criminal justice response.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Young People who are Homeless

Homeless young people are not just those who are sleeping on the streets. Young people may be 'sofa surfing', staying on the floors and sofas of friends or family, in temporary hostel or bed and breakfast accommodation or in unsuitable or unsafe accommodation.

There are many reasons why young people are homeless but, whatever the reason, insecure housing is likely to have a debilitating impact on their lives. The age of the young person may affect what needs to be done.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young People Missing Education (CME)

The law requires all children and young people between the ages of 5 and 16 to be in full time education. Children and young people who are not attending school or not being home-educated may be at risk.

Worcestershire County Council Children's Services are keen to be informed if you know about children and young people who are not either in school or receiving education at home so that they can make sure that they are safe and that they receive an appropriate education. Phone 01905 728707 or email cme@worcestershire.gov.uk. All information will be held confidentially and securely.

They would also like to hear if you have any concerns about children or young people who have gone missing from your area or neighbourhood.

Someone will then make contact with the family and child or young person. If some support is needed to help them get back into school this will be provided.

Although the vast majority of children and young people are located and returned to education other agencies such as the police will be contacted if s/he cannot be traced quickly.

Where children go missing from the Worcestershire area the national missing children database will be contacted to inform other parts of the country that there may be children and young people new to their area in need of support.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation.

Young Women Coerced (or about to be Coerced) into Forced Marriage

Forced marriage is the term used when a person is made to marry against their will. The person does not consent freely, but instead enters the marriage under duress; this includes both physical and emotional pressure. A forced marriage cannot be justified on any cultural or religious basis.

This is not to be confused with an arranged marriage in which both parties consent to the union. Arranged marriages have taken place successfully within some communities for a very long time.

The Forced Marriage (Civil Protection) Act 2007 allows courts to order civil measures to be taken to prevent forced marriages. It is an offence to breach a Forced Marriage Protection Order.

The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they are pressured to or not)

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

Children and Young Women subjected (or about to be subjected) to Female Genital Mutilation (FGM)

Female genital cutting is illegal in the UK. It refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons.

It is an abuse of a child or young person and it contravenes a girl's right to a whole body. It happens to girls without their permission and often against their will. A girl may be taken to her country of origin so FGM may be carried out during the summer holidays.

It is very important, therefore, that any concerns are shared with the Designated Person for Safeguarding within your own group/organisation. This may lead to a referral to the Access Centre.

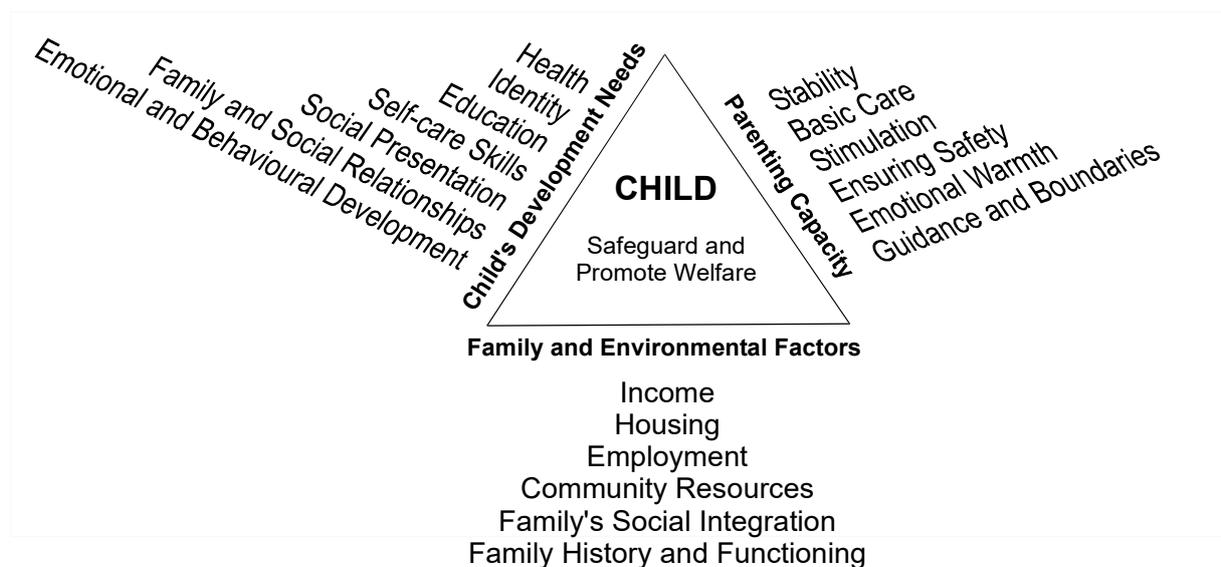
The World of the Child or Young Person

Those who work with children and young people are in unique positions to perceive how individual children and young people are dealing with life within their own environment. You are often in a position to notice changes in how the child or young person is developing and is responding to peers and adults.

Children and young people from all cultures are subject to neglect and abuse. It is important that workers are sensitive to differing family patterns and lifestyles and to child-rearing patterns that vary across different racial, ethnic and cultural groups. At the same time abuse cannot be condoned for religious or cultural reasons.

Children and young people may need to be protected even when it appears that they are not aware that the neglect they experience or that the physical abuse or sexual activity that they are involved in, or witness, is harmful to them.

When you are concerned about a child or young person you may find it helpful to look at the **Framework for the Assessment of Children in Need and their Families**. This is government guidance to help agencies, including the VCS, to work together.



Assessment Framework Triangle

Importance of Family

Worcestershire County Council has a '**Think Family**' approach. It is a coordinated and focused approach on problems affecting the whole family.

The aim of **Think Family** practice, therefore, is to make sure the support provided by children's, adults' and family services is coordinated and focused on the problems affecting the whole family; this is an effective way of working with families experiencing the most significant problems.

Thresholds in Worcestershire

Thresholds have been developed in order to promote early identification of concerns by groups/organisations and agencies working with children and young people. Based on a four-tier model it provides a framework to support both the identification of need and the delivery of appropriate support for children, young people and their families. Children and young people can access services from different tiers at different times depending on their changing needs.

- Tier 1 **Universal services** are those provided to all children and families from health, education and other community and voluntary services such as leisure, holiday and play.
- Tier 2 **Targeted services** to meet additional needs and complement and build upon the work of universal providers. There are a variety of early intervention services many of them provided by the VCS.
- Tier 3 **Specialist services to meet complex needs** are for children and young people who have complex needs to be supported through multi-agency plans.
- Tier 4 **Specialist services to meet critical/acute needs** are for children or young people such as those who are subject to a Child Protection Plan, those resident in a special school or in a long-term hospital placement.

The Thresholds Guidance is a very useful document which can be downloaded from the WSCB website at

www.worcestershiresafeguarding.org.uk

or in section 11.2.3 on the West Mercia Consortium website at

<http://westmidlands.procedures.org.uk/board/Worcestershire/3cjN>

It gives more details about each level and examples to illustrate the thresholds for Tier 3 and Tier 4.

Remember While written guidance can support decision making about the appropriate level of intervention professional judgements should always be exercised especially when decisions need to be made about children and young people at risk of harm.

SAFEGUARDING AND CHILD PROTECTION

In this section the need for policies and procedures which seek to protect children and young people is explained.

The difference between safeguarding and child protection is clarified.

Draft policies on safeguarding, child protection, confidentiality and the management of allegations are provided as are suggested procedures and role descriptions.

The importance of early intervention is identified along with the recognised process so the child or young person and their parent/carer can receive early help.

Policies and Procedures	28
What is the Difference between Safeguarding and Child Protection?	29
Safeguarding Policy	30
Child Protection Policy	32
Responding in an Emergency Situation	34
Roles in Safeguarding	35
The Champion for Safeguarding	35
The Designated Person for Child Protection	36
Confidentiality Policy	37
Disclosures, Concerns, Allegations and Complaints	41
Responding to a Disclosure from a Child or Young Person	42
Supporting Children and Young People who have been Abused	46
Management of Allegations against Staff or Volunteers	47
Abuse of Trust	48
Responding to a Safeguarding Allegation	49
Confidential Reporting Policy	51
Complaints Policy and Procedure	53
Information Sharing	55
Data Protection Policy	56
Early Intervention	58
What is Early Help?	58
Supporting the Early Help Process	59

Policies and Procedures

Children and young people and their parents/carers have a right to expect that every group/organisation creates a safe environment so that it can fulfil its duty to care. Your group/organisation's responsibility for keeping children and young people safe and secure is broader than just child protection.

A **Policy** is a stated mode of action for the future, providing a framework for decision making within the group/organisation. It provides the boundaries within which workers and volunteers, including trustees, can operate.

A **Procedure** is the process by which a policy is put into practice.

Policies should be developed in consultation with all involved in the group/organisation including children and young people. They need to take account of all the activities and services undertaken by your group/organisation. A policy should include a statement about when it will be reviewed.

Once developed these policies and procedures should be adopted by the management committee and made familiar to all workers, volunteers, members, parents/carers. They should be visible and available for all to see and inspect.

All policies and procedures should be monitored and reviewed on a regular basis.

What is the Difference between Safeguarding and Child Protection?

Safeguarding means proactively involving everyone in keeping all children and young people safe and promoting their welfare.

Having the appropriate policies and procedures in place also safeguards volunteers, workers and trustees or committee members. It also means you can tell parents/carers about the safeguards that are in place to protect their children and young people.

Child Protection is a central part of safeguarding. It is about protecting an individual child or young person who is identified as either suffering harm or at risk of suffering harm as a result of neglect or abuse.

Your policies and procedures will address the following topics in a way which is appropriate for your group/organisation.

- Safeguarding
- Child Protection
- Health and Safety and Risk Assessment and Management
- Safe Recruitment, Selection and Retention of Staff and Volunteers
- Codes of Conduct
- Reporting of Complaints, Concerns or Allegations
- Discipline and Grievance Procedures
- Management of Allegations against Staff and Volunteers
- Equal Opportunities and Diversity

Safeguarding Policy

Your group/organisation should develop and adopt a policy setting out its commitment to safeguarding the welfare of all the children and young people with whom it works. Below are a couple of sample policies in which the Designated Person for Child Protection and a Champion for Safeguarding are identified. More information about these roles can be found in the section on Roles in Safeguarding on page 35.

SAFEGUARDING POLICY (1)
<p>..... (name of group/organisation) is fully committed to safeguarding the welfare of all children and young people by taking all reasonable steps to protect them from physical, emotional, sexual or internet abuse and neglect. This applies to all the children and young people, with whom we work, regardless of their gender, sexual orientation, disability, race, nationality or country of origin.</p> <p>As part of our commitment to safeguarding we will have policies and procedures on the following topics.</p> <ul style="list-style-type: none">• Child Protection• Health and Safety and Risk Assessment and Management• Safe Recruitment, Selection and Retention of Workers and Volunteers• Codes of Conduct• Reporting of Complaints, Concerns or Allegations• Discipline and Grievance Procedures• Management of Allegations against Workers and Volunteers• Equal Opportunities and Diversity <p>Workers, volunteers and management committee members will, at all times, show respect and understanding for the rights, safety and welfare of all children and young people with whom we work.</p> <p>We will ensure that workers and volunteers know how to recognise and respond to concerns that a child or young person may be abused or neglected.</p> <p>The management committee will appoint, from within its membership, a Champion for Safeguarding. S/he will report annually to the committee on any safeguarding and/or child protection issues and/or any allegation which have arisen over the previous twelve months.</p> <p>We will review our policies and procedures on an annual basis.</p>

SAFEGUARDING POLICY (2)

..... (name of group/organisation) recognises and fully endorses the United Nations Convention on the Rights of the Child.

Our policies recognise the obligations and duty of care on groups/organisations working with children and young people as identified in the Children Act 1989 and the Children Act 2004. These acts define children and young people as anyone up to the age of 18 years. We recognise that similar responsibilities cover our work with young people with learning disabilities until they are 25 years of age.

Our policies apply to all workers and volunteers including trustees. They are designed to encourage the development of good practice so as to prevent the physical, emotional, internet or sexual abuse and neglect of children and young people while they are in our care. They apply to all the children and young people, with whom we work, regardless of their gender, sexual orientation, disability, race, nationality or country of origin.

They stress the responsibility of all to be alert to the signs of abuse and provide a prompt and effective reporting procedure should abuse be suspected, disclosed or discovered, regardless of the setting in which the abuse has taken place.

..... (name of group/organisation) is committed to raising awareness of safeguarding and we will have the following policies and procedures.

- Child Protection
- Health and Safety and Risk Assessment and Management
- Safe Recruitment, Selection and Retention of Workers and Volunteers
- Codes of Conduct
- Reporting of Complaints, Concerns or Allegations
- Discipline and Grievance Procedures
- Management of Allegations against Workers and Volunteers
- Equal Opportunities and Diversity

We will also ensure that training on child protection is provided for workers and volunteers.

The policies are also intended to protect those who work with children and young people from behaving in ways which may be well-intentioned but inadvisable, and from unfounded accusations. It enables us to fulfil our duty of care.

Our trustees will appoint, from within its membership, a Champion for Safeguarding. S/he will report annually to the committee on any safeguarding and/or child protection issues and/or any allegation which have arisen over the previous twelve months.

We will review our policies and procedures on an annual basis.

Child Protection Policy

Your group/organisation should develop and adopt a child protection policy. This is that part of safeguarding which identifies what will be done to protect specific children or young people who are suffering or are at risk of suffering significant harm.

Below are a couple of sample policy statements. Please refer to following pages for further details.

CHILD PROTECTION POLICY (1)
<p>..... (name of group/organisation) believes that it is always unacceptable for a child or young person to experience abuse of any kind. We recognise our responsibility to safeguard the welfare of all children and young people. We will be alert to any indications of neglect, physical, emotional, internet or sexual abuse in the children and young people with whom we work and will respond to their needs.</p> <p>We value and respect every child and young person and will endeavour always to listen to them and respond appropriately to safeguard them.</p> <p>We will provide workers and volunteers with guidance to follow when they suspect a child or young person may be experiencing or at risk of harm.</p> <p>We will adhere rigorously to our Procedures and Code of Conduct.</p> <p>We will work cooperatively with other agencies to safeguard and promote the welfare of children and young people.</p> <p>The Designated Person for Child Protection is</p> <p>The Deputy Designated Person for Child Protection is</p> <p>When there is a concern about a child or young person every adult in our group/organisation is expected to share those concerns with the Designated Person for Child Protection as soon as possible.</p> <p>We will review our policy and procedures on an annual basis.</p>

CHILD PROTECTION POLICY (2)

..... (name of group/organisation) recognises that the welfare of children and young people is paramount and that we have a duty of care when they are in our charge. We will do everything we can to provide a safe and caring environment whilst they attend our activities.

We will:

- treat all children and young people with respect
- be watchful for children or young people who are experiencing harm or neglect
- respond to disclosures, concerns and allegations appropriately
- adopt good practice with regard to safeguarding children and young people and ensure adherence to our policies and procedures
- ensure that safe recruitment and selection practices are followed
- ensure workers and volunteers are trained in accordance with their roles
- ensure that every adult shares concerns about the welfare of any child or young person with the Designated Person for Child Protection
- work in partnership with children, young people, parents/carers and other agencies

The Designated Person for Child Protection is responsible for:

- monitoring and recording concerns
- making referrals to the Access Centre without delay
- dealing with allegations against workers and volunteers, including trustees
- liaison with other agencies

Confidentiality

In cases of disclosure of abuse, whether by children, young people, parents/carers or other adults, we are obliged to share the information with the Designated Person for Child Protection, who, after discussion with the Chairperson, may have to refer our concerns to the Access Centre.

Allegations

Concerns about the behaviour of adult(s) in the group/organisation will be referred without delay to the Designated Person for Child Protection who will, after discussion with the Chairperson, contact the Access Centre, the Local Authority Designated Officer (LADO) or the police as appropriate.

We will review this policy on an annual basis.

Remember

***A child protection policy is only any good if it is followed...
a policy alone does not protect a child or young person.***

Responding in an Emergency Situation

There may be a rare occasion when it is necessary to act quickly, for example, to protect a child or young person from a violent or drunken parent. In these circumstances it would be appropriate to call the police.

In the unlikely event that a child or young person arrives with serious injuries then you should telephone for an ambulance to take him/her to hospital.

Always keep a record of the actions taken.

Roles in Safeguarding

Your group/organisation should create two roles to ensure that safeguarding and child protection are at the heart of your activities.

The Designated Person for Child Protection is the person to whom everyone goes if there is any suggestion of a safeguarding issue or a child protection concern. The 'Designated Person' is sometimes called the 'Safeguarding Officer' or 'Welfare Officer'. Within larger organisations it may be appropriate for a 'Designated Person' to be appointed within each unit/club. This may be in addition to their main role and responsibilities.

It is good practice for groups/organisations to appoint a Deputy Designated Person for Child Protection in case the Designated Person is not available or an allegation is made about the Designated Person.

The Champion for Safeguarding emphasises that the ultimate responsibility for safeguarding and child protection lies with the management committee or the trustees. The Champion should be a member of the management committee.

Sample role descriptions can be found below.

The Champion for Safeguarding

RESPONSIBILITIES OF CHAMPION FOR SAFEGUARDING
<ul style="list-style-type: none">• To ensure that a Safeguarding Policy is in place and that it is reviewed annually by the management committee• To ensure that any concern or disclosure is dealt with appropriately• To ensure that safe recruitment procedures are in place• To ensure that procedures are in place for handling allegations against paid workers and volunteers• To provide an annual report to the committee about any safeguarding and child protection issues, including allegations

A sample annual report format can be found on page 126.

The Designated Person for Child Protection

RESPONSIBILITIES OF DESIGNATED PERSON FOR CHILD PROTECTION

- Disseminate and implement Safeguarding and Child Protection Procedures within the group/organisation
- Be familiar with WSCB procedures for safeguarding and investigating child abuse
- Know the relevant contacts within Children's Services and, if appropriate, within own group/organisation
- Receive information from workers, volunteers, children and young people, and parents/carers about child protection issues including any allegations against workers or volunteers
- Assess information promptly and take appropriate action
- Refer child protection concerns to Children's Social Care, Access Centre
- Ensure that the child/young person and their parents/carers are offered appropriate support
- Be responsible for dealing with any allegations made against anyone involved in the group/organisation and for contacting the Local Authority Designated Officer (LADO)
- Maintain records of all information received and actions taken
- Be familiar with Children's Social Care and police procedures for investigating child abuse
- Monitor safeguarding concerns and report on them to the group/organisation's management committee
- Monitor safeguarding procedures in the group/organisation including:
 - checking that a parent/carer consent form for every child and young person is completed and stored safely
 - checking that safe recruitment and selection procedures are followed
 - checking that child protection awareness training is undertaken so that workers, including volunteers, know how to recognise and respond to a disclosure or concerns about a child or young person
- Offer advice, guidance and support to workers and volunteers dealing with child protection
- Identify training needs

Remember – it is not the role of the Designated Person for Child Protection to decide whether or not the child or young person has been abused. This is the task of Children's Social Care.

Confidentiality Policy

Within your group/organisation the principle of confidentiality should be fundamental. Information should not be confidential to individuals - the bounds of confidentiality are within the staff team on a need-to-know basis.

Everyone must treat with confidence personal information about children and young people, whether obtained directly or indirectly, or by inference. Such information includes name, address, date of birth, and other descriptions of the child or young person's life and circumstances, which might result in their identification. Information concerning a child or young person will not be passed on to another young person except with their agreement.

Workers and volunteers must take particular care not to gossip either about children, young people and their families, or with them.

Information about individual children or young people will not be uploaded onto any website or electronic communication without the consent of the child, young person or their parent/carer.

When workers wish to communicate information about a child or young person outside the team permission will be sought from the child or young person, if appropriate, or their parent or carer.

In exceptional circumstances where there is danger that a child or young person may cause physical harm to themselves, or to a third party and there are good grounds to indicate that s/he is no longer able to take responsibility for her/his own actions the worker should take action to protect the child or young person.

In situations where a child or young person may be disclosing sexual, physical, emotional or internet abuse or neglect confidentiality should never be promised.

The nature of working with children and young people makes the practice of prescriptive guidelines difficult in some areas. Workers, including volunteers, therefore, need to be aware of different factors around confidentiality, which affect them in different working contexts, and make appropriate decisions. If a worker or volunteer has any doubts whatsoever they should seek advice. Workers, volunteers and committee members need to be aware of good practice in relation to information sharing. See page 55 for further details.

It is good practice for your group/organisation to display a statement about confidentiality where it can be seen by all including children and young people. Two examples can be found on page 39.

Below are a couple of sample confidentiality policies which may be adapted to suit your group/organisation.

CONFIDENTIALITY POLICY (1)
Confidentiality is important to us at (name of group/organisation) but in the event we are made aware that a child or young

person is at risk of harm we have a responsibility to share this information with the appropriate agency. This is because we believe that the protection of a child or young person is the most important thing.

Some personal information is provided on the membership form. This will be kept in a secure place and is available only to members of the staff team.

In addition, children and young people often build up trusting relationships with adults working with them and share personal and family information with them. This information will only be recorded if, in exceptional cases, it may have an impact on the child or young person or their contact details.

There are rules about what we do with personal information.

Staff Team

Details of any information will be shared among the staff team only if it is considered to be relevant, for example, medical issues in relation to an activity or the taking of medicine.

External Agencies

In most circumstances, and taking into account their understanding, we will not share personal information without talking to the child or young person. This may include the parent or carer. We will encourage children and young people to share information or discuss issues with parents/carers or appropriate outside organisations that may help them.

If a child or young person, however, is at risk of harm or in need of protection or if a parent/carers is at risk of harm or if an offence may be committed we have a responsibility to try to prevent this happening. In these circumstances we would pass on any relevant information to Children’s Social Care or the police. We will also try to talk to the child or young person first.

Gossip

Workers and volunteers, including members of the management committee, will not gossip or upload information about any child, young person or their family with other children or young people, with other adults involved in (name of group/organisation) or with any outsiders.

Any worker/volunteer who breaches this policy will be subject to disciplinary proceedings and may be asked to leave the group/organisation.

CONFIDENTIALITY POLICY (2)

.....(name of group/organisation) support the legal principle that the welfare of the child or young person is paramount. This means that the considerations of confidentiality which might apply to other situations in the group/organisation should not be allowed to override the right of children and young people to be protected from harm. Every effort will be made, however, to ensure that confidentiality is maintained for all concerned particularly when a disclosure or an allegation has been made and is being investigated.

CONFIDENTIALITY STATEMENT FOR CHILDREN AND YOUNG PEOPLE (1)

.....(name of group/organisation) believe that the safety of every child or young person is very important.

- What you tell a worker will be treated with strictest confidence and will not be passed on to others without your agreement.
- S/he will agree with you exactly what information can be shared with other workers and agencies.

However, there are some limits to what can be kept confidential.

- A worker may need to discuss your situation with other workers in the team including their line manager, who will treat any information in the strictest confidence.
- If you tell a worker something that means that you or someone else could be at risk of harm or placed in danger, and which s/he and their line manager judge requires urgent action, then the worker would need to take any necessary action.

These situations could mean passing on confidential information, but the worker will always try to discuss this with you first and hope that together you can agree on a course of action.

CONFIDENTIALITY STATEMENT FOR CHILDREN AND YOUNG PEOPLE (2)

Hear to Listen – Confidentiality

Everyone at(name of group/organisation) is happy and willing to listen, within reason, to whatever young people want to tell us.

We will treat what you say with respect and will not speak to anyone outside the staff team without talking to you about it first.

The only reason we might have to inform someone else, without your permission, is to protect you or someone else from serious harm. We will always try to discuss this with you, explain what might happen and will offer to support you at this difficult time.

We believe the safety of every young person is very important.

Please speak to(name of worker(s)) if you want to know more about this.

Disclosures, Concerns, Allegations and Complaints

In order to keep children and young people safe groups/organisations need to be clear about the differences between disclosures, concerns, allegations and complaints because there are different processes to be followed.

Child Protection Procedures (see page 43) should be followed when:

A child or young person makes a **disclosure**.

A **disclosure** is when a child or young person tells someone else about the behaviour of another person or persons towards him or her which makes the hearer think that the child or young person is experiencing some form of abuse or may be at risk of abuse.

There is a **concern** about a child or young person.

A **concern** is when another child or young person, another parent or carer or a worker raises a question about whether a particular child or young person is experiencing some form of abuse or may be at risk of abuse.

Management of Allegations Procedures (see page 47) should be followed when:

An **allegation** is made about a paid worker, a volunteer or a committee member.

An **allegation** is when somebody informs someone in the group/organisation or there is reasonable cause to believe that a person who works with children or young people may have:

- behaved in a way that has harmed or may have harmed a child or young person
- possibly committed a criminal offence against or related to a child or young person
- behaved towards a child or children in a way that indicates they may pose a risk of harm.

These include actions taken outside of the work situation.

Complaints Procedures (see page 53) should be followed when:

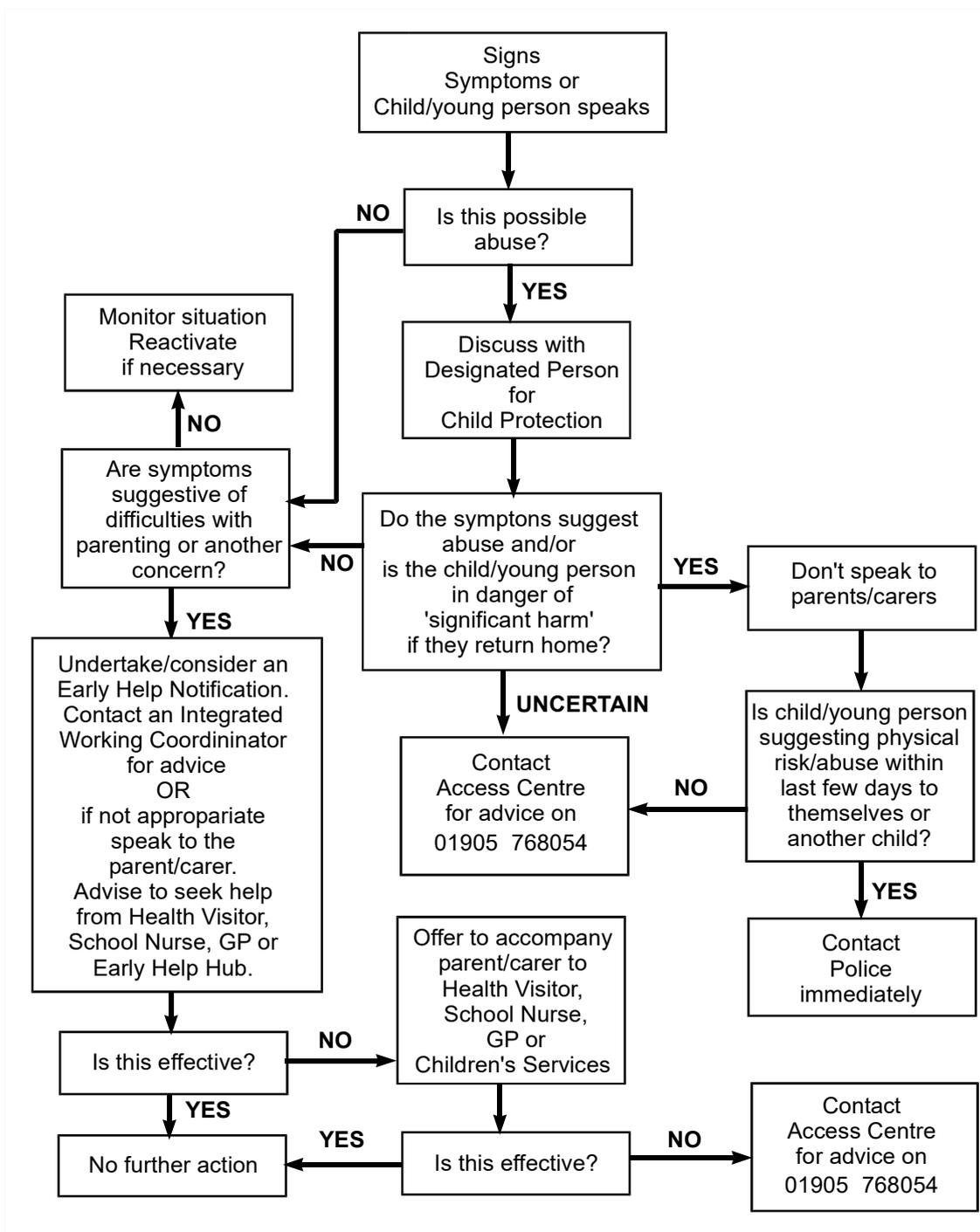
A **complaint** is made about the group/organisation.

A **safeguarding complaint** is a complaint about practices in the group/organisation which mean that children and young people are put at risk.

Everyone needs to know these differences and which procedure to follow. They should contact the Designated Person for Child Protection in any of these instances. In some cases two sets of procedures may need to be used.

Remember

In all cases the wellbeing of the children and young people is paramount.



Responding to a Concern or Disclosure Flowchart

Responding to a Disclosure from a Child or Young Person

Your group/organisation should produce guidelines for how volunteers, workers or management committee members should behave if a child or young person discloses to you or tells you something that leads you to believe that they are, or may be, at serious risk of harm from someone else or themselves. A sample procedure is given below and a sample form for recording such a disclosure form can be found on page 121.

**PROCEDURE TO BE FOLLOWED IN THE EVENT OF A
CONCERN OR DISCLOSURE OF CHILD ABUSE**

- Keep calm. Do not show you are shocked.
- Listen to the child or young person.
- Accept what you hear without passing judgement.
- Ask questions only for clarification, no leading questions.
- Do not investigate.
- Do not make promises.
- Offer support and understanding.
- Explain that you cannot keep it secret and what may happen. (This gives them the choice to continue telling you or stop.)
- Reassure the child or young person that they were right to talk to you.
- Write down notes – dates, times, facts, who were involved, observations using actual words used if possible.
- Report to your Designated Person for Child Protection as soon as possible (or contact immediately if you believe the matter is urgent).
- Check that, if possible, you have the following information:
 - name(s), address, date(s) of birth of the child/children or young person/people
 - parent/carer's name and contact details
 - name of the person said to be involved
 - names of any witness to the incident (if appropriate)
- Keep notes of your conversation with the Designated Person and any advice offered.
- Act on the advice given.
- Sign and date the notes and keep them in a confidential file.

ALWAYS REMEMBER – IF IN DOUBT – CONSULT

Respect confidentiality of everyone involved in the incident keeping the matter restricted only to those who need to know.

Support should be provided for the child or young person making the disclosure.

Don't

- press for explanations
- put it off
- leave it to someone else to help
- be afraid to express your concerns

Reporting a Concern

Once a decision has been made that a child or young person is likely to be at risk of significant harm you, or the Designated Person for Child Protection, must phone the Access Centre of Worcestershire's Children's Social Care on 01905 768054 immediately. Say that you have serious concerns about a child or young person.

When making a referral the following information will be requested:

- the name, address, date of birth, ethnic origin and gender of the child or young person
- the name and contact details of the parent/carer or other close family members, if known
- the name and contact details of the child or young person's GP
- the reason(s) for your referral

Following the telephone call you will be asked to put the referral in writing.

What happens at the Access Centre?

Under 47 of the Children Act 1989, Local Authorities have a statutory duty to make enquiries where they have reasonable cause to suspect that a child or young person is suffering or likely to suffer significant harm. Children's Social Care, part of Children's Services, carries this responsibility on behalf of the Local Authority.

All referrals are taken seriously. The needs of the child or young person and the family will be assessed so that information can be collected and support put in place where appropriate.

Enquiries will be made with other professionals and the child or young person's family. Your group/organisation may be part of these enquiries and you may be invited to take part in meetings. Your group/organisation may also continue to be part of any ongoing support for the child or young person.

Children's Social Care will not be able to guarantee to keep the identity of the referring group/organisation or individual worker confidential as s/he may be needed to provide evidence should an investigation become necessary.

What happens next?

Children's Social Care will make one of three decisions.

1. Identify her/him as a **child in need of protection** i.e. a child or young person who is likely to suffer significant harm without the provision of services. (Section 47 of the Children Act 1989) 'Significant harm' justifies compulsory intervention and gives Children's Social Care a duty to make enquiries to decide whether further action should be taken.
2. Identify her/him as a **child in need** i.e. a child or young person considered to be at risk of not achieving or maintaining a reasonable standard of health or development without the provision of services. (Section 17 of the

Children Act 1989) It also includes those children and young people who have a disability.

- A referral will be made to the Early Help Hub who will then refer to the appropriate Early Help Provider. With the consent of the parents/carers, or the young person themselves, the provider will carry out an Early Help Assessment. This should identify how the situation can be improved.
 - An Integrated Working Co-ordinator may assist including making links with other agencies.
 - If the situation improves the work will then finish.
 - If the situation does not improve alternative ways of working will be considered. These might include escalating the child, young person or the family to the District Access Panel (DAP). The DAP includes those working with the family as well as a representative from Children's Social Care. It will explore further ways the child, young person and/or the family can be supported.
3. To do nothing if they believe the threshold for an assessment has not been met.

Not happy with the decision?

If you are unhappy about this decision you may request a discussion with the Social Worker at the Access Centre. This is known as a 'Professional Conversation'. The concern can be explored and, identifying what outcomes are being sought, it is hoped a way forward can be agreed.

If you are still unhappy then escalate your concern by speaking to the Team Manager. If you are still not satisfied then progress by contacting the Group Manager.

Keep a record of all conversations including decisions made.

If your group/organisation makes a referral then Children's Social Care has an obligation to inform you about the outcome of the referral.

Supporting Children and Young People who have been Abused

It takes a lot of courage for a child or young person to disclose abuse or recognise they have been abused. It is important, therefore, that s/he is able to access appropriate support at the right time. Your group/organisation may be able to provide some of the support needed but more specialist help may also be needed.

- **Advocacy** An advocate supports, enables and empowers a child or young person to be heard. S/he can assist the child or young person to be listened to by Social Care and/or the police. Children within the Care System may be particularly in need of such support.
- **Befriending** A worker builds a relationship of trust with a young person with a specific purpose and agreed outcomes.
- **Counselling** A trained counsellor encourages a young person to talk about their feelings and concerns in a confidential and dependable environment. There are a number of different types of counselling.

A child or young person has the right to expect support and the right to choose the support they want. Your group/organisation may be able to assist her/him in accessing this support.

Some children and young people prefer the support of an empathetic adult with whom they already have a professional relationship. If this is a worker or volunteer within your group/organisation s/he must have the approval of their manager and external professional support should be provided.

For some children and young people an independent professional would be their preferred option. There are a number of independent charities who offer specialised support or can signpost you to experienced and trained workers.

Management of Allegations against Staff or Volunteers

Your group/organisation must have an agreed procedure in place to deal with a situation when you know, or have reasonable cause to believe, that a person, whether a paid worker or a volunteer, who works with children or young people may have:

- behaved in a way that has harmed or may have harmed a child or young person
- possibly committed a criminal offence against or related to a child or young person
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children or young people

Children's Services has a worker whose responsibility is to advise you in the event of an allegation being made. S/he is known as a **LADO (Local Authority Designated Officer)** and can be contacted on 01905 752800 (or 01905 768054).

If an allegation comes to the attention of the group/organisation the LADO must be informed within one working day. (If the LADO cannot be contacted the Access Centre should be informed.)

In cases where the nature of the allegation does not require immediate referral to Children's Services or the police, the Designated Person for Child Protection and the LADO will make a decision jointly as to whether such a referral is necessary and who will make it.

Dealing with an allegation may bring your group/organisation into contact with a number of agencies as there can be up to three strands in the consideration of an allegation.

- Enquiries and assessment by Children's Social Care about whether a child or young person is in need of protection or in need of services
- A police investigation of a possible criminal offence
- Consideration by an employer of disciplinary action (if you are not the employer)

A sample policy on the Management of Allegations is included below.

If your group/organisation is dealing with an allegation it would be useful to refer to the West Mercia Consortium Interagency Child Protection Procedures at section 4.1 on

<http://westmidlands.procedures.org.uk/board/Worcestershire/3cjN>

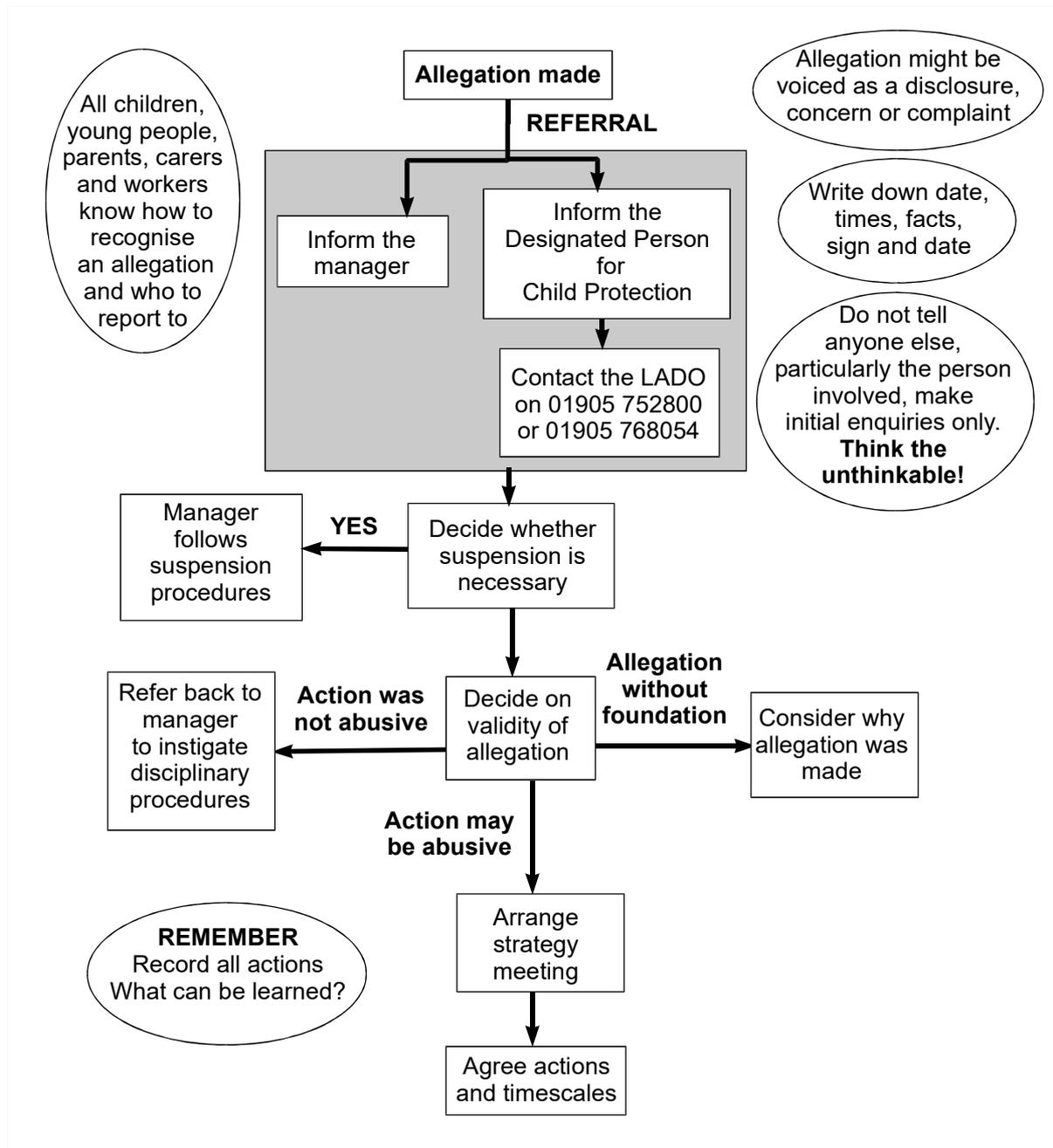
Abuse of Trust

There is an offence Abuse of Trust which means it is illegal for someone in a 'Position of Trust' (i.e. any person, volunteer or paid worker, who is involved with children or young people through your group/organisation) to have a sexual relationship with a young person under 18.

<p style="text-align: center;">MANAGEMENT OF ALLEGATIONS POLICY</p> <p>..... (name of group/organisation) is fully committed to safeguarding and promoting the welfare of all the children and young people with whom we work. We will deal with any allegation made against any worker, paid or voluntary, or member of the management committee promptly and in line with our agreed procedures.</p>

Responding to a Safeguarding Allegation

In all cases when an allegation is made against a worker or a volunteer, including a member of the management committee, Management of Allegations Procedures should be followed. If a child or young person is at risk then Child Protection Procedures should also be followed.



Management of Allegations Flowchart

Every allegation, whether made by a child, young person, parent, carer or another member of the group/organisation must be taken seriously and treated in accordance with your procedures.

Additional Points

Safeguarding and Child Protection

- Support should be provided for the individual making the allegation if s/he is within the group/organisation.
- Suspension should be seen as a neutral act without prejudice.
- As soon as possible, and after discussion with the LADO, the person against whom the allegation has been made should be informed and advice given on how to access support.
- Parents/carers of the child or young person should be informed and support offered following discussion with the LADO.
- Confidentiality should be maintained.
- Even if the individual resigns the allegation must still be followed up and if necessary a referral made to the DBS. See page 85 for details on the Duty to Refer.
- A record must be kept of any allegations made and how it was followed up and resolved. This must be kept for 10 years. A copy will be given to the individual.
- If a reference is provided for an individual against whom an allegation has been made, then it must clearly state this even if it was found to be false or unproven.
- Support should also be provided for the individual against whom the allegation has been made.
- Disclosures or allegations of abuse have an impact on the group/organisation. It is important for the benefit of the children and young people and the group/organisation that the impact causes as little disruption as possible. Having a clear Confidentiality Policy (see page 37) and Confidential Reporting Policy (see page 51) can be supportive. A sample procedure for Management of Allegations can be found on page 123.

A sample checklist for handling and recording allegations or complaints against a worker/volunteer can be found on page 124.

Confidential Reporting Policy

Confidential Reporting (previously known as whistleblowing) is described as the disclosure of wrongdoing, abuse or unethical behaviour by a worker or volunteer within a group/organisation and reporting them to those in positions of authority.

Workers/volunteers must acknowledge their individual responsibility to bring to the attention of their line manager or a member of the management committee, any concern, suspicion, or allegation so that the matter can be investigated. The concern, suspicion or allegation may be about the behaviour of a worker/volunteer, a member of the management committee or a representative of a partner organisation. A person voicing a concern is not expected to prove the truth of an allegation but will need to demonstrate sufficient grounds for the concern.

The sample policy below may be adapted to your situation.

Acting on a concern, suspicion or allegation can be difficult but is particularly important to act when the safety of children and young people might be at risk.

Reasons for reporting

Each individual has a responsibility for raising concerns about unacceptable practice or behaviour in order to:

- safeguard children and young people both in the group/organisation and in other settings
- prevent the problem worsening or widening
- protect or reduce risks to others
- prevent oneself becoming implicated

What stops people from reporting:

- starting a chain of events which spirals
- disrupting the group/organisation
- fear of getting it wrong
- fear of repercussions or hurting colleagues
- fear of not being believed

If you want to raise a concern:

- don't delay
- try to be specific about what is concerning you and why
- put your concern in writing outlining the background and history, giving names, dates etc
- talk to the line manager or a member of the management committee
- make sure you get a satisfactory response

What happens next?

Any member of staff, including a volunteer, raising such a concern must be listened to and treated respectfully and their concerns must be taken seriously.

When a person has reported concerns the group/organisation has a responsibility to protect that person from any harassment or unfair treatment.

The person who reported the concern should be informed about its progress.

CONFIDENTIAL REPORTING POLICY

..... (name of group/organisation) is committed to the highest standards of openness, integrity and accountability. We expect workers, volunteers and others to raise with us any serious concerns they may have about our group/organisation.

If you become aware of anything that makes you feel uncomfortable then discuss the incident with your line manager or the Designated Person for Child Protection as appropriate. We will support and will provide protection for anyone confidentially reporting a concern.

We undertake to investigate robustly any concern raised.

Training and supervision will be provided for workers and volunteers to ensure they are able to recognise unsuitable and inappropriate behaviour.

Self reporting

There may be occasions when an individual worker or volunteer has a personal difficulty, perhaps a physical or mental health problem, which they recognise to be impinging on their competence. That individual has a responsibility to discuss the situation with their line manager so that appropriate support can be offered. It may be that the individual is required to remove themselves from their work setting for a period.

While such reporting will remain confidential in most instances, this cannot be guaranteed where personal difficulties raise concerns about the welfare and safety of children and young people.

Complaints Policy and Procedure

Children, young people, and/or their parents/carers, should know how to, and be able to, complain if they are not happy with any aspect of your group/organisation. An open culture provides people with a safe way to voice complaints or concerns. Any complaint should be addressed without delay.

If the complaint has child protection or safeguarding implications in relation to the behaviour of an individual, or a group of individuals, involved in the work of the group/organisation then the Management of Allegations Procedure should be followed.

Your group/organisation should have a written policy and procedure in place for dealing with complaints. A sample policy is given below. It should be adapted to suit your group/organisation. If dealing with complaints is part of their job or role a worker or volunteer may need to receive training.

Your group/organisation will also need to consider:

- who will review the complaints to check that the procedure is working satisfactorily
- ways of identifying any emerging patterns of complaints and action taken on individual complaints

COMPLAINTS POLICY AND PROCEDURE

..... (name of group/organisation) recognises the right of children, young people and their parents/carers to have access to the group/organisation's complaints procedure. A complaint is any clear expression of dissatisfaction with the group/organisation, its workers, volunteers or management committee or its activities or services.

We will ensure that all complaints are taken seriously and dealt with swiftly and in confidence following the Complaints Procedure. We will learn from any complaints and use them to improve how we operate.

- A complaint can be made – verbally, in writing or by email, or in a box where complaints can be placed anonymously.
- There are no restrictions on issues which may be complained about including any complaints made against workers or volunteers.
- The senior worker/manager must be notified of any complaint. The Chair of the management committee should be notified if the complaint is about the senior worker/manager.
- The complainant will be kept informed about the process and the outcome of the complaint.

Stage 1 - Informal

- We will respond to the complaint within 10 days. If it cannot be resolved quickly, or if the complainant is still unhappy, it then becomes a formal complaint.

Stage 2 – Formal

- A worker or management committee member will be appointed to investigate the complaint and will provide a written response on the findings within 25 days.
- If the complaint is not resolved the complainant may request a review panel or appeal.

Stage 3 – Review Panel

- The Panel will consist of three people. This may include management committee members who have not already been involved in the complaint or people independent of the group/organisation.
- The Panel will not reinvestigate but will review the process and outcome of Stage 2 of the complaint.
- The Panel will recommend whether the complaint should or should not be upheld and will comment on how the complaint was handled. They may make recommendations to the Management Committee.

Information Sharing

All groups/organisations collect information about the children and young people with whom they work. Generally this information will not need to be shared outside the group/organisation. When, however, there are concerns about a child or young person your group/organisation may need, or be asked, to share information with a statutory agency.

The Data Protection Act 1998 is not a barrier to sharing information. It provides a framework to ensure that information is shared appropriately.

Information Sharing: Practitioner's Guide (DCSF 2008) gives guidance on information sharing and recording, to improve practice amongst workers across all children's services including those provided by the VCS. There are six key points to apply when considering sharing information.

1. Be open and honest

Children, young people, and parents/carers should be told, openly and honestly, what and how information will, or could be shared and why, and that their agreement will be asked. The exception to this is where to do so would put that child, young person or others at risk of significant harm, or an adult at risk of serious harm, or if it would undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation.

2. Consider safety

The welfare of a child or young person must be the over-riding consideration when making decisions on whether to share information about them.

3. Informed consent

The wishes of children, young people or families who do not consent to share confidential information must, where possible, be respected. Information may still be shared if in your judgement, on the facts of the case, there is sufficient need to over-ride that lack of consent.

4. Seek advice

Advice should be sought from the Designated Person for Child Protection or the line manager where there is any doubt, especially where doubts relate to a concern about possible significant harm to a child or serious harm to others.

5. Accuracy

It is necessary to ensure that the information shared is accurate and up to date, necessary for the purpose for which it is being shared, shared only with those people who need to see it, and shared securely.

6. Record

The reasons for your decisions, whether it is to share information or not, should be recorded.

Data Protection Policy

Personal information about children, young people, their parents/carers and workers and volunteers, including members of the management committee has to be collected by your group/organisation in order to comply with safeguarding requirements. The Data Protection Act 1998 controls how this personal information is kept and used.

Strict rules, called 'data protection principles', require that the information is used fairly and lawfully and used only for limited, specifically stated purposes.

The Data Protection Act gives an individual the right to find out what information your group/organisation is holding about them. If such information is requested you are legally required to provide it except in certain specific situations such as the prevention, detection or investigation of a crime. A sample policy is given below. It should be adapted to suit your group/organisation.

DATA PROTECTION POLICY AND PROCEDURES
<p>..... (name of group/organisation) is fully committed to compliance with the requirements of the Data Protection Act 1998 (DPA).</p> <p>We are required to maintain certain personal data about individuals for the purposes of satisfying our operational and legal obligations. We recognise the importance of correct and lawful treatment of personal data as it helps to maintain confidence in(name of group/organisation) and to ensure efficient and successful outcomes when using this data.</p> <p>We will:</p> <ul style="list-style-type: none">• only collect information needed for a specific purpose• keep it secure• ensure it is relevant and up to date• only hold as much as is needed, and only for as long as it is needed• allow the subject of the information to see it on request <p>Personal data may consist of data kept on paper, computer or other electronic media; all of which is protected under the DPA. All personal data will be stored:</p> <ul style="list-style-type: none">• on a computer using strong passwords i.e. all passwords will contain upper and lower case letters, a number and ideally a symbol• on paper in a locked filing cabinet <p>Information about volunteers, workers and the management committee is only available to the Chair of the management committee and the</p> <p>Information about children and young people is only available to workers and volunteers as appropriate.</p> <p>This policy is not contractual but indicates how (name of group/organisation) intends to meet its legal responsibilities for data protection. Any breach will be taken seriously and may result in formal disciplinary action.</p>

Any person who considers that the policy has been breached in any way should raise the matter with the Chair or

What personal information do we keep?

- For children and young people - information provided on the Registration Sheet
- For people applying for posts – information provided on Application Forms.
- For workers – references, proof of identity information, National Insurance Number, DBS number and date, bank details, training and supervision records, details of allegations and/or disciplinary proceedings
- For volunteers including trustees – information provided on the Volunteer Form, references, proof of identity information, National Insurance Number, DBS number and date, training and supervision records, details of allegations and/or disciplinary proceedings

Workers, trustees and other volunteers who have access to personal information will be made aware of the restrictions of the DPA and this policy.

Any person requesting access to the personal information we hold about them must apply to the Chair of the management committee. Any young person or volunteer requesting access to the Personal Information we hold must apply to

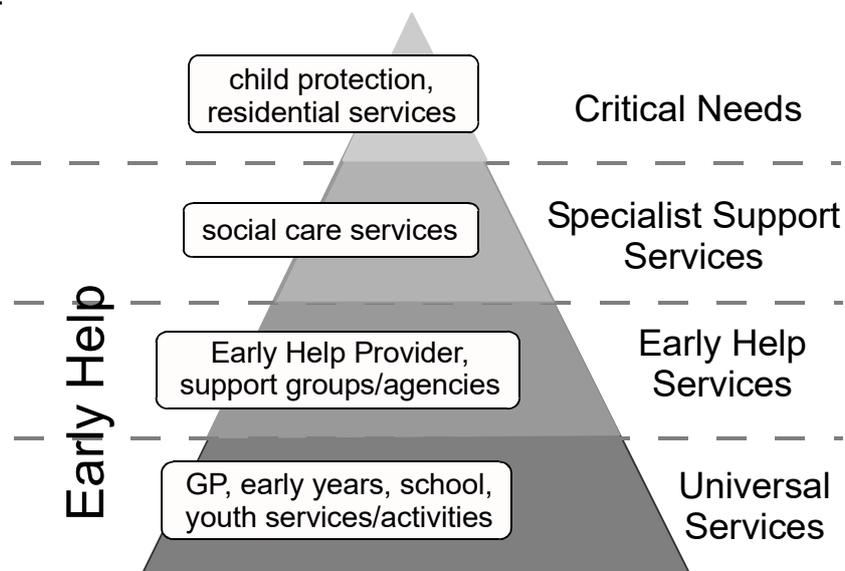
Early Intervention

It is recognised that some children, young people and their families require additional assistance if they are to achieve. Early help, effective prevention and appropriate services can make a difference when provided at the right time.

What is Early Help?

In Worcestershire **Early Help** supports families with children aged 0 to 19, and up to 25 for those with a disability. Services are there to help families with a range of issues and aim to 'nip problems in the bud' before they get worse. They are also there to support families who have just finished working with Social Care Services where there is an Early Help need.

Children and young people can have different needs, which require different levels of response. These can change. Intervention and/or support may be provided by either one agency or a number of agencies working together. The diagram shows where Early Help sits within the other support services available. In Worcestershire both the VCS as well as the County Council provide services at all levels.



The **Early Help Programme** is designed to make sure that:

- help is there when parents/carers, children and young people need it 'nipping problems in the bud'
- families are at the centre of everything – they will only have to tell their story once
- a way forward will be sought that is right for everyone in the family; they have a choice of help which will be easy to access

Supporting the Early Help Process

Children's Services have appointed three Integrated Working Coordinators who will be able to advise you on the best way forward and provide guidance with Early Help Assessments and Plans. They can be contacted on:

Redditch – 01905 765596

Bromsgrove, Droitwich and Wyre Forest – 01905 765323

Evesham, Pershore, Malvern and Worcester – 01905 765787

Also, see the Professionals link on the Early Help website at

www.earlyhelphub.co.uk.

If you decide the child or young person has 'emerging needs' you may, with the support of an Integrated Working Coordinator, either:

- move to the next stage identifying a 'lead professional' and provide early help within your own group/organisation or
- make a referral to the Early Help Hub.

Providing Early Help

An Early Help Notification or Assessment can be completed by any worker involved with a child or young person, including a worker in a VCS group/organisation. It only takes place with the agreement and cooperation of the child or young person and their family.

It consists of an assessment of the needs of a child or young person looking at all areas – health, behaviour, learning, parents/carers and environmental factors – from the point of view of the child or young person and their family. The form also provides opportunities to identify the strengths of the child or young person and their family.

Later a meeting is arranged with the child or young person and their family and workers from the agencies who are involved or need to be involved. An action plan is agreed with all parties. A Lead Professional, a named contact for the family and other workers involved with the family, is also agreed. If a VCS worker completes an assessment a copy would need to be logged with the Integrated Working Team so that they are aware of what is happening and prevent families having multiple assessments.

If the support needed can be provided by the VCS group/organisation it stays with them. The Integrated Working Coordinators are able to provide support in the form of advice and guidance on the process and possible services.

If the situation improves the work will then finish though the group/organisation may continue to provide other support.

If the situation does not improve alternative ways of working will be considered. These might include escalating the child, young person or the family to the District Access Panel (DAP). The DAP includes those working with the family as well as a representative from Children's Social Care. It will explore further ways the child, young person and/or the family can be supported.

A Referral for Early Help

If the VCS group/organisation recognises that a child, young person or a family needs support which they are not able to provide the group/organisation can make a referral for Early Help by using the online Notification Form on

www.earlyhelphub.co.uk.

The VCS worker may instead encourage the family themselves to make a request for support or services by ringing the Early Help Hub on 01905 822666.

The Hub will then pass the information about the child or young person to the appropriate Early Help Provider. That agency will then contact the family or the young person to complete an Early Help Assessment. This should identify how the situation can be improved and the development of an Early Help Action Plan in agreement with the family. An Integrated Working Coordinator may assist including making links with other agencies.

If the situation improves the work will then finish. If the situation does not improve alternative ways of working would be considered. These might include escalating the child, young person or the family to the District Access Panel (DAP). The DAP includes those working with the family as well as a representative from Children's Social Care.

What are the Benefits of an Assessment?

The child or young person will benefit by:

- the identification of need across all areas of a child or young person's life
- getting the services they need more quickly
- not having to repeat information to workers
- going through fewer assessments as the information on the assessment will stay with the child or young person across agencies.

Working through the form can enable the child or young person and their parents/carers to say positive things about their relationships and the things they like or enjoy. It is an assessment based on strength and need.

What does this mean for a VCS worker?

- You can make a referral to access support for a child or young person by completing the online Early Help Notification form. Remember you need consent from parents/carers. Completion of the notification will provide evidence of need.
- You can use the Early Help assessment when or if you think a child or young person has additional needs or requires more support than s/he is getting.
- Use of the assessment is understood by other agencies making dialogue easier.
- There is support for you if you need advice and guidance from the Integrated Working Team

- You will need to adhere to the inter-agency agreed protocols for sharing information (see page 55).

Remember – Early Help is about early intervention. If you have a safeguarding concern you should follow the Child Protection Procedures.

SAFE PRACTICE

Children and young people need to feel safe and secure when they attend your activities. Their parents/carers have the right to know how you intend to ensure this.

Your group will need to record information about each child or young person and to get permission from their parent or carer.

This section includes suggested policies on bullying, positive behaviour management and equal opportunities and diversity.

Providing Information about your Group/Organisation	64
For Parents/Carers	64
For Children and Young People	64
Child and Young People's Records and Parental Consents	65
Bullying	66
Types of Bullying	66
Positive Behaviour Management	68
Positive Behaviour Practices	68
Sanctions	69
Equal Opportunities and Diversity Policy	70

Providing Information about your Group/Organisation

For Parents/Carers

Parents/carers ask questions about how a group/organisation makes sure their children and young people are taking part in activities within safe environments.

It is good practice for your group/organisation to provide an information leaflet or card containing the following:

- background to your group/organisation – name, charity number
- details of the activity programme – date, age group, etc
- Safeguarding Statement
- Equal Opportunity and Diversity Statement
- names and contact details of two people who can be contacted if there is a child protection issue or concern in relation to the group/organisation
- a statement that a full file of the group/organisation's policies is available on request

For Children and Young People

Children and young people also have the right to have information about your group/organisation. This could be provided in the format of a Member's Pack or a leaflet. It should be in age-appropriate or ability-appropriate language. As well as similar information to that provided for parents/carers it should include details about how children and young people are involved in decision-making within the group/organisation.

There should be information displayed on a notice board, as well as within the Member's Pack, about the person (or persons) that can be spoken with or contacted if the child or young person has an issue, concern or complaint. It should include a statement about the limits of confidentiality if a child or young person has been harmed or may be in danger. The notice/information should be prominently displayed and in clear language, perhaps accompanied by a photograph.

Children and young people however usually talk to a person with whom they have a good relationship about issues they find difficult, whatever that person's role in the group/organisation may be.

Child and Young People's Records and Parental Consents

It is important that details of children and young people who attend your group or use your service, are collected in case of an accident. These records should include:

- the child's or young person's personal details - name, address, date of birth
- whether the child or young person has any special needs - dietary, medical or physical
- details of parents/carers, i.e. name, address and telephone numbers (particularly if the local authority shares, or has sole parental responsibility, for the child or young person)
- details of an alternate contact person
- whether there are any particular instructions concerning the child or young person, for example, if only one parent is authorised to collect the child or young person
- permission to undertake the regular activities of the group/organisation.

If the child or young person is under 18 the form must be signed by a parent or carer. The form should be signed by the young person themselves if they are over 18.

Many groups/organisations also include a sentence that the parent/carer gives their consent to photographs being taken and may be published. The word photography means both still and moving images.

As well as a general consent for their child or young person to take part in the activities run by your group/organisation you will also need specific consent if you are arranging off-site visits or residentials.

Bullying

Bullying can be defined as deliberately hurtful behaviour usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Bullying doesn't have to be a series of incidents – it can be any occasion when someone deliberately intimidates or harasses another.

Bullying is unacceptable. It is important not to underestimate the damage that can be caused by bullying and the effect on a child or young person's physical and emotional wellbeing.

Types of Bullying

Bullying can take many forms - physical, verbal, emotional or cyber. It can often be a mix of these types and may involve other children and young people as witnesses or active participants. Cyber-bullying is receiving abusive phone or text messages or emails.

A bully seems to focus on a presumed characteristic of a child or young person and bullying is often racist, sexual or homophobic. Children with physical or learning disabilities or young people who are carers may be particular targets for abuse.

Bullying can include:

- being called names
- being teased
- being hit, pushed, pulled, pinched or kicked
- having their bag, mobile or other possessions taken
- being forced to hand over money
- being forced to do things they don't want to do
- being ignored or left out
- being attacked because of religion, gender, sexuality, disability, appearance, ethnic or racial origin

But it is not bullying when two children or young people of approximately the same age and strength have the occasional fight or quarrel.

46% of children and young people say they have experienced bullying. All workers and volunteers, therefore, have a responsibility to ensure that there is a caring, safe and supportive environment within their group/organisation so that everyone knows that bullying is not tolerated. This should be specified in an Anti-Bullying Statement such as that below.

ANTI-BULLYING STATEMENT

..... (name of group/organisation) believes that any form of bullying is unacceptable and will not be tolerated.

- We encourage and value good relationships between all children, young people and adults.
- We will provide opportunities for children and young people to tell us about incidents of bullying.
- We will listen to children and young people and take seriously what they tell us about bullying.
- We will take steps to deal immediately with incidents of bullying.
- We will ensure that children and young people are aware that bullying concerns will be dealt with sensitively and effectively.
- We will be aware of the vulnerability of specific individuals and groups such as those with disabilities and from black and minority ethnic communities.
- We will ensure that both victims of bullying and bullies themselves receive support.
- We will keep a record of any incidents of bullying, how we dealt with them and whether there is anything the group/organisation can do to learn from the incidents.

Positive Behaviour Management

In order for your group/organisation to operate in a way that benefits the children and young people there should be clarity about what is expected from the children and young people and what happens if their behaviour falls below acceptable levels. This can be stated in a policy based on the one below.

POSITIVE BEHAVIOUR MANAGEMENT POLICY
<p>.....(name of group/organisation) believes that children and young people thrive best in a positive and supportive environment. We believe that all children and young people have a right to be treated with respect and dignity even in those circumstances where they display difficult or challenging behaviour.</p> <p>To this end we will:</p> <ul style="list-style-type: none">• ensure a consistent approach to promoting positive behaviour and managing unacceptable behaviour• promote respectful relationships and build children and young people's self esteem• identify and support children and young people who display signs of emotional or behavioural difficulties• support children and young people as they learn to resolve conflicts independently

Positive Behaviour Practices

Workers and volunteers are expected to both model and promote positive behaviour by:

- behaving in a positive and respectful way when interacting with other adults or children or young people.
- giving positive reinforcement when children and young people are behaving appropriately.
- telling children and young people when their behaviour is inappropriate.
- trying to diffuse situations before they escalate.

It is always the behaviour that is discussed not the child or young person.

In some instances it may be necessary for one-to-one support to be provided for the child or young person.

The use of physical intervention will be avoided as far as possible. It should only be used in exceptional circumstances if it is necessary to prevent personal injury to the child, or young person, other children or young people or an adult. When physical intervention is used it should be undertaken in such a way that maintains the safety and dignity of all concerned. Any physical intervention must be recorded.

Sanctions

Workers and volunteers need to know the sanctions that are approved for use in your group/organisation. These will vary depending on the age and ability of the children and young people as well as environmental factors.

Sanctions may include:

- warning about the consequences of the behaviour, “If your behaviour continues then
- providing choices related to the behaviour sought, “You can play the game properly or leave the table.”
- quietly requesting they sit out for a given period
- calmly requesting that a child or young person leaves the situation or activity where the behaviour has occurred and then engaging them in discussion
- if a mess has been made, for example, if something has been thrown and a cup smashed, asking the person to clean up the mess and replace the cup
- if two children or young people are involved discussing with them how the situation should be resolved
- speaking to parents/carers about the behaviour
- informing the child or young person (and parent/carer if appropriate) that they may not attend the next session

Children and young people need to know the behaviour that is expected of them. Some groups have a set of ‘Club Rules’. Others get the children or young people together at regular intervals to draw up an agreed list of ‘How we do things here’. These lists are more powerful as they have been discussed and agreed and use the language of children/young people.

By whichever method the ‘rules’ are drawn up they should consist of positive statements and not just be a list of ‘Do not’s’; for example, ‘Be kind to other people’ instead of ‘No bullying’.

Equal Opportunities and Diversity Policy

Children and young people have the right to be protected from discrimination. This right should run through all the activities and decisions made within your group/organisation.

In the same way, volunteers, workers, and parents/carers involved in your group/organisation should not be discriminated against in any way.

For this reason, your group/organisation will need to have a policy which fits in with its purpose and values. This policy will be of little value if it is not applied to all the safeguarding policies and procedures of your group/organisation. A sample on which you can base your own policy is given below.

While equal opportunities are about preventing discrimination, diversity is about recognising and valuing difference. It is about taking proactive steps to ensure that your group/organisation respects and values differences for the benefit of all the children and young people with whom you work.

EQUAL OPPORTUNITIES AND DIVERSITY POLICY

The purpose of this policy is to:

- promote equality of opportunity
- celebrate and value diversity
- eliminate unlawful direct and indirect discrimination

.....(name of group/organisation) recognises that certain groups and individuals are at risk of being unfairly discriminated against for many reasons, including: age, appearance, class, colour, culture, disability, employment status, ethnicity, nationality, political belief, race, social class, religious belief, sex, sexual orientation or size.

Every aspect of our work is informed and enhanced by equality issues. We are committed to providing an environment free of stereotypical and oppressive beliefs, attitudes and practices. If any discrimination is identified we will take positive steps to counter this.

We recognise that each child and young person is an individual with their own skills and abilities and we will seek to respond to the needs of each individual in a way that is fair and equitable.

We recognise that there is diversity in family life, education, faith and culture. We undertake to embrace and celebrate such differences in ways that make our group/organisation better for children and young people.

We value and encourage the participation and contribution of individuals, regardless of age, class, disability, ethnic background, faith, gender and sexual orientation. We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. We believe that life is positively enriched for us all by the diversity of individuals in society and that everyone has a valuable contribution to make.

Children, young people, volunteers, workers and management committee members are supported in challenging any behaviour or ways of doing things which go against the policy or the spirit of the policy.

We will monitor the effectiveness of this policy.

SAFE PEOPLE

To safeguard children and young people it is crucial to ensure that all the people involved in your group/organisation – volunteers, paid workers and trustees – are 'safe people'. This means all recruitment processes need to be robust and volunteers and workers should be properly managed and supported.

This section covers recruitment and selection including DBS Disclosures, regulated activity and sample discipline and grievance policies and procedures. There is also information about codes of conduct and support for volunteers and workers.

Safe Recruitment and Selection	74
Recruiting a Volunteer	75
Recruiting a Paid Worker	79
Disclosure and Barring Service	84
Codes of Conduct	88
Supporting Volunteers and Workers	90
Discipline and Grievance Policy and Procedures	92

Safe Recruitment and Selection

Rigorous recruitment, selection and retention procedures are central to safeguarding children and young people. These procedures must be in place to prevent and deter unsuitable individuals from gaining and maintaining access to children and young people through your group/organisation. You, therefore, have a responsibility to be cautious and identify and adopt a set of procedures to which you adhere to keep children, young people and your group/organisation safe.

WSCB has approved a document **Guidance for Safe Recruitment, Selection and Retention for Staff and Volunteers**. It details good practice and can be found in the downloads section at:

www.worcestershiresafeguarding.org.uk

There are some similarities and some differences between the recruitment processes for volunteers and paid workers so recruiting a volunteer is considered first; recruiting a paid worker starts on page 79. Whether recruiting a volunteer or a paid worker your group/organisation should identify the people responsible for undertaking this important role.

Recruiting a Volunteer

When someone enquires about working with children and young people or you identify a possible volunteer you need to give them:

- information about your group/organisation
- your Safeguarding and Child Protection Policy and the requirement for a Disclosure and Barring Service (DBS) check
- a role description
- a person specification
- an application form

Role Description

A role description is used to inform the volunteer about the expectations of the role. Occasionally a volunteer is found who can take on a role not previously identified. You should then draw up a role description for the new role.

The nature of the role should be clearly identified. Just 'Volunteer' is not accepted by DBS as a role. The role should have a title such as 'Support Worker for Young People'. Including children or young people in the title makes it easier to get a DBS check.

A sample role description can be found on page 128.

Such descriptions provide clarity on both sides of what is expected.

Person Specification

A person specification is a profile of the ideal person for the role. It lists the criteria necessary to carry out the work. It helps both the volunteer and their supervisor to judge whether the individual meets the requirements and to compare one person with another.

A sample person specification can be found on page 129.

Application Form

The application form for a volunteer (a sample can be found on page 130) can be simple but should include:

- name, address, phone and mobile number and email address
- previous addresses, if less than five years at current address
- details of their full work and education history
- contact details for two referees
- details of the volunteer's interests and experience including those in non-work settings

An application form is important in relation to safeguarding practices. It is not good practice to accept a curriculum vitae (CV) in place of an application form because this will only contain the information the volunteer wishes to present and may omit relevant details.

Safe People

Volunteers may be put off at the thought of filling in an application form. To overcome this it can be a good idea for some-one from the group/organisation to talk through the applicant in completing the form.

References

Two written references are an essential part of safeguarding practice to ensure you are recruiting volunteers who are who they say they are and to obtain objective and factual information. They should be from reliable character witnesses who have known the volunteer for at least two years. References should not be accepted from relatives or friends. If possible one should be from a recent employer or line-manager.

Sample reference letters and forms for a volunteer can be found on pages 134 and 135.

Referees should be telephoned to confirm their identity and check the content of the reference.

Proof of Identity

You should ask for confirmation of identity by seeing either a passport or a driving licence with a photograph and their National Insurance Number on an official letter or document. They should also bring a document such as a utility bill or financial statement which shows their current name and address. (These must be less than three months old.)

Interview

There should be a meeting with every potential volunteer in line with the Child Protection Policy. The meeting should provide clarity on both sides about the proposed role and whether or not it suits the volunteer and meets the needs of the group/organisation. The meeting can be either a formal interview or an informal discussion.

- A minimum of two people representing the management team/committee should be involved. Interviews should not be conducted by a single individual.
- It is good practice to involve young people. They must be clear about their role in the process, how their views will be taken into account and, if they are not present for the whole interview, how feedback will be given to them.
- The role description and person specification will help you to decide on appropriate questions. See below for suggested questions.
- Decide which member of the interview panel will ask the interviewee a particular question.
- It is good practice to ask the same set of questions if you are interviewing more than one person for the same role. You may ask supplementary questions.

- Issues can be explored with each person based on the information provided in their application form and in the references. This would include any gaps in their work history.

Possible Interview Questions

It is important to get the potential volunteer talking about himself or herself and their attitudes and values.

For the most part questions should be based on what the individual has done rather than hypothetical questions. For example: “Can you tell us about a time when.....”, rather than “What would you do if.....?”

- Tell us about yourself and what made you who you are today.
- What experiences have led you to want to work with children and/or young people?
- Young people and children often challenge authority. Tell us about a time when your authority was challenged? How did you respond? With hindsight, would you have done anything differently?
- Have you ever had a safeguarding concern about a child or young person, either in your working or personal life? What happened?
- What skills, interests do you have that would help you engage with children or young people?

During the interview be attuned to answers that are vague or unrealistic. Look out for answers that show no or little understanding or appreciation of children or young people’s needs or expectations. Be aware of inappropriate language about children; unclear boundaries with children and young people and answers that imply adults and children are equal.

Clarify with the potential volunteer what commitment (day, times, frequency) they want to make.

If you wish to be less formal than an interview you could invite the volunteer to a two-way question and answer session combined with a visit to the group. If you choose this more informal route you still need to find out about their motivation to work with children and young people perhaps using some of the questions suggested above. Make sure that more than one person is involved in the decision to accept the volunteer.

Whether the interview is formal or informal you need to keep a record. This should include the date, those present, the decision made and the reasons for the decision. This record is confidential so should be kept in a safe place.

Before the volunteer starts work

For safeguarding reasons certain checks need to be satisfactory before an individual starts work with your group/organisation:

- receipt of at least two satisfactory written references, where possible confirmed by telephone
- verification of the individual’s identity

Safe People

- a satisfactory Enhanced DBS Disclosure which includes a check of the Children and/or Adult Barred Lists, depending on the role
- verification of qualifications, where this is appropriate

If any of these are not satisfactory the individual should not be allowed to work in your group/organisation.

If these are satisfactory a volunteer agreement should be negotiated and signed. (A sample volunteer agreement can be found 136.)

Criminal Record

If a volunteer informs you that s/he has a criminal record those interviewing must make a judgement about their suitability taking into account only those offences which may be relevant to the post or role.

You should consider:

- the nature of the work
- the nature of the offence and the age at which the offence took place
- the frequency of the offence

If in doubt seek advice from Young Solutions.

Probationary Period

Your group/organisation may choose to request a new volunteer to undertake a probationary period. It can give you some time to make sure the individual is right for your organisation. It can also provide an opportunity for the individual to receive additional support.

Recruiting a Paid Worker

Identifying the Role

Whether it is a new post or a replacement for an existing worker you need to be clear what you want the new person to do. You need to identify the tasks and responsibilities of the role and the qualities, experience and/or qualifications required to carry out this role.

To avoid doubt when requesting a DBS check it is advisable to include children or young people in the job title e.g. Children's Arts Worker rather than just Arts Worker.

Recruitment

When recruiting a new worker it is good practice to give them (or send out):

- an information pack which includes information about your group/organisation
- the Safeguarding and Child Protection Policies and the requirement for a Disclosing and Barring Service check (DBS)
- a job description
- a person specification
- an application form
- a diversity monitoring form
- details about the recruitment process, if possible, including the interview date

Job Description

A sample job description can be found on page 139.

A job description provides clarity about what is expected. It identifies the main duties and the extent/responsibility for children or young people.

Person Specification

A person specification is a profile of the ideal person for the job. It lists the criteria necessary to carry out the work. It helps both potential applicants and interview panels with a tool to judge systematically whether individuals meet the requirements and to compare one person with another.

A sample person specification can be found on page 129.

An application form should be used to obtain a common core data.

The application form for a paid worker can be simple (see the sample on page 140) but should include:

- current and previous names, address, phone and mobile number and email address

(To comply with The Equality Act 2010 the date of birth should not be included on the main application form but added to a diversity monitoring form which is not seen by those short listing.)

Safe People

- previous addresses, if less than five years at current address
- academic and/or vocational qualifications with name of awarding body and date
- a full history in chronological order of post-secondary education including any further or higher education; full and/or part-time work, with start and finish dates and reason for leaving. There should also be an explanation of any periods not in work, education or training.
- details of the applicant's interests and experience including any voluntary work undertaken
- a personal statement about how the applicant is suitable for the role and meets the person specification
- contact details for two referees
- a statement that the role is exempt from the Rehabilitation of Offenders Act 1974 and a specific question about whether the applicant has any convictions (including relevant spent convictions), cautions, reprimands, warnings or bind-overs
(Your group/organisation may choose to allow the details of this information to be put into a sealed envelope which will only be opened following the interview.)
- a statement that there is a requirement to complete an application for an Enhanced Disclosure from DBS

The application form is important in relation to safeguarding practices. It is not good practice to accept a curriculum vitae (CV) in place of an application form because this will only contain the information the applicant wishes to present and may omit relevant details.

Shortlisting

Ideally the same panel should both shortlist and interview the potential workers.

Application forms should be scrutinised to ensure:

- they are fully and properly completed
- the information is consistent and does not contain any discrepancies
- gaps in employment/education/training or a history of repeated changes of employment are identified

Incomplete application forms should not be accepted.

Notes should be made of any gaps in employment or discrepancies so that these can be raised at interview if the individual is shortlisted.

All applicants should be assessed equally against the person specification.

References

Two written references are essential as part of safeguarding practices to ensure you are recruiting workers who are who they say they are and to obtain objective and factual information.

References should be from reliable character witnesses who have known the applicant for at least two years. References should not be accepted from relatives or friends. If possible one should be from a recent employer or line manager. Where an applicant is not currently working with children or young people but has done so in the past it is important that a reference is also obtained from this employer.

References should be sought for all short-listed candidates.

'To whom it may concern' testimonials are not acceptable.

Any information about past disciplinary action or allegations should be considered in the circumstances of the individual case. Cases in which an issue was satisfactorily resolved some time ago or an allegation either determined to be unfounded or did not require formal disciplinary sanctions, and in which no further issues have been raised, are less likely to cause concern than more serious or recent concerns or issues that were not resolved satisfactorily. A history of repeated concerns or allegations over time should give cause for concern.

Sample reference letters and forms can be found on pages 144 and 145.

Referees should be telephoned to confirm their identity, the content of the reference and that information provided by the candidate is accurate.

Proof of Identity

You should ask potential workers to bring to the interview evidence of their right to work in the UK and confirmation of identity including a passport or a current photographic driving licence. They should also bring evidence of their National Insurance Number and a document such as a utility bill or financial statement which shows their current name and address. (These must be less than three months old.)

Interview

As part of an Equal Opportunities Policy and a Child Protection Policy you will need to follow a process of interviewing each applicant.

- The interview panel should consist of a minimum of two people, including a member of the management committee or an independent adviser.
- It is good practice to involve young people. They must be clear about their role in the process, how their views will be taken into account and, if they are not present for the whole interview, how they will receive feedback.
- The job description and person specification will help you to decide on appropriate questions.
- Decide which member of the interview panel will ask the interviewee particular questions.
- It is good practice to ask the same set of questions if you are interviewing more than one person for the same role. You may ask supplementary questions.

Safe People

- Issues can be explored with each person based on the information provided in their application form and in the references. This should include any gaps in their work history.

Possible Interview Questions

It is important to get the applicant talking about himself or herself, their experiences, attitudes and values.

For the most part questions should be based on what the individual has done rather than hypothetical questions. For example: “Can you tell us about a time when.....”, rather than “What would you do if.....?”

- Tell us about yourself and what made you who you are today.
- What experiences have led you to want to work with children and/or young people?
- Talk us through a project or a piece of work with children or young people, what your role was and the outcomes.
- Young people and children often challenge authority. Tell us about a time when your authority was challenged? How did you respond? With hindsight, would you have done anything differently?
- Have you ever had a safeguarding concern about a child or young person, either in your working or personal life? What happened?
- Can you tell us about a situation when you were aware of discrimination taking place? How did it make you feel? How did you respond?
- What skills, interests do you have that would help you engage with children or young people?

During the interview be attuned to answers that are vague or unrealistic. Look out for answers that show no or little understanding or appreciation of children or young people’s needs or expectations. Be aware of inappropriate language about children; unclear boundaries with children and young people and answers that imply adults and children are equal.

You will need to keep a record of the interview. This should include the date, those present, the decision made and the reasons for the decision. This record is confidential so should be kept in a safe place with the application form and references.

Criminal Record

If a potential worker informs you that s/he has a criminal record those interviewing must make a judgement about suitability, taking into account only those offences which may be relevant to the post or role.

You should consider:

- the nature of the work
- the nature of the offence and the age at which the offence took place
- the frequency of the offence

If in doubt seek advice from Young Solutions.

If the applicant fails to declare a criminal record you must consider whether you would be able to trust this individual.

Conditional Offer of Appointment

An offer of appointment should be conditional upon:

- receipt of at least two satisfactory written references, where possible confirmed by telephone
- verification of the individual's identity and address
- a satisfactory Enhanced DBS Disclosure including a check of the Barred Lists, if appropriate
- permission to work
- verification of qualifications

If any of these are not satisfactory the individual should not be employed.

Probationary Period

Your group/organisation may choose to require a new worker to undertake a probationary period. There is no such thing in law as a 'probationary period', full contractual rights start from the first day of work, unless the contract specifies otherwise.

Starting a new job can be difficult and induction is essential for all new workers. It is also helpful for a new worker to be told how they are getting on so meetings should be arranged to enable him/her to express their views, for the line manager to give feedback and agree training or additional support.

Disclosure and Barring Service

Disclosure Checks for Volunteers and Workers

Since 2012 the Government has put the individual in charge of their own data so a DBS certificate is now only sent to the individual on whom the check is carried out.

This does not absolve your group/organisation from ensuring that workers and volunteers, if working in a regulated activity (see page 85), have a satisfactory DBS check. Roles, paid and voluntary, that involve caring for, supervising or being in sole charge of children or young people still require an Enhanced DBS check.

An Enhanced DBS check will gather information from the Police National Computer and relevant police information. It will also check the Barred Lists for working with children and adults as requested. Groups/organisations should ensure that these checks are requested.

The changes mean that it is only the individual who can apply for a DBS check. The steps are:

- get the application form from your umbrella body
- ask the individual to fill in the application form (In some cases you may want to assist the individual in completing the form.)
- ensure the form is signed by a recognised countersignatory and sent to DBS

DBS will send the certificate to the applicant. You will have to ask the applicant to show you the certificate when they have received it from the DBS.

If the applicant has subscribed to the DBS Update Service you can obtain the individual's signed consent to copy and store the Disclosure and to check information on the status of their certificate online.

Checking the DBS Disclosure

You must thoroughly check the Disclosure to ensure you are satisfied and that the contents are both accurate and current. You may want to tell the individual that the full Disclosure must be shown to a named individual, within your group/organisation, within a specified period of its issue. This might be two weeks, for example. A failure to show the Disclosure within the specified period could lead, in the case of a paid worker, to the offer of employment being withdrawn. In the case of a volunteer you may also want to withdraw the offer of involvement in your group/organisation.

A checklist to ensure the DBS is satisfactory can be found on page 149.

Barred Lists

The DBS also holds the two 'Barred Lists' (previously called ISA Barred Lists) of individuals who are unsuitable for working with:

- children and young people
- adults

It is against the law for a group/organisation to employ someone or allow them to volunteer for this kind of work if they know they are on one of the Barred Lists.

Duty to Refer – Volunteers and Workers

If an individual is found to be on the Barred List or the DBS Disclosure shows s/he has been disqualified from working with children by a court then s/he should be reported to the police and referred to DBS.

Anyone who is barred from working with children is committing an offence if they apply for, or offer to do, any work which involves children or young people.

It is also an offence for an employer knowingly to offer either paid or voluntary work with children or young people to an individual who is disqualified from working with children or to fail to remove an individual from such work.

In addition a group/organisation has a legal responsibility to refer an individual, either a paid worker or a volunteer, to the DBS if they:

- sacked them because they harmed a child or adult
- sacked them or removed them from working in regulated activity because they might have harmed a child or adult otherwise
- were planning to sack them for either of these reasons, but the person resigned first or no longer had any contact with the group/organisation

If you want help referring someone to the DBS, contact the DBS referrals helpline. Telephone: 01325 953795.

Regulated Activity

A Regulated Activity is any activity which you must not do if you are barred from working with children or adults.

The scope of regulated activity includes:

- unsupervised activities: teaching, training, instructing
- caring for or supervising children or young people
- providing advice/guidance on well-being
- driving a vehicle only for children or young people

Work is Regulated Activity only if done regularly. In this context, 'regular' means carried out by the same person frequently (once a week or more often), or on 4 or more days in a 30-day period (or in some cases, overnight).

A person who manages or supervises someone who undertakes a Regulated Activity is also counted as undertaking a Regulated Activity. A person who manages someone who is not in Regulated Activity (but would be except for the fact that they are supervised) is also in Regulated Activity.

See chart on 'How to Determine which Roles are Regulated Activity'.

How to Determine which Roles are 'Regulated Activity' with Children and Young People

1

Does the role involve carrying out any of the following activities:

- A. Teaching, training, instructing, caring for or supervising children?
- B. Providing guidance and advice on well-being for children?
- C. Driving a vehicle only for children?

AND

2

Does it happen:

'frequently' (once a week or more)?

OR

'intensively' (on four or more days in a 30 day period or overnight)?

AND

3

Is the individual carrying out any of the activities UNSUPERVISED?

1 + 2 + 3 = YES

This is Regulated Activity.

This role is eligible for a DBS Check.

A Barred List check is required for this role.

1 + 2 = NO

This is NOT Regulated Activity.

This role is eligible for a DBS Check.

This role is NOT eligible for a Barred List check.

Note: In 3 above what is 'Supervised'?

Supervised means that another individual who is deemed to be carrying out Regulated Activity (and who has been DBS and Barred List checked themselves) can see and hear the interactions between the individual and the children or young people at all times. Supervision must be continuous at all sessions. Two equal status (not DBS and Barred List checked) people cannot supervise each other.

Appointment

The decision about whether to appoint an individual lies with the interviewers. It is very important to have the best possible people working with the children and young people in your group/organisation. An inappropriate appointment can cause all sorts of problems. Remember – no appointment should be made unless it is believed that s/he will work well with the children and young people and will be an asset to your group/organisation.

Once a worker is appointed s/he is entitled to a written contract giving specific details.

Codes of Conduct

All adults who work with children and young people have a crucial role to play in shaping their lives. They have a unique opportunity to interact with children and young people in ways that are both affirming and inspiring. Your group/organisation has a responsibility to establish a safe and responsive environment which safeguards children and young people and reduces the risk of adults being unjustly accused of improper or unprofessional conduct.

All workers and volunteers who work with children and young people have a duty of care towards them and are accountable for the way in which they operate.

As a result of their knowledge, position and/or the authority invested in their role, all adults working with children and young people are in 'Positions of Trust' in relation to the children and young people in their care. A relationship between an adult and a child or young person cannot be a relationship between equals. There is potential for exploitation and harm of vulnerable young people. Adults, therefore, have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

Where an adult is in a 'position of trust' with a child or young person under 18, it is an offence for that person to engage in sexual activity with or in the presence of that child or young person, or to cause or incite that child or young person to engage in or watch sexual activity.

A Code of Conduct for workers and volunteers, including members of the management committee, is a good way for them to know how they are expected to behave when they are operating on behalf of your group/organisation.

Codes of Conduct are always more useful when they are negotiated and agreed by the people involved. Some ideas about the content are:

Adults, workers and management committee members should always:

- treat everyone with respect
- act as a good role models
- provide opportunities and show understanding so that children and young people can talk about issues that are important to them
- recognise a child/young person's right to privacy
- respect an individual's faith and cultural traditions
- risk assess situations to ensure potential dangers have been identified and the risk minimised
- create an environment in which children and young people feel safe and deal with situations which might make the setting unsafe
- ensure, whenever possible, that there is more than one adult present during an activity with children or young people or it takes place at least within the sight or hearing of others
- avoid physical contact where possible, if it is needed, for example, in demonstrating a skill or to assist a young person with a disability or, wanted by a child who is upset, use common sense, keep it impersonal and short

Adults should never:

- engage in inappropriate behaviour, conduct or use inappropriate language
- smack or hit any child or young person
- permit or accept abuse or discriminatory behaviour, for example, bullying, taunting
- show favouritism for anyone
- meet a child or young person away from the usual meeting place unless the parent/carer and/or the group/organisation is aware of the arrangement
- use alcohol or drugs when working or immediately prior to working
- smoke when working
- give personal money to anyone
- use their mobile phone for personal messages when working
- transport a child or young person on their own without the permission of the parent/carer and with the knowledge of the group/organisation
- communicate with children or young people using their personal phone or email

Supporting Volunteers and Workers

Volunteers and workers in your group/organisation have a right to expect to be supported. How you provide ongoing support depends on your situation. The golden rules are to make sure your volunteer/worker is valued, that their contribution makes a difference and that they enjoy themselves.

The purpose of supervision and support is to:

- enable and support the worker to build effective working relationships with young people, workers, volunteers, trustees and other agencies
- review existing practice with a view to developing good practice
- agree future targets and/or objectives for pieces of work
- evaluate projects and receive feedback on their work
- provide support to develop emotional resilience when working with young people who are experiencing difficulties
- recognise and deal with existing or potential difficulties
- recognise and further develop appropriate skills
- identify training and development needs and how they can be met

Supervision and support can be provided through a variety of ways.

Team Meetings

Regular meetings of workers, volunteers and their managers are very useful ways of engaging people with the work of the group and sharing information. A regular format (or an agenda for more formal meetings) can make meetings more efficient. Notes of the meeting with action points remind those who attended of what was agreed and inform those who were not present.

- Pre-session planning meetings
- End of session reviews are good ways of making sure everyone knows what is happening and what worked well and what could be improved; they are also opportunities to raise concerns
- Regular meetings of all workers/volunteers to plan activities for the next few months or the year

Management Supervision is delivered through one-to-one sessions between the worker or volunteer and their line manager to discuss the work and their training and development needs. The meetings should occur at least once a term and notes will be taken, agreed and shared.

Supporting the Lead Worker/Manager

Managing a centre or project carries a large amount of responsibility.

The areas of responsibility include:

- management of staff, premises, administration, fundraising, budgeting and financial management, health and safety

- youth work practice including relationships with young people, safeguarding, project and programme development
- working or liaising with external agencies

The first and third sets of areas can be met through Management Supervision, usually with the Chair. In many VCS groups/organisations the Chair will not have a youth or children's work background. Consultant Supervision should be provided to support the manager to operate effectively in the second area of responsibility.

Training

Training is important both for new volunteers/workers and more experienced staff. The 'right' training enables them to fulfil their current role effectively and to develop their skills to take on new responsibilities or lead different activities.

It is the group/organisation's responsibility to identify the most appropriate training for the individual and to enable them to access that training. This may include paying for the training.

In relation to Safeguarding and Child Protection training might include:

- awareness raising sessions for all workers and volunteers, this could be through e-learning or a taught session
- safeguarding training provided by Worcestershire Safeguarding Children Board (This is recommended for the Designated Person for Child Protection. It is inter-agency training which is helpful.)
- training for multi-agency working so that people are equipped to work effectively with those from other agencies and professions
- first aid training
- specialist skills training in relation to specific activities, e.g. camping

Keeping Records

It is good practice for your group/organisation to keep a record about each volunteer/worker and potential volunteers/workers. These must be kept confidentially in accordance with your policies. The information should include:

- completed application form
- references including telephone contact
- details of recruitment process
- number of the Enhanced DBS Disclosure, the date when it was seen and by whom
- record of meetings
- record of training undertaken
- record of any concerns or allegations and how they were dealt with

Your group/organisation should also have a list of names, addresses, and contact numbers for the members of the management committee/trustees. There should also be a record of the numbers of their Enhanced DBS Disclosures, the dates when they were seen and by whom.

Discipline and Grievance Policy and Procedures

Your group/organisation should seek to resolve problems and difficulties as early as possible. In case informal discussions do not resolve the difficulties there should be a discipline policy and a grievance policy for both paid workers and volunteers. Samples are given below which can be adapted to suit your group/organisation. Used properly these procedures can be an aid to good management not just a means of imposing sanctions nor necessarily leading to dismissal.

Discipline processes are used when the group/organisation has issues or concerns with a worker or volunteer.

Grievance processes are used when the worker or volunteer has issues or concerns about how they have been treated within the group/organisation.

ACAS provides practical advice and also outlines the 'Standard Disciplinary and Dismissal Procedure', which is a statutory requirement. See their website at:

www.acas.org.uk/dgcode2009

You can download their Code of Practice booklet from:

www.acas.org.uk/index.aspx?articleid=2175.

One or the other should be used when an individual has acted inappropriately.

If the action forms the basis of an allegation of abuse or a concern about suitability the appropriate procedures (e.g. Child Protection on page 43 or Management of Allegations on page 49) should be followed first.

DISCIPLINE POLICY AND PROCEDURE

.....(name of group/organisation) is committed to resolving problems and difficulties as early as possible. If informal discussions do not resolve the difficulties the discipline procedures must be followed for both paid workers and volunteers.

The procedure is in line with the ACAS Code of Practice.

Discipline Procedure

Matters which may be dealt with under this procedure are:

- misconduct
- sub-standard performance
- harassment or victimisation
- misuse of premises or facilities
- poor timekeeping
- unauthorised absences

The Discipline Procedure will be conducted by the manager or the Chair of the management committee. We will seek to establish the facts quickly.

Stage One

Minor cases of misconduct and most cases of poor performance may be dealt with by informal advice, coaching and counselling.

An informal oral warning may be given. This does not count as part of the formal (or statutory) discipline procedure. No formal record of this type of warning will be kept.

Stage Two

If there is no improvement or the matter is serious enough the individual will be invited to a disciplinary meeting at which the matter can be properly discussed. The individual will be informed in writing of the reason for the meeting. S/he may, if wished, to bring a work colleague or representative to the meeting. The outcome of the meeting will be communicated to the individual in writing. There are the following possible outcomes:

- **Oral warning:**
A note of the oral warning will be kept on file but will be disregarded for disciplinary purposes after a specified period (e.g. six months). Individuals have the right to appeal against a formal oral warning.
- **Written warning:**
If the infringement is more serious, or there is no improvement in conduct after a formal oral warning, a formal written warning giving details of the complaint will be given. This will include the required improvement or change in behaviour, the timescale allowed for this, the right of appeal and the fact that a final written warning may be given if there is no sustained satisfactory improvement or change. A copy of the written warning will be

kept on file but will be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

- **Final written warning:**

Where there is a failure to improve or change behaviour during the currency of a prior formal written warning, or where the infringement is sufficiently serious, the individual may be given a final written warning. This will give details of the complaint, warn that failure to improve will lead to dismissal and refer to the right of appeal. The final written warning will be kept on file but will normally be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

- **Dismissal:**

If conduct or performance still fails to improve the final step will be to contemplate dismissal. Any decision to dismiss will only be taken after full investigation. If dismissal is being contemplated the 'Standard Disciplinary and Dismissal Procedure' must be followed. Failure to do so will usually result in a finding of unfair dismissal by a tribunal.

- **Suspension:**

If a disciplinary procedure is started or an allegation of abuse or concern about suitability is being investigated your group/organisation has the right to suspend a worker or volunteer. S/he can be told not to return to work until the procedure or investigation has been completed. Suspension should be seen as a neutral act and without prejudice. It will be on full pay in the case of a paid worker.

Appeal

An individual who wishes to appeal against any disciplinary decision must do so, to the person identified in the decision letter, within a specified period. (e.g. 5 or 10 working days).

The individual will be invited to attend a further meeting. The appeal will be heard by two people from the management committee not previously involved in the disciplinary procedure. After the appeal hearing the individual will be informed of the final decision which will be confirmed in writing.

Gross misconduct

If, after investigation, it is confirmed that an individual has committed gross misconduct s/he will normally be dismissed. In the case of a paid worker this will be without notice or payment in lieu of notice.

Confidentiality

We will seek to keep any disciplinary procedure and its outcomes as confidential as far as is possible.

GRIEVANCE POLICY AND PROCEDURE

.....(name of group/organisation) believes that any volunteer or worker who feels they have a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most grievances are best resolved informally in discussion with the manager.

If the matter is serious and/or the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-stage grievance procedure.

Stage 1: Written statement of grievance

The grievance should be put in writing and sent to the manager. Where the grievance is against the manager the matter should be raised with the Chair of the management committee.

Stage 2: Meeting is held

The individual will be invited to attend a meeting to discuss the grievance normally within a specified period (eg. 5 or 10 working days). S/he may, if wished, to bring a work colleague or representative to the meeting.

Afterwards the manager will inform the complainant of the decision taken in response to the grievance and notify them of their right to appeal if they are not satisfied with the decision. This will be confirmed in writing.

Stage 3: Appeal

If the complainant wishes to appeal the manager must be informed. Another meeting will be arranged. A member of the management committee who has not been involved in the grievance procedure so far will deal with the appeal. After the meeting the manager will inform the complainant of the decision taken and send written confirmation.

Confidentiality

We will seek to keep any grievance procedure and the outcomes as confidential as far as is possible.

SAFE ACTIVITIES

All the settings and activities you provide for children and young people must be risk assessed so that accidents are less likely to happen. First aiders and equipment must be at hand to deal with incidents if/when they do happen.

Within this section are sample policies both for general activities but also for the more specialist areas of internet safety, transport, residentials and working within another organisation.

Health and Safety and Risk Management	98
Responsibilities	99
The Designated Health and Safety Lead	100
Risk Assessment	100
Using the Internet and Social Media Safely	102
Using Computers in a Youth Club or Community Building	103
Communicating with Children and Young People by Mobile Phone, E-mail and Social Networking	106
Use of Photographs or Recorded Images of Children and Young People	107
Advertising your Group/Activity on the Internet	107
Transporting Children and Young People	108
Using a Minibus	108
Child Car Seats	108
Visits and Trips	109
Residentials with Children and Young People	111
Detached and Outreach Youth Work	114
Detached Youth Work	114
Outreach Youth Work	114
Working within Another Organisation	116

Health and Safety and Risk Management

Every group or organisation has a legal responsibility and a duty of care not only towards the children and young people with whom they work but towards their volunteers and paid workers.

Duty of care is a requirement to take reasonable care to avoid causing harm to others.

The Health and Safety at Work Act 1974 is the primary legislation governing occupational health and safety and the Health and Safety Executive is responsible for enforcing the Act. A copy of The Health and Safety Law poster must be displayed.

Safe Equipment Your group/organisation has a responsibility to identify all equipment needing maintenance, and checking that new equipment meets health and safety standards before it is purchased.

First Aid Your group/organisation must consider what needs to be provided as first aid cover. This will depend on the age, needs and abilities of the children and young people as well as the activities undertaken. A well-stocked first aid box should always be available.

It is good practice to have at least one trained **First Aider** present at any activity and, at least, two First Aiders on a residential.

Accidents Your group/organisation should keep a record of any accident or injury which occurs. The Health and Safety Executive (HSE) have produced an accident book which allows you to comply with legal requirements.

A separate **accident book** should be kept for incidents related to external events or trips.

Emergency Procedures Your group/organisation should have a written procedure for fire evacuation. The person responsible for ensuring the fire risk assessment is undertaken and implemented is the worker or volunteer in charge.

Practice Fire Evacuations must be undertaken on a regular basis and should be recorded.

Everyone is responsible for Health and Safety under common law, someone who fails to take reasonable steps, as a result of which injury, damage or loss occurs, can be sued for compensation.

HEALTH AND SAFETY POLICY

.....(name of group/organisation) is committed to ensuring the health and safety of everyone involved.

In order to ensure this we will:

- provide adequate control of the health and safety risks arising from our activities
- consult with our workers, volunteers, children and young people on matters affecting their health and safety
- undertake risk assessments for all our activities
- seek to ensure a qualified First Aider is available for each session
- provide and maintain safe equipment
- ensure safe handling and use of substances
- provide information, instruction and supervision for volunteers and workers
- ensure all volunteers and workers are competent to do their tasks and give them adequate training
- prevent accidents and cases of work-related ill health
- maintain safe and healthy conditions
- review and revise this policy as necessary at regular intervals
- ensure our premises (or premises we use) are safe to use

Responsibilities

- Everyone has a shared responsibility for health and safety.
- Overall and final responsibility for health and safety is that of who is the Designated Health and Safety Lead.
- Day-to-day responsibility for ensuring this policy is put into practice is delegated to
- All workers and volunteers have to:
 - co-operate with the Designated Health and Safety Lead on health and safety matters
 - not interfere with anything provided to safeguard their health and safety
 - take reasonable care of their own health and safety
 - report all health and safety concerns to the Designated Health and Safety Lead

The Designated Health and Safety Lead

Your group/organisation should appoint a Health and Safety Lead who has a particular responsibility for Health and Safety throughout the group/organisation. This may be part of their main role.

RESPONSIBILITIES OF DESIGNATED HEALTH AND SAFETY LEAD

- Take responsibility for ensuring that all the activities of the group/organisation are conducted as safely as possible.
- Ensure that the group/organisation complies with legal Health and Safety requirements.
- Be responsible for ensuring that all equipment is well maintained and checking that new equipment meets health and safety standards before it is purchased.
- Ensure that all volunteers and workers are given health and safety induction training.
- Be responsible for ensuring that qualified First Aiders are available for on-site and off-site activities.
- Be responsible for ensuring that the First Aid Box is appropriately stocked.
- Ensure that there are appropriate Accident Books and to monitor them on a regular basis to identify any pattern of accidents.
- If necessary, be responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.
- Ensure fire evacuation practices take place on a regular basis and are recorded.
- Ensure escape routes and fire extinguishers are checked.
- Monitor Health and Safety concerns and report any issues to the management committee.

Risk Assessment

Risk assessment is an important factor in keeping children and young people safe. It is vital that risk assessment and management is incorporated into the everyday working practices of your group/organisation.

Safeguarding and promoting the general safety of children and young people involves more than having policies and procedures in place. Risk assessing all your working practices will provide an opportunity for you to enable wider safeguarding issues to be considered.

Thorough risk assessments are also important in protecting your group/organisation in the event of an accident. A sample Risk Assessment and Management Form will be found on page 151.

It is also good practice to involve children and young people in the risk assessment and risk management process. Working with young people on such

tasks can help them learn the transferable skill of risk assessment and increase their awareness of the reasons for rules, codes of conduct, etc.

Young people who are involved in the planning and organising of a visit are more likely to be well prepared and, therefore, will be able to make more informed decisions, resulting in them being less at risk. By involving the young people you will also encourage the development of personal, social and life skills.

Children and young people learn by sometimes taking risks. It is important, therefore, to balance risk and safety.

It is not necessary to write risk assessments for venues that have already gone through this procedure, e.g. an activity centre or youth hostel; however, it is recommended that you ask to see and read them and include reference to them in your risk assessment for the whole event/project.

RISK ASSESSMENT AND MANAGEMENT POLICY

.....(name of group/organisation) will ensure that risk assessments will be undertaken and recorded for all our activities.

A risk assessment is essentially a careful examination of potential dangers or vulnerabilities (hazards) within our premises, activities and situations that could cause harm to people. Potential hazards are dealt with by taking adequate precautions in order to minimise the risk of harm. Risk assessments will ensure that we have identified, and made safer, all possible dangers.

Risk assessments will be undertaken by workers or volunteers as appropriate and recorded on the Risk Assessment and Management Form.

The findings of the risk assessments will be reported to the Designated Health and Safety Lead who is responsible for ensuring they are up-to-date. Risk Assessment and Management Forms should be kept with other records.

The person responsible for ensuring the action required is implemented is the staff member responsible.

Assessments will be reviewed every year or when the activity changes or when a new activity is undertaken.

Using the Internet and Social Media Safely

New technologies have become integral to the lives of children and young people. The internet and other digital media have become powerful tools which open up new opportunities for everyone. As with any environment, however, there are also risks. Your group/organisation should have an E-Safety Policy to ensure that volunteers and workers are aware of the risks and take steps to keep children and young people and staff safe. A sample e-safety policy is provided for you to adapt to your situation.

E-SAFETY POLICY

..... (name of group/organisation) is fully committed to safeguarding and promoting the welfare of all the children and young people with whom we work in relation to the safe and acceptable use of the internet and social media sites.

We will do this by:

- developing clear procedures for workers and volunteers on the appropriate use of the internet and social media
- supporting and encouraging children and young people to use the opportunities offered by the internet and mobile phones in ways which keep them safe and shows respect for others
- developing an E-Safety Agreement for use with young people
- dealing firmly with any examples of inappropriate use of the internet or mobiles by children, young people, volunteers or workers
- reviewing and updating the security of our systems regularly
- ensuring that the personal information of children, young people, volunteers, including trustees, and workers is not published on our website
- ensuring that that images of children and young people are used only when written permission has been given
- providing information and support for volunteers and workers in their use of the internet and social media on behalf of our group/organisation
- examining and risk assessing any emerging new technologies before we make use of them

We will make every effort to safeguard against all risks but recognise that we may never be able to completely eliminate them. If any incidents occur they will be dealt with swiftly and in accordance with our policies.

The person responsible for E-Safety is

Recognising the Risks

It is important that volunteers and workers recognise the risks and discuss them with children and young people as appropriate.

The risks include:

- sharing personal information
- cyber-bullying
- communicating with or 'friending' people they don't know
- exposure to inappropriate content e.g. excessive violence or pornography

Using the internet and mobile phones safely

- Never tell anyone you meet on the internet your home address, your telephone or mobile number or your school's name, unless your parent/carer specifically gives you permission.
- Never send anyone your picture, bank or card details, or anything else, without first checking with your parent/carer.
- Never give your password to anyone, even a best friend.
- Never arrange to meet anyone in person without first agreeing it with your parent/carer, and get them to come along to the first meeting, which should always be in a public place.
- Never hang around in a chat room or in a conference if someone says or writes something which makes you feel uncomfortable or worried, and always report it to your parent/carer or a worker.
- Never respond to nasty, suggestive or rude e-mails or postings.
- Only use webcams with people you and your parent/carer know in real life. Never do anything in front of a webcam that you would not want your parent/carer to see.
- If you see something you don't like (for example, bad language or distasteful pictures) then move on or click **BACK**. If you are still concerned, talk to your parent/carer or worker.

Always remember if someone makes you an offer which seems too good to be true, it probably is.

CEOP's Thinkuknow website has useful material for young people about safe use of the internet and social media. The site also has useful information for workers and parents/carers.

www.thinkyouknow.co.uk

Using Computers in a Youth Club or Community Building

The Internet is a valuable resource for workers to develop programme ideas and get up-to-date information. It can also be used for children or young people to access information online as part of an activity. Care must always be taken about the sites used.

- Place the computer where everyone can use it and where everyone can see it, rather than out of sight in another room.

Safe Activities

- Supervise use of the internet.
- Suggest sites that could be visited by children and young people.
- Talk to children and young people about what sorts of sites they can and cannot visit.
- Inform children and young people that chat sites are open to misuse and they should be as cautious of people they meet on the internet as strangers they may meet in real life.
- Advise children and young people not to give out personal details over the internet, e.g. surname, address, phone number or email address.
- Discuss with children and young people when the taking and sending of photographs is appropriate and when it is not.
- Advise children and young people never to arrange a face to face meeting with anyone they come into contact with on the internet without first agreeing it with their parent/carer, and get them to come along to the first meeting, which should always be in a public place.
- Encourage children to report anything they come across which they feel is abusive or offensive to a worker or volunteer.
- Limit the amount of time children or young people spend online.

Acceptable Internet Use Policy

To encourage children and young people to be responsible for their own safety an Acceptable Internet User Policy can be incorporated into your computers. They have to agree to the policy, such as the sample below, before accessing the computer further.

ACCEPTABLE INTERNET USE AGREEMENT

..... (name of group/organisation) wants you to feel safe when using the computer so I agree that I will not:

- access inappropriate content such as violence, pornography, racism or anything illegal
- send messages which could be considered hurtful or bullying

I want to feel safe when I use the computer.

I agree that I will:

- always keep my passwords a secret
- only open pages which are not offensive
- tell the worker if anything makes me feel scared or uncomfortable
- make sure all messages I send are polite
- show the worker if I get a nasty message
- not reply to any nasty message or anything which makes me feel uncomfortable
- not give my mobile phone number to anyone who is not a friend in real life
- only email people I know or if the worker agrees
- take care when accessing unknown sites
- not tell people about myself online (I will not tell them my name, anything about my home, family, school or pets.)
- not load photographs of myself onto the computer
- never agree to meet a stranger

Anything I do on a computer may be seen by someone else.

I agree (and continues)

I do not agree (and logs off)

Communicating with Children and Young People by Mobile Phone, E-mail and Social Networking

Your group/organisation may wish to communicate with children and young people through social networking, e-mail and mobile phones. These technologies can be fantastic tools with which to keep in touch and communicate directly with children and young people. Mobile phone contact is great when on trips, for example. Their very accessibility, however, makes them fraught with danger.

Your group/organisation may choose to set up a profile on a social network site for use with the children and young people.

Your group/organisation may buy mobile phones for workers and volunteers to use when communicating with children and young people.

A volunteer or worker has a professional relationship with the children, young people and their parents/carers so they should not make their personal email address or mobile number available to them.

When using the internet or mobile phones workers and volunteers should exercise care. Your group/organisation should require practice such as:

- always copying another adult in on e-mails and text messages
- being extra careful not to respond to messages or to send messages which could be misconstrued in any way ('lol' in a text message could be 'laughs out loud' or 'lots of love' – avoid it!)
- being careful to consider before responding to text messages or e-mails immediately or on the spur of the moment, thinking about the time of day when you are communicating with the child or young person and leaving time to decide whether it is really appropriate to respond

This advice could form part of your Code of Conduct.

Use of Photographs or Recorded Images of Children and Young People

Your group/organisation may want to take photographs or record the activities undertaken by the children and young people. Implicit within safeguarding principles is the commitment to ensure that all publications and media represent participants appropriately and with due respect.

- A photograph or image (website) of a child or young person should not be published without written consent. Personal information about the individual should not accompany the image. When a name is requested the first name of the individual may be all that needs to be provided.
- Care must be taken to ensure that images of children who are under a court order are not recorded or published without permission.
- Simultaneous streaming of images onto a website should be avoided. Delayed streaming will provide an opportunity for editing inappropriate images. It is also recommended that an independent server is used to ensure that images cannot be accessed, copied or downloaded.
- Websites should be carefully monitored to eliminate the use of inappropriate images or improper text.
- Any instance of the use of inappropriate images should be reported to the line manager or management committee who may then inform the appropriate authorities.
- Parental consent forms should contain an informed consent statement that photographs may be taken and may be published. Here, the word photography means both still and moving images.

Advertising your Group/Activity on the Internet

Care must be taken when advertising events for children and young people. It is a good idea to encourage enquirers to obtain full details for an event by speaking to a responsible contact person, such as a worker.

For example, a notice for an event might give the type of event, the date, the age group, the town but not the specific venue. A holiday club for children might not give specific times, but might talk about '*two hours every morning*'. In each case a telephone contact of an organiser/leader should be included.

Transporting Children and Young People

When your group/organisation organises an activity or trip away from the usual meeting place you will need to consider how the children and young people will get there.

If your group/organisation is providing transport ensure that:

- any transport provided is suitable for the trip
- a risk assessment is undertaken to ensure that all potential hazards have been identified and precautions taken
- workers and volunteers have appropriate insurance cover and valid driving licences
- if using extra voluntary helpers, all recruitment and selection processes are completed
- there are two adults in each vehicle so the driver is not distracted by the children or young people
- the route is planned to build in adequate rest breaks on long journeys

Using a Minibus

The legal issues around the use of minibuses are complex.

If your group/organisation is using a minibus you should consider the following:

- has there been a risk assessment on the minibus and the journey?
- is the minibus correctly licensed, taxed, with a valid MOT certificate and is it well-maintained?
- is the insurance cover adequate and appropriate?
- is the driver suitably qualified to drive the minibus?
- is a permit needed?
- are there seat belts and who is responsible for ensuring that seat belts are being worn?
- is there a first aid box on board and is it adequately supplied?

For more information please go to:

www.gov.uk/driving-a-minibus

Child Car Seats

Any group/organisation or individual who carries other people's children has a legal duty to ensure they carry them safely. If children are either under 12 years of age or under 135cms in height they must travel in child seats or booster seats that are suitable for their size and weight, suitable for the car and are securely fitted.

More information about this from the RoSPA site:

www.childcarseats.org.uk

Visits and Trips

Offsite visits and trips may be the highlight of the programme. While the safety of the children and young people is paramount elements of adventure and risk can add to the enjoyment and enable children and young people to learn and develop.

All such visits whether to a local theatre or somewhere more adventurous need to be carefully planned and risk assessed. It is good practice to involve young people in planning the trip including the risk assessment process.

Actions

- Establish the purpose of the visit
- Make a preparatory visit
- Conduct a risk assessment
- Identify first aider(s) and first aid equipment
- Ensure adequate insurance cover
- Decide date and times of leaving and returning
- Identify who will be going
- Establish how much it will cost
- Establish the ratio of workers and volunteers to participants
- If adventurous activities establish:
 - AALA licence
 - Instructors and qualifications
 - Centre risk assessment
 - Specific risk assessment

Home Contact

- Identify a responsible person as the home contact. S/he should have the details of all participants and workers and their contact details. If an accident happens, or the return home is delayed, it is the home contact person who will inform parents/carers.
- Parents/carers should have the contact details of the home contact person.

Communicating with Parents/Carers

Before any visit or trip information must be provided for parents/carers. They must be made aware and given written information.

- Purpose and location of the trip
- Date and times of leaving and returning
- Name and contact number of the lead worker
- Name and contact number of the person acting as 'home contact'
- Details of transport to and from the visit
- Safeguarding and child protection
- Cost
- Information about insurance

Information required from parents/carers

Safe Activities

- Signed consent form detailing any specific medical information and special dietary requirements
- Consent for emergency medical treatment

RoSPA have guidance for schools on offsite visits on their website which you may find helpful:

www.rospace.com/schoolandcollegesafety/teachingsafely/info/school-visits-guide.pdf

Specific advice on outdoor activities and leaders for such activities can be found on the website of The Outdoor Education Advisers' Panel:

www.oeap.info

Residential with Children and Young People

Residential are valuable for creating important learning opportunities for children and young people. Workers must, however, be aware of the safeguarding issues associated with such events.

A residential can offer opportunities which are difficult, if not impossible, to provide at a youth club or out on the streets. It often takes place in settings away from the participant's own environment and provides a space where young people, distanced from the pressures of their everyday life, can experiment with new ways of behaving. It can also enable them to get to know themselves and others better.

Planning and risk assessment are key to a successful residential. A preparatory visit should be made to the location. Children and young people must not be placed in situations which expose them to an unacceptable level of risk so a risk assessment should be undertaken. The details of a residential will vary depending on the purpose, age of the children and young people etc. But, there are some key points to remember.

Actions

The following need to be clear so they can be communicated to children, young people and their parents/carers. Young people should be involved in planning the trip.

- Establish the purpose of the residential
- Dates and times of leaving and returning
- The location
- The programme
- Identify who will be going
- Establish how much it will cost
- Establish how much spending money is required
- Conduct a risk assessment
- Ensure adequate insurance cover
- Establish the ratio of workers and volunteers to participants
- Catering for all food requirements

Home Contact

- Identify a responsible person as the home contact. S/he should have the details of all participants and workers and their contact details. If an accident happens, or the return home is delayed, it is the home contact person who will inform parents/carers.
- Parents/carers should have the contact details of the home contact person.
- Keep in daily touch with the workers in case parents/carers ring to ask questions

Safe Activities

Accommodation

- All accommodation must be clean and with access to sufficient toilet and bathing facilities.
- It is not acceptable:
 - for participants to share a bed
 - for male and female children or young people to share a room
 - for workers to share a room with participants

For wheelchair users, it is important to check access to the building, room and bathroom facilities.

Checks must be made to ensure that the needs of participants with disabilities are met.

If rooms are equipped with satellite TV, inappropriate programmes may be available. It may be possible to arrange for these programmes to be disconnected.

All participants must know which rooms the workers are in and how to contact them if required.

Communicating with Parents/Carers

Before taking any children or young people away a meeting with the parents/carers and participants must be held to provide details of the trip. They must be made aware and given written information.

- Purpose of the trip
- Name and contact details of the lead worker
- Name and contact number of the person acting as 'home contact'
- Details of transport to and from the venue and during the trip
- Details of the accommodation with address and contact number
- A programme
- Clothing and equipment list
- Emergency procedures and telephone contacts
- Codes of conduct for both workers and participants
- Safeguarding and child protection procedures
- Cost
- Spending money
- Details of insurance

Information required from Parents/Carers

- Signed consent form accepting the code of conduct and detailing any specific medical information and special dietary requirements
- Consent for emergency medical treatment

Preparing Participants

Meet with the children or young people prior to the residential to negotiate and agree the Code of Conduct/Behaviour and to inform them about:

- emergency procedures
- expectations of the participants
- workers' roles and responsibilities
- support if they become homesick or if they are unhappy, or need to speak to someone in confidence

Evaluation

It is good practice to involve all participants and workers in identifying what went well and what could have been improved. This should include safeguarding and child protection issues.

For more information, particularly about outdoor education visits go to:

www.oeap.info

Detached and Outreach Youth Work

Outreach and detached are sometimes bundled together as if they are one and the same thing. This is not helpful as they are actually two different but complementary approaches to work with young people.

Detached Youth Work

In detached youth work contact between young people and workers takes place on the streets, in cafes, in shopping centres or wherever young people choose to be.

Detached youth work is not about 'getting young people off the streets'. Detached youth workers are, like other youth workers, informal educators. They use their skills to gain the confidence, trust and respect of young people and so that relationships can develop with mutual trust. The youth worker has to operate on young people's terms.

It is also necessary for the workers to gain the understanding and respect of the local communities and agencies.

Traditionally detached work was seen as long term and area based but it can also apply to short-term work with high risk groups or on particular issues.

The key to good quality detached work is for workers to develop a flexible approach based on the voluntary involvement of young people and responsiveness to the needs of individual young people. A detached work programme, therefore, takes its lead from the young people and helps them to work out what their needs and goals are supports them in taking action to meet those needs.

A useful example of a Detached Work Policy can be found on the Youth Association website:

www.youth-association.org

Outreach Youth Work

Outreach work is aimed at providing information for and to young people about the youth work provision that is available to them.

As in detached youth work face-to-face contact takes place in their own space, on the streets, in parks etc. But it can also happen in other settings such as schools or sports centres.

Youth workers develop relationships with young people, provide relevant information and encourage young people to be involved in a youth club, a specific project or an activity.

Outreach work may also be used to consult young people.

The Safeguarding Issues for both detached and outreach youth work are the same.

Safeguarding Children and Young People

- Workers have the same responsibilities in relation to 'duty of care' and child protection as workers in other settings.
- Workers must explain to young people the boundaries of confidentiality.

Safeguarding Volunteers, Workers and the Group/Organisation

- Workers must know their patch and undertake risk assessments on a regular basis.
- Workers should not work in poorly-lit areas, derelict buildings or places where known criminal activity is taking place.
- Workers must never undertake lone working but meet elsewhere and go to the work location together.
- Workers must work at least in pairs or larger teams and always be in sight of their colleagues.
- Pairs and teams should ideally be of mixed gender.
- Identification tags should be worn when working.
- Workers should have a work mobile number.
- Workers should check in and out with a manager at the beginning and end of each session.
- Workers should only carry a minimum of personal possessions.
- When planning a session workers should agree an exit strategy and a code word to signal withdrawal.
- Workers should not intervene in any threatening or potentially harmful situations (where drug use is taking place for example); they should withdraw and return when the time is right.
- Workers should never give out personal information.

Working within Another Organisation

There are occasions when a worker or volunteer is operating within another setting, for example, running a drama session in a school or a discussion about health issues in a youth club. If the worker identifies a child protection concern they must act on their concern as the welfare of the child is paramount. But which set of procedures should the worker follow? Their own group/organisation's procedures? The school's procedures?

The worker must follow both sets of procedures. S/he should notify the Designated Person for Child Protection in both their own group/organisation and the host organisation. S/he must keep written records of all the actions taken.

It is important, therefore, that the worker is familiar with both sets of procedures.

It is also good practice for there to be a written agreement about child protection between the two parties.

SAMPLE DOCUMENTS

Your group/organisation will need policies and other documents so that you can operate safely.

These are sample documents which you will need to adapt to meet the requirements of your own group/organisation. If you need advice contact Young Solutions.

A list of all the Sample Documents and Policies is on page iii at the front of the booklet.

LETTER FOR ALL NEW WORKERS, MANAGEMENT COMMITTEE MEMBERS AND VOLUNTEERS

Dear

**Working with Children and Young People at
(name of organisation/group)**

Thank you for expressing an interest in joining us in our work. We are always pleased to welcome new recruits but, as you may be aware, we need to check into the suitability of all volunteers and workers.

Many of our members are under the age of 18 so it is essential that we take every possible step to protect the welfare of the children and young people within our care and the good name of our group/organisation.

The law requires that all adults placed in positions of responsibility with children and young people act in the best interests of these children and young people. We ask that you support us in this endeavour by reading carefully the information sheet/application form, completing it and signing it. The information you give us will be treated in confidence.

We will also assist you to acquire an Enhanced Disclosure from the Disclosure and Barring Service. For this you will need to provide the following personal information:

- details of your full name
- evidence of your current address
- length of time spent at your current address
- details of your previous address(es) if less than 5 years at your current address
- your date of birth
- photographic evidence e.g. passport or driving licence

We require this of any adult who:

- has regular contact with children or young people
- may occasionally accompany them on specific activities, in particular on residential activities
- is a trustee

Please bring this information to a meeting/interview on

We thank you for your assistance in this matter and your support to (name of organisation/group) in safeguarding the children and young people with whom we work.

Yours sincerely,

GROUP/ORGANISATION MEMBERSHIP AND CONSENT FORM

This form should be completed by a parent/carer if you are under 18, before you are able to participate in any activities with the group.

If you are 18 or over you should complete the form yourself and sign at the end of the second page.

Name of the group/organisation:

Name of the group leader:

Contact number:

Venue:

Child/Young Person Information
(to be completed by parent/carer if under 18)

Name of child/young person:

Home address:

Telephone Numbers: Home: Mobile:

Date of Birth: Age:

Parent/Carer Information

Parent/Carer Name:

Parent/Carer Telephone Numbers: Day:

Evening: Mobile:

Does your son/daughter have any special cultural requirements or lifestyle preferences? If yes, please give details below:

Has your son/daughter received a tetanus injection in the last ten years? Please give date if possible.

Emergency Contact Details

We would appreciate an alternative contact name and details (in case of emergency).

Contact name:

Relationship to child: (e.g. neighbour, aunt, etc)

Address:

Telephone Numbers: Home: Mobile:

Any other comments or information you feel may be useful:

Declaration	
<ul style="list-style-type: none">• I understand that this consent form covers my child to take part in all activities. I acknowledge that I will receive a letter to confirm events as they are planned.• I will inform staff members of the group/organisation staff of changes in any of the information requested on this form.• I ensure that my son/daughter understands as far as reasonably possible that it is important for his/her safety and the safety of the group as a whole that any instructions given by staff in charge are obeyed.• I understand that while the group/organisation staff are in charge they will take all reasonable care of the young people, and unless they are negligent, cannot be held responsible for any loss, damage or injury suffered by any child/young person arising during organised activities.• I give permission for leaders/youth workers to seek professional medical help for my child in case of an emergency.• I do/do not give my permission for any photographs taken of my son/daughter, whilst involved in group activities to be used for display or publicity purposes. (Please delete as appropriate.)	
Signed:	Date:
Relationship to young person:	

RECORDING FORM IF THERE IS A DISCLOSURE OR SUSPICION OF CHILD ABUSE	
Child/Young Person Information	
Name of child/young person:	
Home address:	
Telephone Numbers: Home:	Mobile:
Date of Birth:	Age:
Details of Disclosure or Suspicion	
Date:	Time:
Place:	
Occasion:	
Nature of Concern:	
Actions Already Taken	
Child/Young Person spoken to? Yes/No Date:	
Outcome:	
Parent(s)/Carer(s) spoken to? Yes/No Date:	
Outcome:	
Designated Person for Child Protection contacted? Yes/No	
Outcome:	
Signature:	Date:
Referral to Access Centre/Police	
Name of Contact:	
Position:	
Date:	
Feedback:	

Sample Documents

Worker(s) Details

1. Name:

Role:

Signature:

Date:

2. Name:

Role:

Signature:

Date:

When completed this form should be stored in a confidential file.

**PROCEDURE TO BE FOLLOWED IN THE EVENT OF AN ALLEGATION OF ABUSE
AGAINST A WORKER, A VOLUNTEER OR A MANAGEMENT COMMITTEE MEMBER**

.....(name of group/organisation) is fully committed to safeguarding the welfare of all children and young people.

- If an allegation is made to you (no matter how insignificant it may seem or when or where it occurred) you must treat the matter seriously. Do not investigate. (If a child or young person is at risk then Child Protection Procedures should be followed.)
- Do not immediately discuss the allegation with the individual concerned.
- Write down dates, times, facts (use actual words used if possible) and sign and date it.
- Contact the Designated Person for Child Protection who is responsible for dealing with allegations who will contact the LADO (Local Authority Designated Officer) within one working day.
- We will cooperate with the LADO with regard to any strategy meeting.
- The line manager will liaise with the management committee about whether a suspension is needed. (Suspension should be seen as a neutral act without prejudice.)
- The line manager or member of the management committee will inform the named individual as soon as possible and support him/her or advise him/her on how to access support.
- Following discussion with the LADO, the parents/carers should be informed and support offered.
- Every effort will be made to maintain confidentiality.
- The nature and circumstances of the allegation and the evidence will determine the outcome, with the advice of the LADO.
- Even if the individual resigns the allegation must still be followed up and if necessary a referral made to the DBS.
- A record must be kept of any allegations made and how it was followed up and resolved. This must be kept for 10 years. A copy will be given to the individual.
- If a reference is provided for an individual against whom an allegation has been made, then it must clearly state this even if it was found to be false or unproven.
- Following an allegation process, we will review our policies and procedures to help prevent similar events in the future.

CHECKLIST FOR HANDLING AND RECORDING ALLEGATIONS OR COMPLAINTS MADE AGAINST A WORKER/VOLUNTEER

Please read guidance notes attached before using this form.

1. Name and position of worker/volunteer who is subject of allegation/complaint:
2. Is the complaint written or verbal?
3. Complaint made by: Relationship to child:
4. Name of child: Age and date of birth:
5. Parent's/Carer's name(s) and address:

6. Date of alleged incident/s:
7. Did the child/young person attend on this/these date/s:
8. Nature of complaint: (attach if received in writing)

9. Other relevant information: (continue on separate sheet if necessary)

10. LADO contacted: Date:
11. Access Centre contacted: Date:
(refer to guidance notes for details)
12. Further actions as advised:

13. Your name and position:
14. Signature:
15. Today's date:

GUIDANCE FOR COMPLETING THE CHECKLIST FOR HANDLING AND RECORDING ALLEGATIONS OR COMPLAINTS MADE AGAINST A WORKER/VOLUNTEER

1. Record the name and position of member of worker/volunteer against whom the allegation or complaint has been made.
2. Verbal complaints should be backed up in writing by the complainant if appropriate; some may require immediate action that does not allow time for this to happen.
3. It is important to identify who made the complaint and whether it was received first hand or is a concern that is being passed on from somebody else. If this is the case it is better that you receive the information first hand.
4. If a parent, carer or a member of staff in your setting makes a complaint against you or your organisation, it will probably be made directly to Children's Services Access Centre or the police, in which case the agency concerned will contact you directly.
5. Record the full name, age and date of birth of the child/young person.
6. The address recorded should be the address at which the child/young person lives with the main carer.
7. If there are one or more alleged incidents, be as specific as possible about the dates that they are alleged to have occurred.
8. Check your daily sheet/register to see if the child/young person and the worker/volunteer were present that day. This will help to confirm the likelihood of the incident having taken place.
9. Summarise the complaint on the form.
10. Any other relevant information should be factual. It will be useful if you can confirm things such as the level of contact that the worker/volunteer has with the child and any other minor concerns that have been raised previously. Do not attempt to investigate the complaint yourself.
11. If an allegation of abuse is made in your group/organisation you should discuss this with the Access Centre.

SAFEGUARDING ANNUAL REPORT FORM

(To be completed annually by the Safeguarding Champion)

The Designated Person for Child Protection is:

The WSCB training that s/he has undertaken this year is:

The Deputy Designated Person for Child Protection is:

The WSCB training that s/he has undertaken this year is:

The Safeguarding Policy was agreed by the management committee on:

It will be reviewed on:

Child Protection Policy was agreed by the management committee on:

It will be reviewed on:

Recruitment

I confirm that:

- all workers and volunteers selected this year were recruited following safeguarding guidance
- their qualifications were verified and their identity checked
- reference requests included the person's suitability to work with children/young people
- missing information or vague information was always followed up with the referee
- Enhanced DBS Disclosures were undertaken for all new workers and volunteers
- all new workers and volunteers undertook child protection training

Information

Children and young people are aware of the Child Protection Policy and who they can speak to about a concern.

Parents/carers are aware of the Safeguarding and Child Protection Policy and Procedures and to whom they can speak to about a concern.

Disclosures

The number of child protection disclosures this year was:

The outcomes of these disclosures was:

Concerns

The number of child protection concerns raised this year was:

The outcome of these concerns was:

Allegations

The number of child protection allegations against adults made this year was:

The outcome of these allegations was:

Safeguarding Complaints

The number of safeguarding complaints made this year was:

The outcomes of these complaints was:

Referrals

The number of child protection referrals to the Access Centre and/or the police this year was:

Learning

The learning from these disclosures/concerns/allegations/complaints was:

Action for Next Year

As a result of this learning I recommend that:

Signed:

Date:

Safeguarding Champion:

ROLE DESCRIPTION FOR LEAD YOUTH WORKER (VOLUNTARY)

Role Title: Lead Youth Worker (Voluntary)
Where: Village Hall
When: Thursday evenings 6.30 - 9.30pm term time only
Commitment: hours per week
Duration: e.g. September-July
Accountable to: Chair of Youth Club Committee
Accountable for: Youth work with young people within Youth Club

This is a voluntary position; expenses will be paid as agreed.

What we want

- The Lead Youth Worker will be responsible for working with the young people to plan and manage a range of activities for young people aged 12 -17 at Village Hall.
- S/he will coordinate the team of voluntary workers.

Purpose of the Role

- Work with the management committee to provide a safe environment for young people in the village
- Lead a team of voluntary workers to develop a young people led programme of activities
- Support young people
- Involve young people in decision making within the club
- Undertake day to day administration to ensure smooth running of the club including petty cash control and record keeping
- Ensure compliance with Safeguarding and Child Protection Policies and Procedures and be the Designated Person for Child Protection within the club
- Ensure that Health and Safety requirements, including risk assessments, are undertaken
- Ensure implementation of the Equal Opportunity and Diversity Policy

What's in it for you?

- The challenge and fun of working with young people
- Opportunities for training and development

The Lead Youth Worker will need to apply for an Enhanced Disclosure from the Disclosure and Barring Service.

PERSON SPECIFICATION FOR LEAD WORKER		
Youth Worker at(name of group/organisation)		
Requirement	Essential	Desirable
Education	<ul style="list-style-type: none"> Portfolio of appropriate qualifications 	<ul style="list-style-type: none"> Youth work qualification
Experience	<ul style="list-style-type: none"> Working with young people aged 13 – 19 Managing or working with volunteers 	<ul style="list-style-type: none"> Running a youth club Managing a team
Skills	<ul style="list-style-type: none"> Ability to communicate effectively with young people and adults Programme planning and management Administration IT competent 	<ul style="list-style-type: none"> Group work skills First Aid Qualification Able to drive a minibus
Knowledge and understanding	<ul style="list-style-type: none"> An understanding and commitment to youth participation in decision making The issues facing young people and their families Knowledge and understanding of safeguarding and child protection issues 	<ul style="list-style-type: none"> An understanding of health and safety issues.
Personal attributes	<ul style="list-style-type: none"> Self-starter with ability to work independently Outgoing and enthusiastic approach. Able to work on evenings and at weekends on occasions 	
<p>Safeguarding (name of group/organisation) is committed to ensuring the welfare of all children, young people and adults involved in the organisation.</p> <p>Equal Opportunities (name of group/organisation) has an Equal Opportunities and Diversity Policy and is working towards becoming an Equal Opportunities Employer.</p>		

VOLUNTEER APPLICATION FORM			
<i>CONFIDENTIAL</i>			
Application Form			
<p>Thank you for expressing an interest in volunteering at(name of group/organisation). The welfare of the young people is paramount so we need to find out about you and your interests. Please complete all sections of this form.</p> <p>Please send/take this form to:</p> <p>Name:</p>			
Personal Details:			
Surname/Family Name:		Forename(s):	
Former Surname/Family Name:			
Preferred Title (Mr/Mrs/Miss/Ms/Other):			
Home Address:			
Post Code:			
Contact address if different from above:			
Telephone Numbers: Home:		Mobile:	
Education, Training and Qualifications			
Please give brief details of all training and other courses you have undertaken			
Name of School/College/ University attended	From – to (month/year)	Qualifications including grades	Date obtained (month/year)
Schools (after age 11)			
Further or Higher Education (Full & Part Time)			
Arts / Crafts / Sports / First Aid or other Qualifications			

Employment or Work Experience

Please include all previous work experience, paid or voluntary, starting with the most recent.

Current/most recent post with address of employer	Full or part time	Rate of pay	Start date & date employment ceased , if applicable, with reasons (month/year)
Previous employers with addresses			Start date & date employment ceased with reasons

Please continue on a separate sheet if necessary.

Please tell us why do you want to volunteer at (name of group/organisation)

Which activity/activities would you like to be involved in?

Supporting Young People	
Refreshments	
Art/Craft Activities	
Admin/Office Support	
Promotions	
Information /Advice	
Mentoring	
Training/Coaching	
IT Skills	
Funding	

Is there any other skill or interest you would like to offer?

Health

Please state the number of days of sickness absence in the last twelve months with reasons:

Convictions/Disqualifications

Volunteering at(name of group/organisation) is an 'exempted office/employment' under the terms of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. This means that you must provide details about any and all convictions you may have regardless of their status. This includes all convictions, cautions and bind-overs which could otherwise be considered as 'spent'. Failure to disclose convictions may result in the withdrawal of your application or dismissal from any job offered in relation to this form.

Do you have any convictions (including driving offences) and/or disqualifications from driving or performance of professional duties? Yes/No

If you do have convictions or disqualifications this may not exclude you from volunteering. Please list details of all convictions, cautions or disqualifications and put the information in a sealed envelope. We will only open the envelope if we decide to invite you to join our team.

References

Please give details of two people (not related to you) who are able to comment on your suitability for this volunteering. If you are or have been employed, one should be your present or most recent employer.

A. Name:	B. Name:
Address:	Address:
Tel No:	Tel No:
Email:	Email:
Relationship to you e.g. Manager	Relationship to you e.g. Manager

Unless you specify otherwise, we will not consult you prior to approaching these referees.	

Declaration

I declare that the information given in this application is correct and complete.

Signature:

Date:

Note: False statements or failure to disclose any information requested in this application form may lead to you being asked to leave(name of group/organisation).

Volunteering is subject to a satisfactory Enhanced DBS Disclosure.

REFERENCE LETTER – VOLUNTEER

Dear

Re: (name of volunteer)

(address of volunteer)

.....(name) has shown an interest in becoming a volunteer with(name of group/organisation). This will involve working with children and young people aged(insert) to(insert).

.....(name) has given your name as a referee. I enclose a copy of the role description and person specification. Please complete the attached sheet and return in the enclosed stamped addressed envelope as soon as possible.

Please contact me by phone on(insert phone number) if there is anything you would like to discuss about this request.

Thank you for your co-operation.

Yours sincerely,

(Role e.g. Chair of Management Committee)

REFERENCE FORM – VOLUNTEER			
Name of volunteer:			
Capacity in which volunteer is/was known to you:			
Length of time you have known the volunteer:			
Do you consider the volunteer to be: (please tick)	Very	Generally	Not at all
Reliable			
Punctual/Good timekeeper			
Trustworthy			
Self-motivated/shows initiative			
Able to communicate well with young people			
Able to work well with parents/carers			
Able to relate well with other team members			
Is there any other comment you would like to make?			
Your views on volunteer's attitude towards: <i>(please tick)</i>	Good	Satisfactory	Room for improvement
Children, young people, parents, carers			
Colleagues			
Managers/Supervisors			
Do you know of any reason why the volunteer should not work with children and young people in this role, and, if so, what are the reason(s)? e.g. Criminal convictions or disciplinary concerns.			
(Please continue on additional sheet(s) if necessary)			
Signed:		Date:	

VOLUNTEER AGREEMENT

Volunteers are an important and valued part of (name of group/organisation). We hope that you enjoy volunteering with us and feel a full part of our team.

Name:

Role:

Agreed Commitment:

This agreement tells you what you can expect from us, and what we hope for from you.

We will do our best to:

- induct you into our group/organisation, our values and how we work
- explain your role and provide regular meetings with your manager so that you can tell us if you are happy with how your work is organised and get feedback from us
- provide training appropriate for your role
- respect your skills, dignity and individual wishes and to do our best to meet them
- pay travel and other expenses as agreed
- insure you against injury you suffer or cause due to negligence
- provide a safe working environment

I,(name of volunteer), agree to do my best to:

- uphold the values of(name of group/organisation)
- respect children, young people, parents/carers, other volunteers and workers
- work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected
- follow(name of group/organisation)'s policies and procedures, including safeguarding, health and safety and confidentiality
- complete the induction and undertake agreed training
- be open and honest

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Volunteer's name:

Volunteer's signature:

Manager's name:

Manager's signature:

Date:

INDUCTION CHECKLIST FOR VOLUNTEERS

This checklist of items aims to ensure that you have received a full induction to(name of group/organisation) and to make sure that you are fully supported in your valued role as a volunteer. This checklist will be kept as a record of completion.

Please work through the following table and get the items signed off when completed or talked through with a member of staff. Use the blank space on the table to document anything extra that has been discussed. If you have any questions please don't hesitate to ask.

Induction to (name of group/organisation)

Name:

Topic	Date	Signature of Manager	Signature of Volunteer
Introduction to workers and volunteers			
Orientation around the Centre			
Staffing structure and know to whom to report			
Read and understands charity's aims, objectives and background			
The Role Description and work issues			
Read and understood our Safeguarding and Child Protection Policies			
Undertaken Safeguarding Training			
Read and understood our Volunteer Policy			
Read and understood volunteer responsibilities and expectations			

Sample Documents

Successfully completed DBS checks			
Read and understood the Health and Safety Policy			
Knowledge of what to do in case of a fire and location of fire escape routes			
Discussed/arranged appropriate training			
Basic understanding of youth work			

JOB DESCRIPTION FOR LEAD YOUTH WORKER (PAID)

Job Title: Lead Youth Worker

Accountable to: Chair of Youth Club

Accountable for: The management and delivery of youth work within
..... Youth Club

Salary: £? ? hours per week

Location: Youth Centre

Job Summary:

- Work with young people to facilitate their personal, social and educational development and to support young people, aged 13 – 19, during their period of transition from dependence to independence by enabling them to gain a voice and influence their local community and wider society.

Specific Duties:

- Lead a team of workers to develop a young–people led programme of activities
- Establish contact with young people and support them as appropriate
- Ensure the involvement of young people in decision making within the centre
- Motivate and support workers and volunteers
- Be the Designated Person for Child Protection and ensure compliance with Safeguarding and Child Protection Policies
- Build positive relations with the local community
- Assist with service development by contributing to planning, delivery and monitoring of local provisions
- Undertake day to day administration to ensure smooth running of the club including budget control, record keeping, health and safety and risk assessments
- Promote training and development for adults and young people
- Maintain the high quality of provision
- Undertake ongoing continuing professional development
- Ensure implementation of the Equal Opportunity and Diversity Policy

The Lead Youth Worker will be required to apply for an Enhanced Disclosure from the Disclosure and Barring Service.

Schools (after age 11) Further or Higher Education (Full & Part Time)			
Professional Development (relevant courses, etc., including dates)			

Applicants invited for interview will be required to produce documentary evidence of their qualifications.

Employment or Work Experience

Please include **all** previous work experience, paid, unpaid or voluntary starting with the most recent.

Current/most recent post with address of employer & then all previous employers and their addresses	Full or part time	Rate of pay	Start date & date employment ceased , if applicable, with reasons (month/year)

Please continue on a separate sheet if necessary.

Supporting Statement

Please use this space to give information in support of your application using the Person Specification. You may wish to include details of interests, experience, responsibilities or voluntary involvement which you consider relevant.

Please continue on a separate sheet if necessary.

Health

Please state the number of days of sickness absence in the last twelve months with reasons.

Convictions/Disqualifications

This post is an 'exempted office/employment' under the terms of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. This means that you must provide details about any and all convictions you may have regardless of their status. This includes all convictions, cautions and bind-overs which could otherwise be considered as 'spent'. Failure to disclose convictions may result in the withdrawal of your application or dismissal from any job offered in relation to this form.

Do you have any convictions (including driving offences) and/or disqualifications from driving or performance of professional duties? Yes / No

If you do have convictions or disqualifications this may not exclude you from this post. Please list details of all convictions, cautions or disqualifications and put the information in a sealed envelope. This will only be opened if you are shortlisted.

References

Please give details of two people (not related to you) who are able to comment on your suitability for this job. If you are or have been employed, one should be your present or most recent employer.

<p>A. Name:</p> <p>Address:</p> <p>Tel No:</p> <p>Email:</p> <p>Relationship to you e.g. Manager</p>	<p>B. Name:</p> <p>Address:</p> <p>Tel No:</p> <p>Email:</p> <p>Relationship to you e.g. Manager</p>
<p>Unless you specify otherwise, we will not consult you prior to approaching these referees.</p>	
<p>Declaration I declare that the information given in this application is correct and complete.</p> <p>Signature: _____ Date: _____</p> <p>Note: False statements or failure to disclose any information requested in this application form may disqualify a candidate. Discovery after appointment may lead to dismissal or disciplinary action by(name of group/organisation). Employment is subject to a satisfactory Enhanced DBS Disclosure.</p> <p>Please return this application to:</p>	

REFERENCE LETTER – PAID WORKER

Dear.

Re:(Name of Applicant)

(Address of Applicant)

.....(name) has applied for the post of(insert) with(name of your group/organisation). This is a (full time / part-time) post and I include the Job Description and Person Specification for your information.

.....(name) has given your name as a referee. Please complete the attached sheet and return in the enclosed stamped addressed envelope as soon as possible. The interviews are taking place on(insert date).

Please contact me by phone on (insert phone number) if there is anything you would like to discuss about this request.

Thank you for your co-operation.

Yours sincerely,

Role: (e.g. Chair of Management Committee)

REFERENCE FORM – PAID WORKER			
Name of Applicant:			
Post applied for:			
Capacity in which applicant is/was known to you:			
Length of time you have known the applicant:			
Do you consider the applicant to be: (please tick)	Very	Generally	Not at all
Reliable			
Punctual/Good timekeeper			
Trustworthy			
Self-motivated/shows initiative			
Able to communicate well with others			
Comments regarding the above assessment, if applicable:			
Your views on applicant's attitude towards: <i>(please tick)</i>	Good	Satisfactory	Room for improvement
Children and Young People			
Parents/Carers			
Colleagues			
Managers/Supervisors			
Do you know of any reason why the applicant should not work with children and young people in this role, and, if so, what are the reason(s)? e.g. Any disciplinary sanctions.			
(Please continue on additional sheet(s) if necessary)			

Sample Documents

This role is exempt under the Rehabilitation of Offenders Act. Are you aware of any criminal convictions that the applicant has, including those which would ordinarily be spent?

Name:	
Job title:	
Group/Organisation:	
Signature:	
Date:	

Please return reference to:
.....(insert your name and address)

INDUCTION CHECKLIST FOR PAID WORKERS

This checklist of items aims to ensure that you have received a full induction to (name of group/organisation) to make sure that you are fully supported in your role. This checklist will be kept as a record of completion.

Please work through the following table and get the items signed off when completed or talked through with a member of staff. Use the blank space on the table to document anything extra that has been discussed. If you have any questions please don't hesitate to ask.

Induction to (name of group/organisation)

Name:

Topic	Date	Signature of Manager	Signature of Worker
Introduction to workers and volunteers			
Introduction to Chair and other trustees			
Orientation around the centre			
Shown staffing and management committee structure and know who to report to			
Read and understand charities aims, objectives and history			
The Job Description and work issues			
Read and understood our Safeguarding and Child Protection Policies			
Undertaken Safeguarding Training			
Successfully completed DBS checks			
Read and understood the Health and Safety Policy			

Sample Documents

Knowledge of what to do in case of a fire and location of fire escape routes			
Read and understood Code of Practice			
Read and understood Confidential Reporting Policy			
Read and understood Discipline and Grievance Policy			
Discussed/arranged appropriate training			
Basic understanding of youth work			

CHECKLIST FOR DBS DISCLOSURES	
<p>You have a responsibility to check thoroughly the Disclosure to ensure the contents are both accurate and current. It is not unknown for mistakes, e.g. typing errors, to be made. This form can be photocopied for each person and kept as a record. The application form can be used to check the information.</p>	
Name of Individual:	Position:
The total number of pages and that all pages are present	<input type="text"/>
It is an Enhanced Certificate and number	<input type="text"/>
Issue date	<input type="text"/>
Forenames and surname are correct	<input type="text"/>
The address is correct	<input type="text"/>
Position applied for is correct	<input type="text"/>
Named group/organisation is correct	<input type="text"/>
Date of birth is correct	<input type="text"/>
Check police records of convictions, cautions, reprimands and warnings	<input type="text"/>
Check information from the list under Section 42 of the Education Act 2002	<input type="text"/>
DBS Children's Barred Lists	<input type="text"/>
DBS Adults Barred List	<input type="text"/>
Other relevant information	<input type="text"/>
Completed by:	Position:
Date:	

HEALTH AND SAFETY RECORDING SHEET					
Date of previous check					
Date of this check					
Name of person undertaking check					
Entrance / Exit		Fire Exits		First Aid Kits	
Toilets		Fire safety Equipment		Signs	
Coffee Bar and Equipment		Heating		Lighting	
Storage		Security		Outside Lights	
Office Computers		Office furniture		General Furniture	
Cleaning		Cleaning materials		Equipment - pool table, computers	
<p>Key</p> <p>S = Satisfactory</p> <p>U = Unsatisfactory</p> <p>R = Remedial action is required</p>					
Fire alarm tests					
Emergency lighting tested					
Date of last evacuation drill					
Have any electrical items requiring PAT testing been purchased since last check?					
Signed:			Date:		

RISK ASSESSMENT AND MANAGEMENT FORM

Group/Organisation name:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?		Action by when?	Done
<i>Slips and trips</i>	<i>Staff and visitors may be injured if they trip over objects or slip on spillages</i>	<i>We carry out general good housekeeping. All areas are well lit including stairs. There are no trailing leads or cables. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately, offices cleaned each evening</i>	<i>Better housekeeping is needed in kitchen, e.g. on spills</i>	<i>All staff, supervisor to monitor</i>		<i>01/04/2014</i>	<i>01/04/2014</i>

Date: _____ Signature: _____

LEGISLATIVE FRAMEWORK

The legislative framework and Government Guidance underpinning safeguarding and child protection is available on the Young Solutions website.

Take a look at these pages as they are both interesting and useful.

www.youngsolutions.org.uk/safeguarding/

GLOSSARY AND ABBREVIATIONS

The **Access Centre** is the route to get a child or young person appropriate support if s/he meets the eligibility criteria. It can also give advice and information about sources of help and support within the community. Email: childrensteam@worcestershire.gov.uk or Call: 01905 768054.

Adventure Activities Licensing Authority (AALA) This Health and Safety Executive licences centres which provide adventure activities to young people under 18. It ensures that the provider follows good safety management practices. Activities include caving, climbing, trekking and water sports.

A **Child** is anyone who has not reached their 18th birthday. This includes young people who are living independently, in the armed forces or in prison. S/he remains entitled to services and/or protection.

A person has a **Disability** if s/he has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.

A **District Access Panel (DAP)** is set up when the Early Help Plan is not working. It includes those working with the family as well as a representative from Children's Social Care. It explores further ways the child, young person and/or the family can be supported.

Duty of Care is the duty an individual or a group/organisation has to ensure all reasonable steps are taken to ensure the safety of a child or young person in any of the activities of the group/organisation. Any person in charge of or working with children or young people, in any capacity, is considered, legally and morally, to owe them a duty of care.

The **Early Help Hub** is the signposting service provided by Worcestershire County Council for workers and families with children aged 0-19. It provides guidance on finding the most appropriate support. There are online searches for childcare, activities and local family support services, as well as factsheets, information and advice.

Contact:

Telephone: 01905 822666

Email: earlyhelphub@worcestershire.gov.uk

Website: www.earlyhelphub.co.uk

Female Genital Mutilation (FGM) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. It is illegal in the UK.

Forced Marriage is the term used when a person is made to marry against their will. The person does not consent freely, but instead enters the marriage under duress, this includes both physical and emotional pressure.

The Government runs the Forced Marriage Unit (FMU). It operates both in the UK, where support is provided to any individual, and overseas where consular assistance is provided to British nationals including dual nationals.

The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases. Telephone: 020 7008 0151 or email: fmufco.gov.uk

Gillick Competence / Fraser Ruling refers to the competency test, designed by Lord Fraser in 1985. It is also known as Gillick Competence. It lays down criteria for establishing whether a child, irrespective of age, has the capacity to provide valid consent to treatment and other crucial decisions about their life.

Integrated Working Coordinators Three social workers have been appointed to advise workers on the best way forward in individual cases and provide guidance with Early Help Assessments and Plans.

LADO (Local Authority Designated Officer) Children's Services has a worker whose responsibility is to advise you in the event of an allegation being made. S/he can be contacted on 01905 752800 (or 01905 768054).

Serious Case Reviews (SCRs) are undertaken by the WSCB in cases where abuse or neglect is known - or suspected - and either:

- a child dies, or
- a child is seriously harmed and there are concerns about how organisations or professionals worked together to protect the child

The reviews seek to identify how local professionals, groups and organisations can improve the way they work together to prevent harm to another child or young person. If a VCS group/organisation is involved with the child or young person they will have to review how they worked with him/her. The report from each SCR is published and is available on the WSCB website.

Signposting is a method of helping people find the services that they want without necessarily making a referral for them. It offers a better opportunity for users of services to make decisions about the range of services that they can access and which one is right for them.

Toxic Trio refers to the parental risk factors of substance misuse, mental ill health and domestic abuse. Children and young people in families where all three are present are at increased risk of harm.

Threshold refers to the points at which Children's Social Care are likely to accept a referral for a child, young person or their family recognising that there is a need for support other than from universal services. See page 26 for more details.

Young Carers are children and young people who assume important caring responsibilities for parents or siblings who are disabled, have physical or mental ill health problems or misuse drugs or alcohol

AALA	Adventure Activities Licensing Authority
ACAS	The Advisory, Conciliation and Arbitration Service
CSE	Children and young people at risk of Child Sexual Exploitation
CV	Curriculum Vitae
DAP	District Access Panel
DBS	Disclosure and Barring Service
DCSF	Department of Children, Schools and Families
DPA	Data Protection Act
FGM	Female Genital Mutilation
HSE	Health and Safety Executive
LADO	Local Authority Delegated Officer (re: allegations against workers or volunteers)
SCR	Serious Case Review
VCS	Voluntary and Community Sector
WCVYS	Worcestershire Council for Voluntary Youth Services (now called Young Solutions Worcestershire)
WSCB	Worcestershire Safeguarding Children Board

ACKNOWLEDGEMENTS

This Guidance document has been produced by Cathy Clement and Michael Hunter on behalf of Young Solutions (formerly WCVYS).

Young Solutions would like to thank all those who have provided help and support during the preparation of this Guidance document.

The members of the steering group: Jess Bird, Home-Start South Worcestershire; Chris Brewster; Martine McFadden, Worcestershire Safeguarding Children Board and Cat Illingworth and Phil Street from Young Solutions.

The staff from Worcestershire County Council and Worcestershire Safeguarding Children Board who have reviewed sections of the Guidance including Jeff Barnard, Andrea Barrell, John Dickinson, Selina Hadley, John Hancock and Gail O'Malley.

Sally Ashmore, the Named Nurse Safeguarding Children at Worcestershire Health and Care Trust.

We would also like to thank all those groups with whom we have worked to develop safeguarding and child protection policies and for their permission to incorporate examples of good practice into this Guidance. The practical and philosophical issues raised in discussions were influential in deciding the content of this Guidance. We were impressed with the commitment of volunteers, workers, trustees and management committee members to safeguarding the children and young people with whom they work.

This document would not have been possible without the encouragement of Young Solutions Trustees and the support of Young Solutions staff including Jo Banfield.

INDEX

- abuse, 12
 - cause for concern, 16
 - recognising, 14
- ACAS disciplinary and dismissal procedure, 92
- Access Centre, 9, 44, 153
- accommodation, 112
- adolescents, 18
- advertising your group, 107
- advocacy, 46
- allegation, 41
 - management, 49
 - sample checklist, 124
 - sample checklist guidance, 125
 - sample policy, 48
 - sample procedure, 123
- application form
 - paid worker - sample, 140
 - volunteer - sample, 130
- arranged marriage, 24
- assessment framework triangle, 25
- barred lists, 85
- befriending, 46
- behaviour, 68
 - sample positive behaviour management policy, 68
 - sanctions, 69
- bullying, 66
 - sample anti-bullying statement, 67
- business sector, 7
- car seats, 108
- child protection, 29
 - designated person, 35
 - responsibilities of designated person – sample, 36
 - sample policy, 32, 33
- children and young people at risk of sexual exploitation (CSE), 19
- children and young people missing education (CME), 23
- children and young people with a disability, 18
- codes of conduct, 88
- communicating with parents/carers, 109
- complaint, 41, 53
 - sample policy and procedure, 54
- complex needs, 26
- computers, 103
- concern, 16, 41
 - responding to, 42
 - thresholds, 26
- confidential reporting, 51
 - sample policy, 52
 - self reporting, 52
- confidentiality, 37
 - sample policy, 37, 39
 - sample statement, 39, 40
- consent
 - parental, 65
- counselling, 46
- criminal record, 78
- critical/acute needs, 26
- data protection, 56
 - sample policy, 56
- DBS, 84
 - barred lists, 85
 - check, 75, 79
 - Disclosure - sample checklist, 149
 - enhanced check, 84
 - regulated activity, 85
- detached youth work, 114
- discipline
 - sample policy, 93
- disclosure, 41
 - responding to, 42
 - sample procedure, 43
 - sample recording form, 121

- Disclosure and Barring Service. *See* DBS
- dismissal procedure, 92
- District Access Panel (DAP), 59, 153
- diversity, 70
 - policy, 71
- domestic abuse, 21
- duty of care, 153
- duty to refer, 85
- Early Help, 58
 - assessment, 60
 - hub, 153
- early intervention, 58
- emailing young people, 106
- emergency situation, 34
- emotional abuse, 12
 - recognising emotional abuse, 14
- equal opportunities, 70
 - sample policy, 71
- e-safety, 102
 - sample policy, 102
- evaluation, 113
- family, 25
- female genital mutilation (FGM), 24, 153
- FGM. *See* female genital mutilation
- flowchart
 - management of allegations, 49
 - responding to a concern or disclosure, 42
- forced marriage, 24, 153
- foreword, 1
- Fraser ruling, 154
- gang activity, 22
- Gillick competence, 154
- grievance
 - processes, 92
 - sample policy and procedure, 95
- health and safety, 98
 - designated lead, 100
 - risk assessment, 100
 - risk management, 98
 - sample policy, 99
 - sample recording sheet, 150
 - sample responsibilities of designated lead, 100
- historic abuse, 13
- home contact, 109, 111
- homeless, 23
- identity checks. *See* proof of identity
- induction, 83
 - sample checklist, 137, 147
- information
 - for children/young people, 64
 - for parents/carers, 64
- information sharing, 55
- Integrated Working Coordinators, 45, 59, 154
- Interagency Child Protection Procedures, 9
- internet, 102
 - computers, 103
 - safety, 103
 - sample acceptable use agreement, 105
 - sample e-safety policy, 102
- interview
 - example questions, 77, 82
 - paid worker, 81
 - volunteer, 76
- introduction, 2
- involving children and young people, 8, 28, 64, 81, 100, 109, 111, 128, 139
 - sample statement, 8
- job description, 79
 - paid worker - sample, 139
- LADO, 47, 154
- lead professional, 59
- letter to new adults
 - sample, 118
- Local Authority Designated Officer. *See* LADO
- management supervision, 90
- membership and consent form
 - sample, 119
- mental illness of parents/carers, 20
- minibuses, 108
- mobile phone, 106
 - safety, 103

- neglect, 13
 - recognising neglect, 16
- online abuse, 13
- outreach, 114
- paid worker recruitment, 79
- parental consent, 65, 112
- parents/carers who misuse substances, 21
- parents/carers with learning disabilities, 20
- person specification, 79
 - lead worker - sample, 129
- photographs, 107
- physical abuse, 12
 - recognising physical abuse, 14
- Pocket Guide, 9
- policies and procedures, 28
- probationary period, 78, 83
- proof of identity, 76, 81
- recognising abuse and neglect, 14
- records
 - children/young people, 65
 - volunteers and workers, 91
- recruitment, 74
 - paid worker, 79
 - volunteer, 75
- references
 - paid worker, 80
 - sample form, 135, 145
 - sample letter, 134, 144
 - volunteer, 76
- regulated activity, 85
- residential, 111
- responsibilities for safeguarding, 35
- risk assessment, 100
 - sample assessment and management policy, 101
 - sample form, 151
- role description
 - volunteer - sample, 128
- safe recruitment, 74
- safeguarding, 29
 - champion, 35
 - designated person, 36
 - policy, 30
 - responsibilities, 6
 - sample annual report form, 126
 - sample policy, 30, 31
 - vulnerable groups, 18
 - Worcestershire, 9
- safeguarding adults, 10
- sample document
 - allegation checklist, 124
 - allegation checklist guidance, 125
 - allegation procedure, 123
 - allegations management policy, 48
 - anti-bullying statement, 67
 - application form – paid worker, 140
 - application form - volunteer, 130
 - child protection policy, 32, 33
 - complaints policy, 54
 - confidential reporting policy, 52
 - confidentiality policy, 38, 39
 - confidentiality statement, 39, 40
 - data protection policy, 56
 - DBS Disclosure checklist, 149
 - designated person for child protection responsibilities, 36
 - discipline policy, 93
 - disclosure procedure, 43
 - disclosure recording form, 121
 - equal opportunities policy, 71
 - e-safety policy, 102
 - grievance policy, 95
 - health and safety lead responsibilities, 100
 - health and safety policy, 99
 - health and safety recording sheet, 150
 - induction checklist, 137, 147
 - internet acceptable use agreement, 105
 - involving children and young people - statement, 8
 - job description – paid worker, 139
 - letter to new adults, 118
 - membership and consent form, 119
 - person specification – lead worker, 129

Worcestershire VCS Safeguarding Guidance

- positive behaviour management policy, 68
- reference form, 135, 145
- reference letter, 134, 144
- risk assessment and management policy, 101
- risk assessment form, 151
- role description – volunteer, 128
- safeguarding annual report form, 126
- safeguarding champion responsibilities, 35
- safeguarding policy, 30, 31
- volunteer agreement, 136
- sanctions, 69
- serious case reviews, 10
- sexual abuse, 12
 - recognising sexual abuse, 15
- social media, 102, 106
- stress, 13
- supporting
 - the lead worker/manager, 90
 - volunteers and workers, 90
- targeted services, 26
- team meetings, 90
- texting young people, 106
- Think Family, 25
- thresholds, 26
- 'toxic trio', 17, 154
- training, 9, 91
- transport, 108
- trustees, 6
- universal services, 26
- using this guidance, 3
- visits and trips, 109
- volunteer agreement
 - sample, 136
- volunteer recruitment, 75
- vulnerable groups, 18
- West Mercia Consortium, 9
- whistleblowing. *See* confidential reporting
- Worcestershire Safeguarding Children Board. *See* WSCB
- working within another organisation, 116
- WSCB, 9, 26, 74
- young carers, 22, 154