



Safeguarding Policy and Procedure (Children, Young People and Vulnerable Adults)

The Old Needle Works Foundation

Date of Publication	23 rd March 2019	
Date of Next Review	22 nd March 2020	
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1.0 Introduction

The Old Needle Works FOUNDATION are fully committed to safeguarding the welfare of all children, young people and vulnerable adults by taking all reasonable steps to protect them from physical, emotional and sexual abuse and neglect. This Policy and Procedure is an overarching document under which individual service specific procedures may sit.

This Policy and Procedure will place clear guidelines for safeguarding children, young people and vulnerable adults and promoting their welfare as well as protection of employees and other adults in a position of responsibility from potential allegations of abuse. In this context, the term 'employee' is used to include all The Old Needle Works FOUNDATION employees, full or part-time, volunteers and anyone working on a paid or unpaid basis on behalf of the FOUNDATION.

This Policy has been cross-referenced to other policies and procedures of the FOUNDATION which promote the safety and welfare of those for whom this policy is to protect: Disciplinary and Grievance; Dignity at Work; Code of Conduct; Comments and Complaints; Whistle Blowing; Diversity; Equal Opportunities; Recruitment; Health and Safety.

Redditch Borough Council and Bromsgrove District Council support Worcestershire Safeguarding Children Board (WSCB) Inter-Agency Children Protection procedures for safeguarding children and Worcestershire County Council's Adult Protection Policy and Procedures.

For ease of reading this policy, The Old Needle Works FOUNDATION will be referred to as '*the FOUNDATION*', and

Children, young people and vulnerable adults will be referred to as '*children and vulnerable adults*'.

1.0 POLICY STATEMENT

1.1 Introduction

It is the policy of The Old Needle Works FOUNDATION (to be known as 'the FOUNDATION') that all children, young people and vulnerable adults have a right to protection and for their welfare to be paramount. The following child protection procedures will be formally adopted and made known to all employees.

By the nature of the organisation, it is inevitable that various degrees of contact with children / vulnerable adults will occur and it is therefore our policy to have in place clear guidelines for safeguarding children / vulnerable adults and promoting their welfare as well as protecting our employees and other adults in a position of responsibility from potential allegations of abuse. The term 'employees' is used to include all FOUNDATION employees, full or part-time, volunteers and anyone working on a paid or unpaid basis on behalf of the FOUNDATION.

We expect agencies and organisations and other stakeholders, with a remit for working with children and vulnerable adults, that we work with or who hire our facilities, to adhere to our procedures as a minimum standard or operate their own effective Safeguarding Children and Vulnerable Adult Policy.

This Policy relates to children and young people under the age of 18 and to vulnerable people over the age of 18. The Policy and procedures apply to all children, young people and vulnerable adults regardless of gender; ethnicity; disability; sexual orientation or religion.

This Policy has been cross-referenced to other policies and procedures of the FOUNDATION, which promote the safety and welfare: Equality and Diversity Policy (see 1.4), Health and Safety Regulations, Disciplinary and Grievance Policies, Equal Opportunities Policy, Harassment Procedures, Recruitment Policy, Confidential Reporting Policy. This Policy also links to policies of external organisations (see 6.0 Links to other Policies and Guidance).

This Policy has been produced in line with the Standards for Safeguarding & Protecting Children in Sport (Child Protection in Sport Unit 2003) and 'Working Together to Safeguard Children' 2013.

Legislation most relevant to safeguarding and promotion of the welfare of children and vulnerable adults

Children Act 2004, Section 11, Statutory Guidance

Requires a range of organisations to make arrangements for ensuring that their functions, and services provided, are discharged with regard to the need to safeguard and promote the welfare of children. Organisations must

take all reasonable measures to ensure that the risks of harm to children's welfare are minimised; and where there are concerns about children and young people's welfare, all agencies take all appropriate actions to address those concerns, working to agreed local policies.

Working Together to Safeguard Children 2013, Statutory Guidance

Chapter 2, 2.8 lists responsibilities of organisations working with children, which mirror Section 11 and thus reinforces the Guidance as detailed above.

1.2 Responsibilities

The FOUNDATION will:-

- accept the responsibility to implement procedures to provide a duty of care for Children / vulnerable adults, safeguard their well-being and protect them from abuse;
- commit the Directors of the FOUNDATION to support for the safeguarding of children and
- respect and promote the rights, wishes and feelings of children / vulnerable adults;
- recruit, train and supervise its employees to adopt best practice to safeguard and protect young people from abuse and to reduce the likelihood of allegations made against them;
- require employees and Members to adopt and abide by the FOUNDATION's Code of Conduct; Code of Behaviour for Employees; and Safeguarding Policy and Procedures;
- make people feel confident in reporting any safeguarding issues;
- respond to any allegations appropriately and implement the appropriate disciplinary and appeals procedures;
- be committed to working together with other local authorities, Police, National Governing Bodies, Children's and Adults Services, and the Worcestershire Safeguarding Children Board (WSCB) in accordance with their procedures.

1.3 Principles

The guidance given in the procedures is based on the following principles:-

- the welfare of child / vulnerable adult is the primary concern;
- all children / vulnerable adults, whatever their age; gender; racial origin; religious belief; disability and sexual identity have the right to protection from abuse;
- it is everyone's responsibility to report concerns but it is the responsibility of Children's Services / Vulnerable Adult Board and / or Police to determine whether or not abuse has taken place;
- all incidents or allegations of suspicious poor practice or abuse will be taken seriously and responded to appropriately;
- confidentiality will be upheld at all times and in line with the Data Protection Act;
- there is a consistent understanding of acceptable behaviour of children towards other young people within any organised activity, service or programme. (Appendix E: Code of Conduct for Young People);
- discrimination, prejudice and oppressive behaviour or language is unacceptable within all activities, programmes or services.

1.4 Equality & Diversity Statement

The FOUNDATION recognises and celebrates the diverse nature of the people who live, work in and visit the towns and who work for the FOUNDATION and their partners / contractors.

1. The FOUNDATION is guided by their core value that people will be treated fairly and according to their needs.
2. The FOUNDATION supports and promotes equality of opportunity in employment and service delivery.
3. The FOUNDATION opposes all forms of unlawful or unfair discrimination on the grounds of age, disability, gender, race, religion or belief or sexual orientation.
The FOUNDATION accepts that they have a moral obligation to bring about positive change through their contact with the community

2.0 RECOGNITION OF POOR PRACTICE, ABUSE AND BULLYING

2.1 Introduction

It is not always easy to recognise a situation where abuse may occur or has already taken place. FOUNDATION employees have a responsibility to act if they have any concerns about the behaviour of an individual towards a child or vulnerable adult. The FOUNDATION encourages and expects employees to discuss any concern they may have about the welfare of a child / vulnerable adult immediately with their line manager or other designated Officer within their services own local policy. The line manager or other designated Officer will in turn discuss the matter with the FOUNDATION's Safeguarding Lead (see - Essential Contacts, page 27) when appropriate.

2.2 Poor Practice

Poor practice includes any behaviour that contravenes the FOUNDATION's Code of Behaviour for Employees (Appendix D) and the FOUNDATION's Code of Conduct.

2.3 Abuse and Neglect

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

2.3.1 Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or vulnerable adult. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child / vulnerable adult whom they are looking after.

Within a sports context an example might be hitting as punishment or training beyond a child's developed ability.

2.3.2 Neglect

Neglect is the persistent failure to meet a child / vulnerable adult's basic physical and / or psychological needs, likely to result in the serious impairment of the child's / vulnerable adult'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);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers);
- ensure access to appropriate medical care or treatment.

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

2.3.3 Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child / vulnerable adult such as to cause severe and persistent adverse effects on the child's / vulnerable adult's emotional development. It may involve conveying to children / vulnerable adults that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the child / vulnerable adult. These may include interactions that are beyond the child's / vulnerable adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child / vulnerable adult participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children / vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children / vulnerable adults. Some level of emotional abuse is involved in all types of maltreatment of a child / vulnerable adult, though it may occur alone.

Within an arts context an example might include constant criticism of the child / vulnerable adult and undermining their efforts or subjecting them to unrealistic pressure to consistently perform to high expectations.

2.3.4 Sexual Abuse

Sexual abuse involves forcing or enticing a child / vulnerable adult to take part in sexual activities, including prostitution, whether or not the child / vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children / vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

In swimming and related activities, which might involve contact with children / vulnerable adults, situations where sexual abuse might go unnoticed could be created.

2.3.5 Child Sexual Exploitation

Sexual exploitation of children and young people under 18 involves 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 them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person 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 or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

In respect of suspected Child Sexual Exploitation, contact the FOUNDATION's Safeguarding Lead in order to follow the CSE Pathway for Worcestershire.

2.3.6 People with a disability

Children / vulnerable adults with a disability are particularly vulnerable to abuse for several different reasons more often than not depending on their impairment. Dependency on others may make a child / vulnerable adult feel powerless to report abusive treatment. Different communication methods or an individual's lack of vocabulary might also prove to be a barrier for a child / vulnerable adult wanting to communicate their concerns.

2.3.7 Race and Racism

Children / vulnerable adults from black and minority ethnic groups (and their parents / carers) may have experienced harassment, racial discrimination and institutional racism. Although racism can cause significant harm, it is not, in itself, a category of abuse. The experience of racism is likely to affect the responses of the child / vulnerable adult and family to assessment and enquiry processes. Failure to consider the effects of racism undermines efforts to protect children / vulnerable adults from other forms of significant harm. The effects of racism differ for different communities and individuals, and should not be assumed to be uniform. Attention should be given to the specific needs of those of mixed parentage and refugees. In particular, the need for neutral, high-quality, gender-appropriate translation or interpretation services should be taken into account when working with people whose preferred language is not English. All organisations working with children and vulnerable adults, including those operating in areas where black and minority ethnic communities are numerically small, should address institutional racism, defined in the Macpherson Inquiry Report (2000) on Stephen Lawrence as 'the collective failure by an organisation to provide an appropriate and professional service

to people on account of their race, culture and / or religion’.

2.3.8 Financial or material abuse

This includes theft, fraud, exploitation, pressure in connection with wills or property and the misappropriation of property or benefits. It also includes the withholding of money or the unauthorised or improper use of a person’s money or property, usually to the disadvantage of the person to whom it belongs. Staff borrowing money or objects from a service user is also considered financial abuse.

2.3.9 Institutional abuse

Institutional abuse is the mistreatment, abuse or neglect of an adult at risk by a regime or individuals in a setting of service where the adult at risk lives or that they use. Such abuse violates the person’s dignity and represents a lack of respect for their human rights.

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of adults at risk.

2.3.10 Identifying Signs of Possible Abuse

There are certain signs of abuse, both in a child / vulnerable adult’s appearance and behaviour, which may alert an individual to the possibility that abuse, is occurring. Some of these signs are common to all types of abuse; others are more specific.

Knowing the signs to be aware of is essential for recognising a real or potential problem. However, the presence of any one sign in itself may not necessarily mean abuse is occurring, and conversely, a child / vulnerable adult who is being abused may show none of the obvious signs. Such factors make the issue of abuse more complex, but all concerns and suspicions should be reported and acted upon accordingly. The following are indications that a child / vulnerable adult may be being abused:-

- unexplained bruising or suspicious injuries;
- an injury for which the explanation seems inconsistent;
- the child / vulnerable adult describes what appears to be an abusive act involving him / her;

- unexplained changes in behaviour (becoming very quiet, withdrawn, outbursts of temper);
- inappropriate sexual awareness or engaging in sexually explicit behaviour;
- distrust of adults, particularly those with whom a close relationship would normally be expected;
- a child / vulnerable adult has difficulty in making friends;
- changes in appearance such as weight loss.

Remember that at all times the welfare of the child / vulnerable adult is paramount. If a child / vulnerable adult's behaviour or your observations give rise to concern then talk to them sensitively to find out if there is anything wrong, giving consideration to the procedure detailed in 4.2.2, or discuss your concerns with your line manager or other designated Officer. It may be appropriate to raise your initial concerns with parents / carers (see 4.3.2).

2.4 Mental Capacity

The presumption is that adults have the mental capacity to make informed choices about their own safety and how they live their lives. Issues of mental capacity and the ability to give informed consent are central to decisions and actions in Safeguarding Adults. All interventions need to take into account the ability of adults to make informed choices about the way they want to live and the risks they want to take. This includes their ability:-

- to understand the implications of their situation;
- to take action themselves to prevent abuse;
- to participate to the fullest extent possible in decision-making about interventions.

The MCA 2005 provides a statutory framework to empower and protect people who may lack capacity to make decisions for themselves and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the Safeguarding Adults process must comply with the Act.

2.5 Bullying

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are:-

- physical (e.g. hitting, kicking, theft);
- verbal (e.g. racist or homophobic remarks, threats, name-calling);
- emotional (e.g. isolating an individual from the activities and social acceptance of their peer group).

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children / vulnerable adults, to the extent that it affects their health and development, or, at the extreme, causes them significant harm (including self-harm).

2.5.1 Action the Council's will take

Whatever its form, bullying is unacceptable within the FOUNDATION and it will always be challenged and addressed appropriately. There is an expectation on the ground that 'low level' incidents will be dealt with by employees. However, incidents that are serious e.g. causing marks and injuries or bullying (regardless of seriousness) that persists despite efforts to deal with it should be referred (see 4.6). If in doubt employees should contact their line manager.

3.0 SAFE RECRUITMENT AND SELECTION PRACTICES

3.1 Recruitment, training and Disclosure and Barring Service (DBS)

Checks of employees and volunteers who will have direct or indirect contact with children and or vulnerable adults will be undertaken in accordance with the DBS eligibility guidance (or contact the DBS as required).

All posts and volunteer positions will be assessed against new Regulated Activity definitions introduced (September 2012) to identify posts requiring Enhanced DBS with / out barred list check.

Records will be maintained with regard to post with DBS requirements.

A Central Record will be maintained to record current employees and volunteer's certificates and information.

Managers will undertake safer recruitment activities including supervision, monitoring and review of the person and post.

3.1.1 Pre-selection checks must include the following

All potential candidates will have to fill in the FOUNDATION's Application Form;

All applicants working with children / adults will be assessed in accordance with the DBS eligibility guidance prior to any work being offered in a paid or voluntary capacity;

A minimum of two written references will be taken up and may be confirmed by telephone;

All applicants will have to evidence eligibility to work within the UK.

3.1.2 Interview and Induction

All employees will be required to undergo an interview under the guidelines of the FOUNDATION's Recruitment and Selection Policy. All employees will receive an informal induction upon commencement of employment.

During the recruitment process the Manager will:-

Check that the application form has been completed in full (including DBS form);

Substantiate the qualifications.

During the induction process the Manager will ensure:-

The job requirements and responsibilities are clarified;

The FOUNDATION's Code of Conduct, Code of Behaviour for Employees, and the Council's Safeguarding Children and Vulnerable Adults Policy are signed up to;

The safeguarding children and vulnerable adults' procedures are explained and training needs identified.

3.1.3 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help employees to:-

- analyse their own practice against established good practice, and ensure their practice reduces the likelihood of allegations against them;
- recognise their responsibilities and report any concerns about suspected poor practice or possible abuse;
- respond appropriately to concerns expressed by a child/vulnerable adult;
- work safely, effectively with children / vulnerable adults.

The FOUNDATION requires:-

- it is mandatory for employees working with children, young people and / or vulnerable adults attend recognised children / vulnerable adult protection awareness training as soon as this can be arranged following their appointment. This will include seasonal workers;
- employees will have to update their children / vulnerable adults Protection training every 2 years;
- training levels are appropriate to the employees contact with children / vulnerable adults and their responsibilities for the welfare within The FOUNDATION's;
- designated Safeguarding Lead will receive specific training to support their more enhanced role.

3.2 Code of Behaviour for Employees working with Young People and / or Vulnerable Adults

In order to ensure adherence and understanding, all individuals working for or on behalf of the FOUNDATION will apply the FOUNDATION Code of Behaviour for Employees (Appendix D) and the FOUNDATION Code of

Conduct as they relate to their particular role with children / vulnerable adults.

Children and young people and vulnerable adults taking part in the FOUNDATION activities will be expected to treat each other with mutual respect and dignity. The FOUNDATION employees will ensure that acceptable standards of behaviour are communicated to participants and adhered to e.g. Code of Conduct for Young People (Appendix E).

3.3 The FOUNDATION Guidance and Procedures relating to activities and services

In the course of preventing abuse to children and vulnerable adults, the FOUNDATION have established guidance and procedures related to activities and services.

3.3.1 Use of photography, video recording, image recording and mobile phone cameras

There is national evidence that some people have used events as an opportunity to take inappropriate photographs or film footage of children.

When using professional photographers or inviting the press to a FOUNDATION activity, the FOUNDATION will:-

- provide a clear brief about what is considered appropriate in terms of content and behaviour;
- the photographer must wear identification at all times during the event;
- not allow unsupervised access to young people or one to one photo sessions at events;
- young people and their parents will be informed to report any concerns to the event organiser;
- concerns raised over inappropriate or intrusive photography will be reported to the event organiser who will discuss the matter with their line manager and refer it to the Police if needed;
- see The FOUNDATION Operating Procedures - Photographic Permission document.

3.3.2 Organised photographic opportunities

- We undertake not to use the young person's image(s) unless we have written consent for both the taking and publication of films or photographs from the parent, carer or Head Teacher in the case of schools;
- When a media photographer arrives at our venue he / she will be required to have formal ID and have it to hand at all times.
- The image rights will be negotiated between the Director and the photographer;
- The FOUNDATION will ensure that the young person's name(s) are not mentioned in their publications if requested by the parents / guardians or schools in line with their Child Protection Policy;
- Written consent (on the FOUNDATION's Consent form) on behalf of an under 18 year old must be obtained on The FOUNDATION organised photographic opportunities.

3.3.3 Unofficial photographic and filming opportunities taken by parent/carers and others

All hirers will be made aware of the FOUNDATION's Safeguarding Children, Young People and Vulnerable Adults Policy. It is the responsibility of the hirer to communicate their own policies and arrangements to parents / carers, although these should not contravene the policy of The FOUNDATION.

All events organised by the FOUNDATION at these facilities will be covered by the FOUNDATION's policy under 3.3.1 / 3.3.2.

3.3.4 Letting procedure

The FOUNDATION facilities will be managed in line with the Safeguarding Children, Young People and Vulnerable Adults Policy. Minimum standards in relation to safeguarding are incorporated as part of the normal operating procedures for each facility.

3.3.5 Internet

Children and young people on work experience or others participating in one of our clubs may need supervised access to the internet. The FOUNDATION's access to inappropriate web sites and chat rooms is prevented by specialist blocking software. There are systems in place for monitoring usage of the internet and all employees

have log in passwords, which can easily be traced. Any employees discovered to have accessed or placed *sexually abusive images of children and young people or vulnerable adults* on the Internet will be subject to the Internet Security Policy and the FOUNDATION's Disciplinary procedures.

3.3.6 Other Voluntary organisations and service providers working with young people

All 'employees' working for other voluntary organisations or outside bodies commissioned to provide services will be required to sign to declare they will abide by the FOUNDATION's Code of Behaviour for Employees (Appendix D).

Further guidance and procedures relating to activities and services can be found in Appendix F.

Work Experience and Extended Work Experience.

- trips, Tours and Holiday Clubs;
- residentials;
- transporting young people;
- lost / found young people;
- procedure for dealing with lost young people;
- procedure for dealing with found young people;
- procedure for dealing with young people who decide to leave the activity;
- restraining young people;

Our policy on working in schools;

- guidance for employees to do home and site visits;

- our policy on working with Agency employees.

4.0 PROCEDURES FOR MANAGING ALLEGATIONS AGAINST PEOPLE WHO WORK WITH CHILDREN / VULNERABLE ADULTS

RESPONDING TO DISCLOSURES, SUSPICIONS AND ALLEGATIONS

4.1 Introduction

The procedures should be used in respect of all cases in which it is alleged that a person who works with children / vulnerable adults has:-

- behaved in a way that has harmed, or may have harmed, a child / vulnerable adult;
- possibly committed a criminal offence against, or related to, a child / vulnerable adult; or
- behaved towards a child or children / vulnerable adult in a way that indicates s / he is unsuitable to work with children / vulnerable adults.

There may be up to three strands in the consideration of an allegation:-

- a Police investigation of a possible criminal offence;
- enquiries and assessment by children's social care / vulnerable adults service about whether a child or vulnerable adult is in need of protection or in need of services;
- consideration by the FOUNDATION's of disciplinary action in respect of the individual.

4.2 Responding to Disclosures

4.2.1 Actions to Take

The individual receiving information concerning a disclosure should:-

- react calmly so as not to frighten the child / vulnerable adult;
- tell the child / vulnerable adult he/she is not to blame and that it was right to tell;
- take what the person says seriously;
- keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said;
- it is likely that the person will be frightened and unsure of what will happen. Be open and honest in explaining to the person what will happen next;
- do not make promises to keep the information a secret. The children / vulnerable adults must be told that the information will be passed on. Explain to them that concerns will have to be shared with someone who is in a position to act;
- complete an Incident Report Form (Appendix B), the exact questions asked and the answers given - using the same vocabulary as the children / vulnerable adults;
- the recording should be completed as soon as possible and on the same working day. It should be signed and dated;
- do not take sole responsibility: Contact your line manager or other designated Officer, stating that you wish to discuss a possible child / vulnerable adult abuse incident and pass on the Incident Report Form. They will contact / consult with the FOUNDATION's Safeguarding Lead when necessary. This way you can begin to protect the child / vulnerable adult by referring concerns to the appropriate agencies and so that you can get some support for yourself in what could be a difficult situation. (Appendix A - A Guide to Procedures).

Not all children / vulnerable adults are able to express themselves verbally. In this instance where there are concerns an Incident Report Form (Appendix B) should be completed and the same procedures for making a referral followed.

4.2.2 Actions to be avoided

The individual receiving the disclosure should not:-

- panic;
- dismiss the concern;
- probe for more information than is offered;
- speculate or make assumptions;
- make negative comments about the alleged abuser;
- approach the alleged abuser;
- make promises or agree to keep secrets.

4.3 Responding to suspicions, indications, allegations of abuse

It is not the responsibility of those working for the FOUNDATION to take responsibility or to decide whether or not child abuse is taking place. However, there is a responsibility to report concerns in order that appropriate agencies can make enquiries and take any necessary action to protect the young person.

4.3.1 Children's Services

Under The Children Act 1989 Social Services (now under Children's Services) have a legal responsibility to investigate any allegation of child abuse, and to work with the Worcestershire Safeguarding Children Board, (WSCB), to ensure the welfare of children. Enquiries may be carried out jointly with the Police. If action needs to be taken urgently and out of office hours, then the Police or the Children's Services Emergency Duty Team will deal with the enquiry.

4.3.2 Sharing Concerns with Parents

The FOUNDATION are committed to working in partnership with parents and carers where there are concerns about their child. In most situations any initial concerns about a child will be shared with parents and carers, as there may be a reasonable explanation that clarifies initial concerns. For example, if a young person seems

withdrawn, there may be a reasonable explanation. He / she may have experienced an upset in the family, such as a parental separation, divorce or bereavement.

4.3.3 When it is Not Appropriate to Share Concerns with Parents

Circumstances may arise, where sharing concerns with parents may put a young person at greater risk, (e.g. where a parent or carer may be responsible for abuse or not able to respond to the situation appropriately). In these situations or where concerns still exist, any suspicion, allegation or incident of abuse will be reported to the FOUNDATION's Safeguarding Lead as soon as possible and recorded appropriately.

4.3.4 Designated Officer

The FOUNDATION have identified designated Safeguarding Leads to handle child protection and vulnerable adult issues (see - Essential Contacts) .

The FOUNDATION's Safeguarding Leads (SL) have undertaken an Enhanced Disclosure and will receive appropriate training and information.

The Safeguarding Leads will be responsible for informing Children's Services of any alleged incident of child abuse without delay and will be required to follow this up in writing within 24 hrs of the report (see Appendix C - The Council's Safeguarding Lead Roles and Responsibilities). In the event that the first named Safeguarding Lead is unavailable, the person with the concerns will contact the other designated Officer(s). In the event that neither Officer can be contacted then Children's Services should be contacted directly. All incidents reported directly to Children's Services must also be reported to The Council's Safeguarding Lead at the earliest opportunity. (see - Essential Contacts).

4.3.5 Expert Advice

If you are not sure what to do, contact the FOUNDATION's Safeguarding Lead. You can also obtain advice by telephoning the local Children's Services department or via the Access Centre or call the NSPCC 24-hour free phone Helpline. The Police also have specially trained child protection teams who will give guidance and support (see - Essential Contacts). Please note that Children's Services are happy to discuss any concerns you may have about child protection and will be able to advise on whether it is necessary to make an official referral.

4.3.6 Records and Information

Information that is passed to Children's Services or the Police must be as helpful as possible. It is therefore essential that a detailed record be made at the time of the disclosure / concern using the Incident Report form (Appendix B).

All alleged incidents of child abuse are to be reported to the Police or Children's Services without delay. Referrals made by telephone to Children's Services or the Police are to be confirmed in writing within 24 hours. A record will be kept of the name and position of the Officer to whom the concerns were passed, of advice given, together with the date and time of the call and agreed actions including feedback to the FOUNDATION's Safeguarding Lead.

4.3.7 Escalating a Concern

Occasionally situations arise when workers within one agency feel that the decision made by a worker from another agency on a safeguarding case is not a safe decision. Disagreements could arise in a number of areas, but are most likely to arise around:

- Levels of need;
- Roles and responsibilities;
- The need for action;
- Communication.

The safety of individual children / vulnerable adults is the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for this person.

All workers should feel able to challenge decision-making and to see this as their right and responsibility in order to promote the best multi-agency safeguarding practice.

Where you feel issues remain unresolved you should discuss the issues with your line manager who can agree to support a resolution process with the professionals concerned and / or with their line managers. This process

must follow the stages 1 to 4 as detailed in the flow chart attached as Appendix G, including the completion of the 'Record of escalation of concern regarding a child/young person'. Consultation with the Safeguarding Lead and senior managers within each organisation can be used if this would be felt to assist resolution. Care should be taken to agree a way of managing conflict, which allows children, families or vulnerable adults to understand the issues under discussion.

Each Safeguarding Board agency has a Senior Liaison Officer who can be contacted to assist as appropriate including via agency escalation pathway, negotiating / agreeing a way forward in the way described above. In addition, Senior Liaison Officers can advise that a case should be referred to the inter agency case review group for interagency consideration of the contentious matter. At this point the group may take recommendations for individual agencies to review performance/involvement, or for policy or procedural developments.

4.4 Allegations against FOUNDATION Employees

Child abuse can and does occur outside the family setting. It is crucial that those involved in delivering an activity or providing a service are aware of the possibility and that all allegations are taken seriously and appropriate action taken. It is important that any concerns for the welfare of the child, arising from abuse or harassment by an employee should be reported immediately to the SA (Appendix A - A Guide to Procedures).

4.4.1 Seek Advice

Occasions may arise where the FOUNDATION Safeguarding Lead is informed of situations where there is uncertainty about whether the allegation made constitutes abuse and is therefore unclear about what action to take. Allegations made may be about poor practice but those responsible should always seek advice if there is any doubt as the incident may be one of a series of incidents which together cause concern.

4.4.2 Confidentiality

If you have concerns about an adults' behaviour towards a young person it is important that you share your concerns with your line manager and / or the FOUNDATION's Safeguarding Lead. It is acknowledged that it may be difficult for an individual to report his / her concern about a colleague's practice and the FOUNDATION will support and protect anyone who (without malicious intent), reports an incident of poor practice or suspected abuse involving a FOUNDATION employee. Procedures outlined in the Confidential Reporting Policy will be adhered to. The FOUNDATION will ensure that confidentiality for all concerned is maintained in all incidents of suspected child abuse. Information will be handled and disseminated on a "need to know" basis only. This includes the following people:-

- parents of the person who is alleged to have been abused;
- the person making the allegation;
- Children's Services / Police;
- appropriate staff within the FOUNDATION including the Safeguarding Lead and Directors
- the alleged abuser (and parents if the alleged abuser is a young person);
- advice should be sought from Children's Services or Police before any approach is made to the alleged perpetrator, or the parents if the alleged perpetrator is a young person.

The FOUNDATION's Safeguarding Lead will be responsible for ensuring that the information is stored in a secure place (in the Directors office) where access will be limited to certain designated people. Data Protection legislation will be upheld and strictly adhered to. All concerns will be taken seriously and managed accordingly within the policies and procedures of the FOUNDATION and for the welfare of young people.

4.4.3 If the referral relates to an incident of child / vulnerable adult abuse outside of the FOUNDATION activity or service

- Concerns should be reported to the Safeguarding Lead as in Section 4.3.4;
- The FOUNDATION's Safeguarding Lead will notify the local Children's / Vulnerable Adult Services or the Police;
- No further action will be taken under the FOUNDATION procedures;
- The FOUNDATION may need to explore any support required for the young person / vulnerable adult and person making the referral.

4.4.4 If the referral relates to an incident of child / vulnerable adult abuse within the FOUNDATION activity or service

- Concerns should be reported to the line manager who will refer to the Safeguarding Lead as in Section 4.3.4;
- The Council's Safeguarding Lead will notify the local Children's / Vulnerable Adult Services or the Police;
- The FOUNDATION Safeguarding Lead will deal with any media enquiries and decide on any action required to suspend the individual involved following advice from Children's / Vulnerable Adult Services and / or the Police;
- A full investigation will be conducted in line with the disciplinary procedures. (Appendix A - A Guide to Procedures).

4.4.5 Action if there are Concerns

The FOUNDATION Safeguarding Lead will judge whether the disclosure is poor practice alone or suspected child abuse and in doing so may discuss with Children's / Vulnerable Adult Services to clarify concerns before reaching a decision.

4.4.6 Poor Practice

If the FOUNDATION Safeguarding Lead considers the allegation to be poor practice, it will be dealt with as a misconduct issue and in line with the FOUNDATION's Disciplinary Procedure referred to the employees Line Manager.

4.4.7 Allegation against the Safeguarding Lead

If the FOUNDATION Safeguarding Lead is the subject of the suspicion or allegation, the Board of Directors will be responsible for taking the appropriate action outlined above.

4.4.8 If an allegation is made against you

If you are the person who is the subject of an allegation, the situation will be explained to you in due course and you may be asked to stop working for the FOUNDATION whilst investigations take place. This may result in

suspension whilst an investigation is carried out, ensuring all parties involved are protected.

Following the investigation, the appropriateness of you returning to work will be assessed and will be dependent on the outcome of the FOUNDATION's internal investigation and all other available information (including information from the Police and Children's / Vulnerable Adult Services). The FOUNDATION will assess on a case-by-case basis the support that can be offered to an individual who has an allegation made against them.

4.4.9 Internal Enquiries and Suspension

The FOUNDATION Safeguarding Lead will make an immediate recommendation to the Head of Service / Human Resources about whether to suspend an employee accused of abuse pending a Children's / Vulnerable Adult Services or Police investigation.

Irrespective of the findings of the Children's / Vulnerable Adult Services or Police enquiries, the FOUNDATION will assess all individual cases under the disciplinary procedures to decide whether an employee should be reinstated and how this can be sensitively handled with other employees.

This decision may be difficult in incidents where there is insufficient evidence to uphold any action by the Police. In this instance the FOUNDATION will make a decision based on all available information that could suggest that more likely than not the allegation is true. The welfare of young people / vulnerable adult will always remain paramount and disciplinary procedures will be drawn to a conclusion to ensure the protection of young people / vulnerable adults.

4.4.10 Support to Deal with the Aftermath

Consideration will be given to what support the FOUNDATION can offer to young people and their parents / carers and employees. Details of Helplines and support groups will be provided (see - Essential Contacts).

Consideration will also be given about what support may be appropriate to the alleged perpetrator of the abuse.

3.5 Allegations of Previous Abuse

Allegations of abuse may be made some time (often years) after the event (e.g. by an adult who was abused as a young person or by an employee who is still currently working with young people). In this instance the FOUNDATION will follow the procedures as previously outlined and will report the matter to Children's / Vulnerable Adult Services or the Police as other young people/vulnerable adults may be at risk.

Any individual who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children and vulnerable adults.

4.6 Action if bullying is suspected

Any allegations of bullying within any FOUNDATION activity will be taken seriously and steps taken to eliminate the actions.

4.6.1 Action to help the Victim and Prevent Bullying

In order to prevent bullying from occurring and to help victims of bullying, The FOUNDATION will:-

- encourage all children / vulnerable adults to speak and share their concerns by creating an open environment;
- investigate all allegations and take action to ensure the victim is safe;
- speak with the victim and the bully(s) separately;
- reassure the victim that you can be trusted and will help them although do not promise to keep the information confidential;
- keep a record on Employees Personal File for 15 months of what is said;
- report any concerns to the person in charge of the particular activity where the bullying is occurring. If the person in charge feels that they cannot deal with the allegation or the abuse is severe and / or persists, the FOUNDATION Safeguarding Lead will be informed.
-

4.6.2 The FOUNDATION employees have a responsibility to deal with the individual's accused of bullying by:-

- Talking with the bully to explain the consequences of their behaviour;
- Seeking an apology from the bully to the victim;

- Informing the bully's parents / carers;
- Insisting on the return of "borrowed" items;
- Imposing sanctions as necessary such as suspension or even exclusion will be considered;
- Encouraging and supporting the bully to change behaviour;
- Informing the FOUNDATION's Safeguarding Lead of all incidents and actions;
- Keeping a written record on Employees Personal File for 15 months of all incidents and actions taken;
- Ensuring the presence of a second individual as a witness when dealing with the incident;
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

5.0 REVIEW OF POLICY AND PROCEDURES

This Policy and procedural document will be subject to review in January 2016 and every year thereafter or whenever there is a significant change in the organisation or relevant legislation.

It will be the responsibility of the Director to notify employees of any changes in the documentation and / or changes in relation to their roles and responsibilities.

6.0 LINKS TO OTHER POLICIES AND GUIDANCE

Code of Conduct;

Recruitment Policy;

Disciplinary and Grievance Policy;

Complaints Procedure;

Equality and Diversity Policy;

ICT Policy and procedures;

Whistle Blowing Policy;

Health and Safety Regulations;

Harassment and Bullying Policy;

Worcestershire Vulnerable Adults Policy;

Independent Safeguarding Authority;

Worcestershire Safeguarding Children's Board (WSCB) policies and guidance.

7.0 ESSENTIAL CONTACTS

The Council's Safeguarding Leads, this includes Lead Professional for Child Sexual Exploitation

Senior SL

Head of Community Services

01527 64252 ext. 3348

Mobile 07810154316

Deputy SLs

Head of Leisure and Cultural Services

01527 64252 ext. 1762

Mobile 07974242328

Head of Housing Services

01527 64252 ext. 3304

Mobile 07852437732

Departmental Contacts

Human Resources Manager 01527 64252 ext. 3385

**WSCB: Local Authority Designated Officer
(LADO) for North Worcestershire:**

John Hancock and Katie Stock 01905 752800

Worcestershire Social Care Access CentreFor Professionals Only:

8.30 a.m. - 5.00 p.m. Monday - Friday 01905 768054 (Children)

Out of Hours Emergency Duty Team 01905 768020 (Children)

24 Hour 01905 768053 (Adults)

For the Public:

24 Hour 0845 607 2000

West Mercia Constabulary 0300 333 3000

0845 6000 303 (Minicom) or

01905 723888

Police Family Protection Units

(Child Protection & Domestic Violence)

Kidderminster 01562 826104

Nightstop 01527 66036

National Contacts

NSPCC 24 Hr Child Protection Helpline 0808 800 5000 (Free phone)

Childline UK 0800 1111 (Free phone)

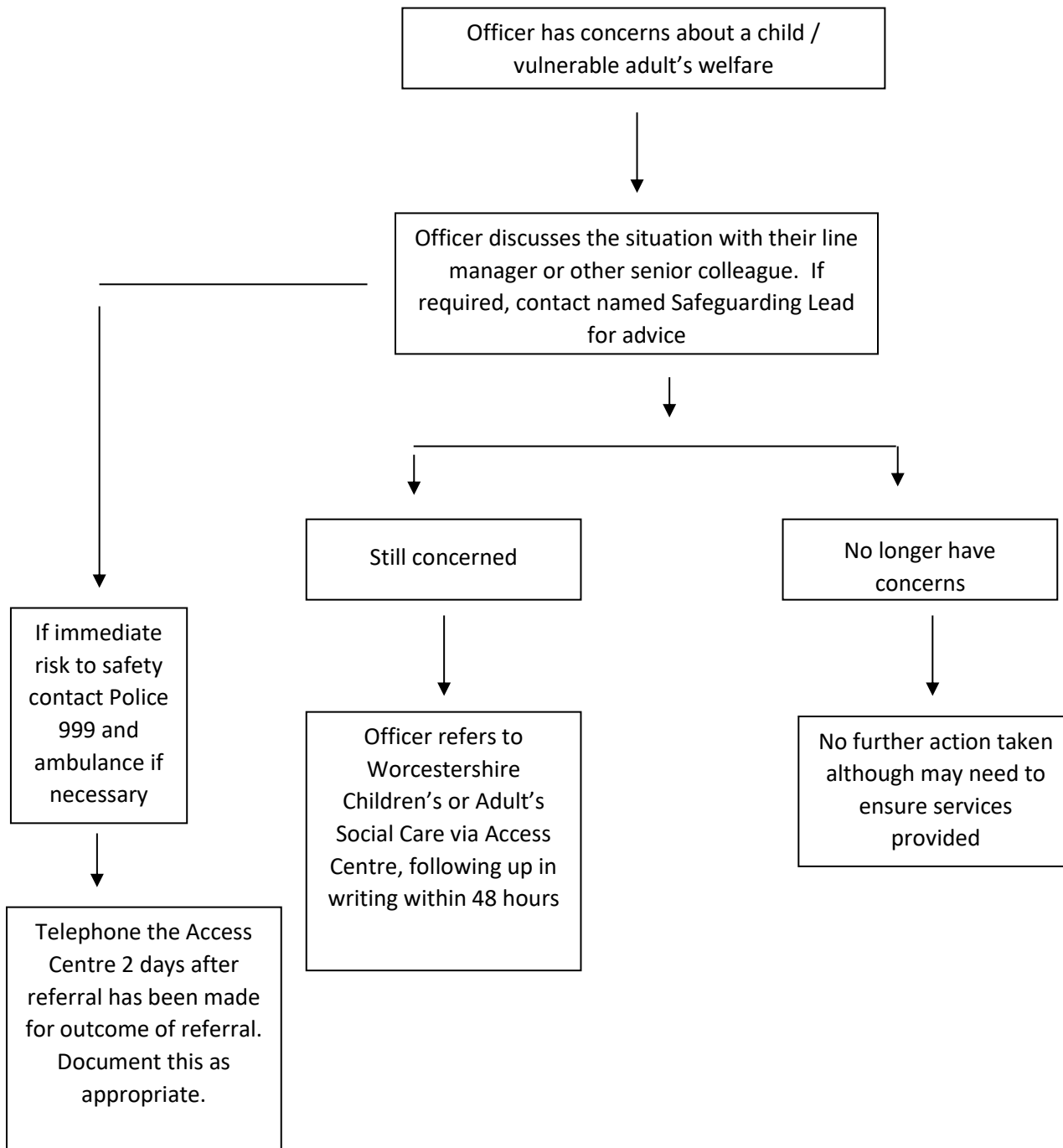
www.childline.org.uk

Victim Support 0845 3030 900 (Support line)

01527 66462 (Local)

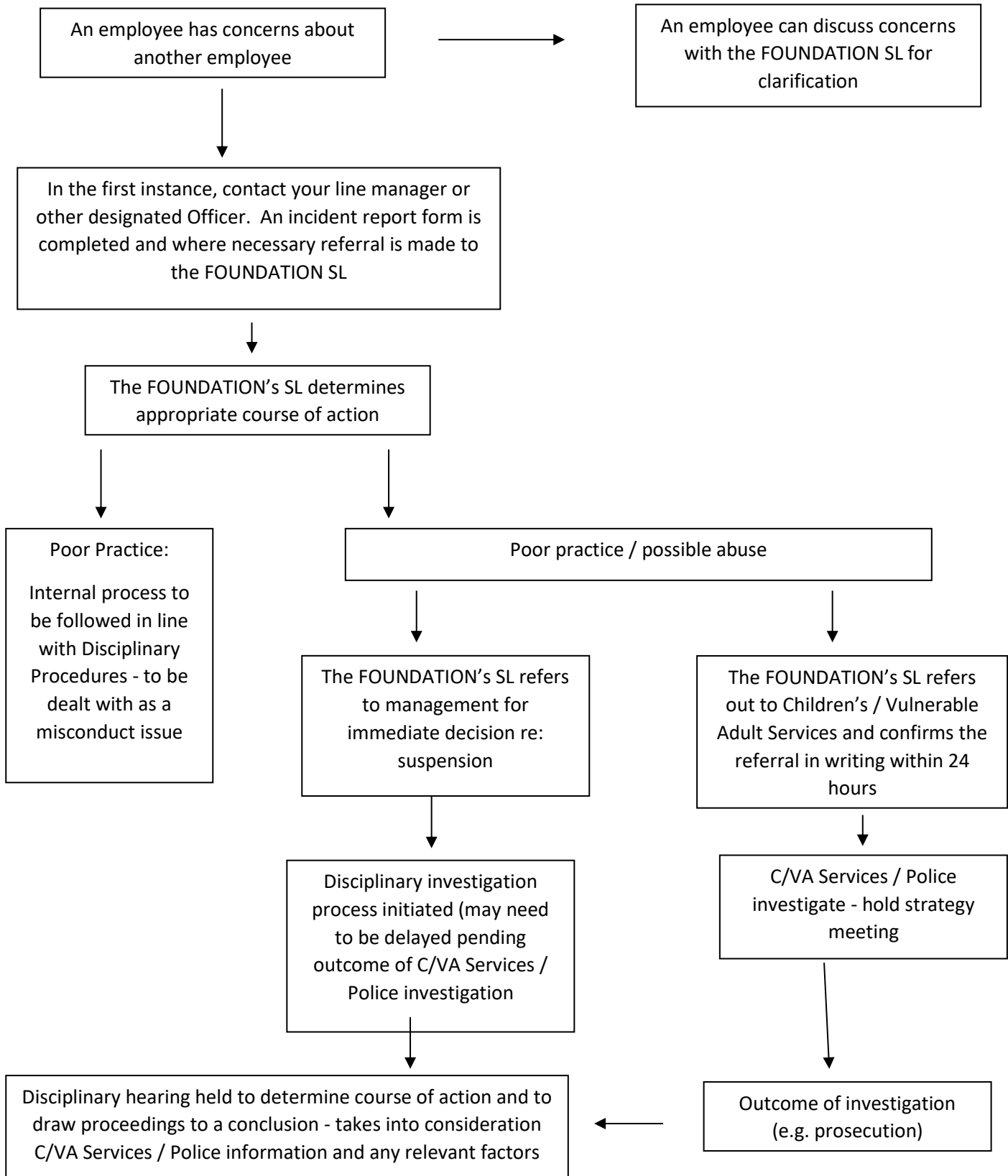
A Guide to Procedures

Flow Chart 1

Process following identification of concerns

Flow Chart 2

You have concerns about the behaviour of an employee towards a young person / vulnerable adult



Appendix B

The FOUNDATION's Child / Vulnerable Adult Protection Incident Report Form

Reporting an incident that has been disclosed to you

Depending on the circumstances, and if the risk is very high, do not spend time filling in this form but go straight to your line manager who will contact Children / Vulnerable Adult's Services immediately

Your Name	
Your Position	Contact No:
Child's / VA Name	
Child's / VA Address	
Parents / Carers name and address	
Contact No.	
Child / VA's age and date of birth	
What is the child's / VA's ethnic origin	
Does the child / vulnerable adult have a disability? If yes give details.	
Date and time of disclosure	
Venue where disclosure was made	
Are you reporting your own concerns or passing on those of somebody else? Give details.	
Brief description of what has prompted concerns: include dates, times etc of any specific incidents	
Any physical signs? Behavioural signs? (NB Do not ask the child/VA to show you)	

What exactly did the child / VA say? What did you reply?

(NB. Do not question the child. You can reassure. Just listen. Continue on a separate sheet if necessary).

Has anyone been alleged to be the abuser? If so, give details?

Details of actions taken so far:

Details of actions you intend to take:

Name and contact details for witnesses to the incident:

Contact details to whom this information has been passed to:

Name

<p>Position</p> <p>Organisation</p> <p>Date and time that the information was forwarded</p>
<p>Agree action, including feedback from statutory agency:</p>
<p>Signature:</p> <p>Date:</p>
<p><i>This form should be placed in a sealed envelope, marked Confidential and for the attention of the Director, The Old Needle WorksFOUNDATION, The Old Needle Works, Britten Street, Redditch, B97 6HD 01527-69100</i></p>

The FOUNDATION will only collect and process personal information provided on this form for no other purpose than for the purpose of safeguarding children / vulnerable adults.

Appendix C

The Old Needle Works FOUNDATION Safeguarding Lead Roles and Responsibilities

The role of the designated persons is to:-

- Be available to any employee or child / vulnerable adult to discuss any protection or poor practice concerns.
- Receive referrals or reports of possible child / vulnerable adult abuse or poor practice.
- Have an understanding of legislation and Government guidance relevant to this role.
- Have an understanding of the roles and responsibilities of the statutory agencies within the field of child / vulnerable adult protection.
- Responsible for child / vulnerable adult protection - establish contact with the senior member of Children's Services Department / Vulnerable Adult Services within Worcestershire.
- Provide information and advice on child protection within the organisation and act as a local source of advice on child / vulnerable adult protection matters.
- Ensure that The FOUNDATION's Safeguarding Children, Young People and Vulnerable Adults Policy is adhered to and support the interest of children, young people and vulnerable adults on The FOUNDATION activities and events.
- Ensure that Children's / Vulnerable Adult Services or Police are informed of relevant concerns about individual children / vulnerable adults.
- To establish contact with the Worcestershire Safeguarding Children Board (WSCB) / Worcestershire Safeguarding Adults Board (WSGA) and to be aware of local procedures.
- Manage the administration / organise the paperwork and record the information received.
- Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing following the correct procedures.

- Maintain accurate records relating to the concerns raised and/or ongoing investigations affecting The FOUNDATION.
- Keep relevant people within the organisation informed about any action taken, along with any further action required.
- To uphold confidentiality as appropriate, in all protection matters.
- Advise the organisation of child / vulnerable adult protection training needs.
- Be the Professional Lead for Child Sexual Exploitation.

Appendix D

The FOUNDATION Code of Behaviour for Employees working with Young People and Vulnerable Adults

This Code of Behaviour outlines good practice when working with young people/ vulnerable adults. An environment which allows bullying, shouting, racism, sectarianism or sexism is not acceptable.

You must:-

- Treat all young people / vulnerable adults equally, and with respect and dignity.
- Provide an example of good conduct you wish others to follow.
- Ensure that whenever possible there is more than one adult present during activities with young people / vulnerable adults or at least that you are within sight or hearing of others.
- Provide a male and female employee to accompany young people / vulnerable adults when trips are organised.
- Respect a young person / vulnerable adult's right to personal privacy.
- Encourage them to feel comfortable and caring enough to point out attitudes or behaviour they do not like.

- Build a balanced relationship based on mutual trust that empowers young people / vulnerable adults to share in decision-making processes.
- Give enthusiastic feedback rather than negative criticism.
- Recognise the needs of every young person / vulnerable adult as an individual.
- Secure parental/carers consent in writing to acting *loco parentis* if the need arises to give permission for the administration of emergency first aid or medical treatment.
- Have emergency contact and medical details for participants in their care.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Be aware that even physical contact with a young person / vulnerable adult may be misinterpreted.
- Recognise that special caution is required when you are discussing sensitive issues with young people / vulnerable adults.
- Operate within the FOUNDATION's Policies, Procedures and Guidance.
- Challenge unacceptable behaviour and language and report all allegations / suspicions of abuse.
- Ensure access to a phone or mobile.
- Give guidance and support for inexperienced employees.

You must not:-

- Have inappropriate physical or verbal contact with young people / vulnerable adults.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour / make suggestive or derogatory remarks or gestures in front of young people / vulnerable adults.
- Take a young person / vulnerable adult alone on car journeys, without adequate risk assessment and lone working policy being in place.

- Give a young person / vulnerable adult your personal telephone number.
- Jump to conclusions about others without checking facts.
- Either exaggerate or trivialise child / vulnerable adult abuse issues.
- Show favouritism to any individual.
- Rely on your good name or that of The FOUNDATION to protect you.
- Believe 'it could never happen to me'.
- Take a chance when common sense, policy or practice suggests another more prudent approach.

What action will be taken if an employee breaks the Code of Behaviour?

1. If a decision needs to be made which potentially could contravene this code of a minor nature then there should be appropriate discussions with the Line Manager and risk assessments carried out.
2. If any of the above should occur you should report them immediately to the Line Manager and ensure a written record of the event is completed.
3. If the incident was deemed to be of a more serious nature then the incident would be dealt with through the FOUNDATION's Disciplinary process.
4. Parents / carers should also be notified of the incident:
 - If you accidentally hurt a young person / vulnerable adult
 - If they appear to be distressed in any manner by your actions
 - If a young person / vulnerable adult misunderstands or misinterprets something you have done or said

N.B It may sometimes be necessary for employees to do things of a personal nature for a young person / vulnerable adult, particularly if they are very young or disabled. These should only be carried out with the full

understanding and written consent of parents / carers and the individuals involved. Employees should be responsive to the person's reactions. In the event that the person is fully dependent on you, talk with him/her about what you are doing and where possible give choices. This may be for example where you are involved in any dressing or undressing of outer clothing or where there is physical contact or lifting / assisting to carry out activities. Individuals are advised to avoid completing tasks for which you are not appropriately trained.

Appendix E

The FOUNDATION's Code of Conduct for Young People

This Policy will be characterised by a positive, child centred approach to caring for young people. We recognise the need for rules within any setting and the necessity for managing difficult behaviour.

This Policy will ensure that young people are treated fairly and are protected under the UN Convention on the Rights of a Child.

The aim of the Policy is:-

- To ensure that young people are safe and treated fairly at all times.
- To respect and value each young person as individuals.
- To encourage co-operative and kind behaviour between young people.
- For young people to take responsibility for their own behaviour.
- For young people to take pride in their own and others good behaviour.
- To give employees specific guidelines on how behaviour will be managed.

We expect young people to:-

- Treat everyone equally with respect and sensitively regardless of their gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.

- Know and abide by the rules and spirit of the event.
- Avoid violence and rough play and help anyone that may be injured.
- Accept the decisions of those in authority without question or complaint.
- Exercise self-control at all times.
- Give maximum effort and strive to achieve your best.
- Learn to accept success and failure, victory and defeat with humility and dignity respectively and without excessive emotional displays.
- Abide by the instructions of the employees and officials provided they do not contradict the spirit of this code.
- Treat everyone how you would like to be treated.
- Do not use foul, sexist or racist language at any time.
- Be a good sport, applaud good performance.
- Remember to have fun, improve skills and feel good.

When working on activities organised by the FOUNDATION employees will:-

- Give priority to the best interests of the young people in decisions that they make about them.
- Keep young people safe from all harm and protect them.
- Wherever possible let young people have a say in what affects them.
- Treat young people respectfully at all times.
- Be consistent and fair, keeping promises (where possible) made to young people.

- Actively work to help all young people feel welcome, happy and at ease.

What action will be taken if young people break their Code of Conduct?

1. A warning and explanation of why the behaviour is unacceptable.
2. A record is made in the FOUNDATION's Low Level Incident Book with an explanation of the incident.
3. Employees will employ their own system of warnings and minor sanctions e.g. time out (5 minutes max); 3 strikes and you are out. Young people must be aware of these sanctions from the outset.
4. If the young person's safety and / or others is being compromised due to their behaviour prompt action should be taken by the employee.
5. A session ban may be imposed.
6. Parents / carers are informed if their child is involved in unacceptable behaviour.
7. A behaviour contract between the young person, parent / carer, and The FOUNDATION employees may be agreed to get the young person back into the mainstream.
8. In some circumstances a young person may be permanently banned from participating on the FOUNDATION schemes.

Appendix F

The FOUNDATION Guidelines and Procedures for Activities and Services

1. Work Experience and Extended Work Experience

- It is important to distinguish between work experience and extended work experience (sometimes called work placement). Work experience refers to Key Stage 4 children going into a work environment for 1 – 2 weeks. Extended work experience refers to young people experiencing a working environment, possibly by undertaking work based learning over a longer period of time, 1 or 2 days per week, to achieve vocational qualifications.

- This is arranged by schools and Further Education providers and Local Education Authorities with employers or training organisations contracted to carry out this function, and can be either a full or part time basis.
- It is good practice to arrange a pre visit interview with the candidate. This may be the schools procedure in any event. The responsible teacher may advise the young person to telephone the manager before the start date if time does not allow an interview.
- Section Heads should ensure that Risk Assessments are in place for work experience students.

2. Trips, Tours and Holiday Clubs

- All trips, tours and holiday clubs will undergo the necessary level of preparation and will cover Health and Safety requirements such as risk assessments. Where Play schemes are registered with OFSTED their standards will be adhered to.
- It is vital that any transport arrangements pay due regard to safeguarding young people / vulnerable adults and that adequate supervision is provided if young people / vulnerable adults are taken on trips and tours. Parents and carers must be notified and sign a form giving permission for young people / vulnerable adults to attend.
- **Recommended ratios** must be adhered to before commencement. In some cases employees may consider it appropriate to increase the level of supervision depending on the activity and the nature of young people / vulnerable adults taking part. Normally the ratio adult: child/vulnerable adult over 8 is 1:12, under 8 is 1:8.
- A person will be nominated to be the lead Officer on outdoor transported trips. If parents / carers and volunteers accompany any trip or activity, then they will be under the direction of that nominated person. The use of parents / carers or volunteers shall not compromise employees to child / vulnerable adult ratios and in no way substitute the “duty of care” the FOUNDATION should be showing. At no time should persons accompanying their own children be left alone with children who are not their own - although we do recognise that parents / carers have a valuable and crucial role to play.
- A complete list of all children / vulnerable adults will be drawn up and head counted on departure and arrival. All children / vulnerable adults should be seen to be picked up on return unless specifically told otherwise in writing and signed for by the parent/carer in advance. A verbal undertaking is not acceptable. It is the duty of the parent / carer to inform employees of this wish.
- In the event of a “new” person being requested to collect a child, an additional registration form must be completed by the parent / carer. At no time will a child / vulnerable adult be handed over without full confirmation by the parent / carer.

- In the event that a parent / carer fails to collect a child / vulnerable adult then 2 employees must be present at all times. We ask a parent / carer to inform us of any likely delays as soon as they are known. If no parent/carer has arrived then it is the duty of the lead Officer to try to make contact with the parent / carer. If no parent / carer has arrived after 30 minutes then the Police should be called. It is important to gauge what response time may be expected and advice sought therein from the Police.
- Before each trip, the lead Officer must have registration forms, first aid kit, medical notes and medicines (if appropriate) and a mobile phone. Any hospital referrals must be relayed to parents / carers immediately.
- When organising a trip the lead Officer must nominate an employee who is 'on call' should there be an emergency. This Officer must have all the trip details (including names and contact details of participants) so that parents / carers can be contacted if necessary.

3. Residentials

- The FOUNDATION do not organise residentials for young people / vulnerable adults. However, from time to time employees may be involved in a partnership project that may include an overnight stay.
- On these occasions the FOUNDATION employees will provide secondary support to the organising body such as Connexions (PAYP), Youth Service. The lead organisation must have a policy on residentials which the FOUNDATION employees must be aware of before taking part in the event.
- A Welfare Plan must be drawn up prior to the residential by the lead organisation.

4. Transporting Young People / Vulnerable Adults

- A reputable transport company with the appropriate insurance will be used.
- Sufficient supervisors (team managers, coaches, parents) will be present on the coaches.
- Each person will have a seat and seat belt regulations will be adhered to.
- Parents / carers will be provided with details of both pick up and drop off points and times.
- Employees of a supervisory capacity will have the following information for each participant

- Name / contact number;
 - Pick up / drop off point and time;
 - Name of parent/carer collecting the participant;
 - Emergency contact number;
 - Medical details.
- Participants will not be left unsupervised.
 - It is not good practice to take young people / vulnerable adults alone on journeys, however short. Where this is unavoidable, it should be with the full knowledge and consent of the parents / carers, and someone in charge of the organisation. Employees should be able to state the purpose and anticipated length of the route. You must be insured for business use. The child / vulnerable adult should sit in the rear seat. If there were 3 young people / vulnerable adults in your care, two should sit in the back and one in the front. When the first child / vulnerable adult is returned to the parent / carer the remaining young people / vulnerable adults should be sat in the back seats.

5. Lost / found young people / vulnerable adults

- When operating from a building we will endeavour to make all inside and outside areas as secure as possible. Whilst great care is taken to ensure the young people / vulnerable adults in our care are always accounted for, we do however have procedures for lost and found children / vulnerable adults (see following pages).
- If young people / vulnerable adults are on outdoor trips the lead Officer is responsible as identified above. In the case of outdoor sites such as parks and nature reserves, employees are aware of the potential risk of lost young people / vulnerable adults and how to deal with these situations.
- Lost young people / vulnerable adults will only be handed over to the designated person named by the parent / carer on the registration form. In the case of parks and open spaces where young people / vulnerable adults are not on official trips, but nonetheless leisure users, the handing over of young people / vulnerable adults will only be done at the behest of Police involvement.

6. Procedure for dealing with lost young people / vulnerable adults

- On suspicion of a lost young person / vulnerable adults the Officer will conduct a roll call without alarming them.
- The lead Officer and one extra employee will conduct a thorough search of the building and grounds and the immediate vicinity.
- Employees conducting the search and remaining employees will ensure a calm manner and normal routine will be conducted.
- If the young person / vulnerable adult is not found, the Police and the parent / carer will be contacted. The SL will be informed.
- A full report will be produced on the FOUNDATION's *Incident, Accident or Ill-Health Form*.
- The relevant authorities will be informed.
- Employees will work closely with the Police, parents / carers, and other authorities to ensure all relevant information is made available to aid the safe recovery of the young person /vulnerable adults.
- The incident will be evaluated and fully discussed with the employees and SL, Children / Vulnerable Adult's Services and the Police and, if appropriate, procedures reviewed. Policies will be amended if necessary.

7. Procedure for dealing with found young people / vulnerable adults

- Get to the child / vulnerable adults height, show them your name badge and tell them where you work. In the first instance try to find out their name, giving the child / vulnerable adult time to respond as they may be extremely distressed. If that proves difficult then look for a discarded jumper or coat, as often there are name tags in clothing. Do not physically touch the young person / vulnerable adult to find out these details and seek another employee, as soon as possible, to help. Take the young person / vulnerable adult's name, age, address and telephone number if possible. If you cannot obtain any details at all then you must call the Police.
- Carry out a brief search of the immediate area with the young person / vulnerable adults. Mostly lost young people / vulnerable adults are near their family who are simply obscured by people or objects. Ask the young person/vulnerable adult where they last saw the parent / carer / guardian. Older young

people have sometimes been left on site by parents who are to return later, be vigilant as to where and how long young people are waiting for parents to return.

- Small young people / vulnerable adults may become very distressed. In this case 2 employees should stay with the young person / vulnerable adult all the time, preferably the one person who has made initial contact - this avoids confusing the youngster / vulnerable adult. Alert all other employees on duty. Never leave a young person / vulnerable adult unattended. If a young person / vulnerable adult refuses to stay then call the Police immediately and stay vigilant to their direction. At no time put the young person / vulnerable adult in a vehicle. (see Appendix F, section 4. Transporting Young People/Vulnerable Adults). At the discretion of the SL contact the Police after 30 minutes of unsuccessful search. If out of normal hours and the SL is not available contact the Police directly and inform the SL at the next possible time.
- If the parents / carers are found, ask for identification. Do not release young people / vulnerable adults to anyone under the age of 16.

8. Procedure for dealing with young people who decide they wish to leave the activity that you are in charge of

Should a young person leave the session without prior permission employees will:-

- employees will try to find out why the young person wishes to leave and sort out the issue if possible;
- gently restrain the young person if they are a danger to themselves, employees or venue property;
- follow the young person home if employees' ratio permits (although this would be unlikely);
- refer to registration form and contact parent/guardians immediately.

9. Restraining young people / vulnerable adults

- Employees should consider using physical force towards a young person / vulnerable adult only when they are in danger or there is a danger to others.
- Any incidents of this kind will be recorded on the Incident Form and reported to the SL and to parents / carers on the same day.

- The FOUNDATION recognises that at all times employees might need to intervene and that unease and unwillingness to act appropriately could lead to the needs of the children / vulnerable adults being neglected, or their safety being put at risk.

10. Our policy on working in schools

- Employees who visit schools in the course of their duties have during curriculum or extra curricular time to deliver an activity or service should wear the official the FOUNDATION Identification badge.
- During curriculum time for the FOUNDATION employees who are in close contact with young people such as sports coach, plumber, builder, grounds maintenance, play leader, artist, ranger, **a teacher must always be present** (at least within sight of the group). The teacher has *loco parentis*, which is the legal responsibility for the young people.
- When the FOUNDATION are responsible for organising the activity at a school during extra curricular time and are 'hiring' the facility e.g. gymnasium, hall, field area, then an employee from the school should be on site. The person in charge of the activity should be familiar with the school site and its regulations. The Head Teacher has responsibility for all employees working on their premises.
- The Line Manager of the employee working in schools should check the schools Child Protection Policy and the reporting route.

11. Guidance for employees to do home and site visits

- Where it is practical to do so employees should prearrange the visit, preferably in writing.
- Colleagues should be notified of the date, time, address of the visit and the expected return time of the Officer.
- Employees should wear / show the FOUNDATION Identification badge / card.
- If a young person / vulnerable adult answers the door and the adult who has made the appointment is not present (and has made no other arrangements) the member of the FOUNDATION's employees should not enter the premises but rearrange the visit.
- Refer to (Appendix B) and Code of Behaviour for Employees Working with Children/Vulnerable Adults (Appendix D).

- Inadvertent contact with young people / vulnerable adults on their own may occur (e.g. refuse collectors pulling a bin out from a rear garden and coming into contact with a scantily clad young person) in which case they should leave the area and report the incident to their Line Manager.
- Refer to Intranet for more detailed guidance.

12. Our policy on working with Agency employees

- Wherever an agency is used to supply temporary employees the FOUNDATION will provide a copy of our Safeguarding Children, Young People and Vulnerable Adults Policy and Procedure.
- The agency will be required to supply The FOUNDATION with their own policy / procedures for The FOUNDATION reference.
- Agency employees who have the potential to be in contact with young people / vulnerable adults in the course of their temporary duties must undergo a DBS check before commencing employment.

Appendix G

Escalating Concerns Flowchart and Recording Form

Stage 1

Practitioner attempts to address professional concern or disagreement through discussion and/or meeting within one working day.

Is there agreement?

Unresolved

Resolved

- **Check back** to ensure there is shared understanding of the agreed actions
- **Record** agreed actions
- Complete **Record of Escalation** template and log according to agency procedure.
- **Check back** to ensure agreed actions have been fully implemented

Templates

Stage 2

Practitioner reports professional concern or disagreement to line manager. Respective managers liaise within 24 hours to review available information and resolve if possible. Advice is sought from respective designated safeguarding leads if necessary.

Is there agreement?

Unresolved

Resolved

- **Check back** to ensure there is shared understanding of the agreed actions
- Immediately feed agreed actions back to operational staff
- **Confirm actions in writing** between agencies and, where appropriate, include a date to review them
- If necessary invoke the process for reviewing the child's Plan
- Complete **Record of Escalation** template and log according to agency procedure
- **Check back** to ensure agreed actions have been fully implemented

Stage 3

The professional concern or disagreement is referred without delay through the line management structures of the respective agencies and senior managers seek to resolve.

Is there agreement?

Unresolved

Resolved

- Outcome of discussion and agreed actions to be **recorded in writing** and consideration given to where the record of the meeting is to be held
- Immediately feed agreed actions back to operational staff
- Senior managers consider the need to review policies or procedures, or to address any compliance or professional competence issues
- Complete **Record of Escalation** template and log according to agency procedure
- **Check back** to ensure agreed actions have been fully implemented

Stage 4

WSCB members for the respective organisations are informed who will refer to the WSCB Manager for the convening of an independently chaired resolution meeting.

Resolved

Record of escalation of concern regarding a child / young person



Child / Family's name:	
Framework reference if known:	

ESCALATION OF CONCERN REGARDING A CHILD / YOUNG PERSON		
Date of escalation:		
Brief description of concern and outcome sought:		
Matter escalated by:	Name	
	Job title	
	Agency	
Matter escalated to:	Name	
	Job title	
	Agency	

RESPONSE		
Response from:	Name	
	Job title	
	Agency	
Date of response:		
Brief description of response:		

OUTCOME
Outcome of escalation:

The completed form should be completed and emailed to Elaine Grant and Kelly Ordish, DSO, within 2 working days of the Escalating Concerns process being invoked.