



Safeguarding Policy and Procedures 2019-20

These policies and procedures are reviewed annually.

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1. INTRODUCTION

1.1 OVERVIEW

Citywise is committed to creating an environment in which young people involved in our work are safe from abuse and any suspicion or allegation of abuse is taken seriously, treated in confidence and appropriately and promptly dealt with. Citywise requires all staff and volunteers to be aware of this policy, support it and act with the interests of young people as paramount. Citywise staff and volunteers should, at all times, show respect and understanding for the rights, safety and welfare of the children and young people they are working with. Safeguarding awareness will be a required part of the induction process and Managers must ensure all new staff working directly with young people receive, read and understand this policy, which will be reviewed every 12 months. Appropriate training and support will be given to staff to enable them to deal with safeguarding issues effectively.

1.2 PRINCIPLES

The following principles apply to Citywise's approach to safeguarding:

- In all activities Citywise will ensure that, as well as responding to immediate concerns, there is a clear focus on the safety and wellbeing of children and young people. This focus will be consistent across all our projects.
- Citywise believe that all children and young people have the same right to protection, regardless of their sexuality, race, religion, nationality or country of origin.
- Citywise believe safeguarding not only involves preventing harm but also promoting wellbeing. We focus on developing the emotional, psychological and social wellbeing of the children and young people we work with.
- Citywise staff and volunteers should, at all times, show respect and understanding for the rights, safety and welfare of the children and young people they are working with.
- All Citywise employees, and those who undertake work on Citywise's behalf, must maintain a proper focus on safeguarding children and young people, and this must be reflected both in sound individual practice and in our internal policies and guidance.
- Citywise works in settings which also have broader safeguarding responsibilities. Citywise expects that partner schools and care homes will have appropriate measures in place to safeguard and promote the welfare of children and that they will bring matters requiring local attention to the relevant authorities. We will work in partnership with these providers to ensure this.

1.3 PURPOSE

This document outlines Citywise's policy on identifying and responding to concerns regarding the safeguarding and protection of children and young people. This policy, with the associated procedures, provides guidance for all staff and volunteers who may come across concerns of this nature within the context of their work for Citywise. These include:

- all members of the Citywise team: office-based staff, project leaders & volunteer mentors
- members of the Citywise board
- other individuals, consultants and agencies contracted by Citywise.

The policy seeks to promote effective multi-agency working in light of the Children Act 2004 and Working Together to Safeguard Children (DfE 2018).

1.4 AIMS & OBJECTIVES

The aim of this policy is to set out the principles and procedures that Citywise should follow to meet its responsibilities to safeguard children and young people involved with their services, maximise protection from abuse and to ensure that anyone who has been abused receives support and protection from further abuse.

1.5 RESPONSIBILITIES

For the purposes of this policy, Citywise's responsibilities cover:

- 1.5.1 identifying specific safeguarding concerns that need to be raised with a safeguarding officer within the responsible provider, being, the Citywise Safeguarding officer or the safeguarding officer within a school.
- 1.5.2 responding to specific child protection concerns about children and young people at risk of significant harm that are likely to need to be referred through to social care services and possibly the police
- 1.5.3 Citywise is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All Citywise staff and volunteers are required to attend internal training on 'Safeguarding & Wellbeing at Citywise' which will be facilitated by the Safeguarding & Wellbeing Officer. Staff with key responsibilities will be required to attend external safeguarding training and are expected to have a good understanding of safeguarding issues, including potential abuse and neglect of children and young people, which may come to light in the projects.
- 1.5.4 Citywise ensures that all staff and volunteers understand their responsibility for safeguarding: how to recognise and minimise the risk of abuse as well as appropriately record and report information regarding safeguarding concerns.
- 1.5.5 Citywise are committed to ensuring a multi-agency approach is followed when dealing with safeguarding incidents or alleged incidents.

- 1.5.6 Citywise does not investigate child protection or safeguarding concerns. Therefore, all staff should follow the procedures to ensure that all allegations or suspicions of abuse or significant harm to any child are reported to:
- Designated Safeguarding Officer (DSO) of service provider & Citywise Safeguarding & Wellbeing Officer (James Preston)
 - children's services department of the relevant local authority if appropriate.
- 1.5.7 We will share all relevant information with the respective statutory child protection agencies (children's services and/or police) without delay and within agreed protocols. The reasons for action taken, or not taken, by Citywise will be clearly recorded.
- 1.5.8 Citywise will ensure that it fulfils its responsibilities to work jointly with others to safeguard and promote the welfare of children and young people and, where necessary, to help bring to justice the perpetrators of crimes against children. At whatever level we identify risks, Citywise will highlight them and seek to ensure that appropriate steps are taken to safeguard the children concerned.

2. DEFINITIONS & DESCRIPTIONS

2.1 SAFEGUARDING

In relation to safeguarding children and young people, Citywise adopts the definition used in the Children Act 2004¹ and the Department for Education (DfE) guidance document: Working Together to Safeguard Children 2018² which define safeguarding and promoting children and young people's welfare as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

2.2 CHILDREN IN NEED

The above statutory guidance defines child protection as part of safeguarding and promoting welfare. Child protection is the activity undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

A child is defined as anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout this document.

¹ The Children Act 2004: www.legislation.gov.uk/ukpga/2004/31/part/2/crossheading/general

² Working together to safeguard children, DfE, 2018; https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard_Children.pdf

Working Together to Safeguard Children 2018 states:

The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

The term safeguarding covers vetting and safer recruitment, safer working practices, responding to concerns, working with partner agencies, dealing with allegations against those responsible for children and other matters that may be relevant. The term child protection is used for responding to concerns where it appears that a child may have been harmed.

Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim proactively to safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

2.3 HARM & SIGNIFICANT HARM

Harm means ill-treatment or the impairment of health or development, including, for example, impairment suffered from seeing or hearing the ill-treatment of another.

The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children, and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm. It is the threshold used by the courts in deciding whether compulsory intervention into family life might be in the best interests of the child.

Significant harm has no precise definition. It can be caused by a single traumatic event or a cluster of smaller incidents over time. Any concern about significant harm requires careful investigation and assessment.

2.4 STATUTORY DEFINITIONS OF CHILD ABUSE

Child abuse has many forms. Detailed definitions of emerging areas of abuse can be found in appendix 1

There are four identified categories of abuse described in *Working Together to Safeguard Children 2010*, from which the following definitions are taken.

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger, for example via the internet. They may be abused by another adult or adults, or another child or children. Abuse must never be tolerated or passed off as 'banter', 'just having a laugh' or 'part of growing up'.

- 2.4.1 **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.

2.4.2 **Sexual abuse** involves forcing or enticing a child 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. The activities 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. They 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). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

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

2.4.4 **Emotional abuse** is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ridiculing what they say or how they communicate.

Emotional abuse 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 also involve: seeing or hearing the ill-treatment of another, for example in domestic violence situations; serious bullying (including cyber-bullying); causing children frequently to feel frightened or in danger; exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child but it may occur as the sole or main form of abuse.

2.5 INTERNET ABUSE

'Internet Abuse' relates to four main areas of abuse to children:

- Abusive images of children (although these are not confined to the Internet)
- A child or young person being groomed for the purpose of sexual abuse
- Exposure to pornographic images and other offensive material via the Internet
- The use of the internet, and in particular social media sites, to engage children in extremist ideologies

The **Serious Crime Act (2015)** has introduced an offence of 'sexual communication with a child'. This applies to an adult who communicates with a child and, where the communication is sexual, or if it is intended to elicit from the child a communication which is sexual, and the adult reasonably believes the child to be under 16 years of age. The Act also amended the Sex Offences Act 2003 so it is now an offence for an adult to arrange to meet with someone under 16 having communicated with them on just one occasion, previously it was on at least two occasions.

2.6 WELLBEING:

As well as wanting to recognise any forms of abuse, Citywise is dedicated to investing in children's Wellbeing through mentoring relationships and the Citywise Curriculum. The vision of the organisation is that in doing this, Citywise is not only preventing abuse, but promoting a safe environment for children. There are 3 areas of wellbeing:

- **emotional well being:** being happy and confident and not anxious or depressed
- **psychological well being:** the ability to be autonomous, problem-solve, manage emotions, experience empathy, be resilient and attentive
- **social well being:** the ability to invest in good relationships where they are not disruptive, violent or a bully.

3. PROMOTING SAFER PRACTICE

3.1 INTRODUCTION

As an organisation working with children and young people we wish to operate and promote good working practice. This will help to create and maintain an organisational culture that reflects the importance of safeguarding and promoting the welfare of children.

At an organisational or strategic level, this good practice will include:

- a commitment at senior management level to the importance of safeguarding and promoting children's welfare
- a clear policy stating the organisation's responsibilities towards children being made available for all staff and volunteers
- a clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children
- clear roles for staff and volunteers

- service development that takes account of the need to safeguard and promote welfare and that is informed, where appropriate, by the views of children and families
- safer recruitment procedures in place
- clear arrangements for supervision
- role-specific training for staff and volunteers on safeguarding and promoting the welfare of children
- effective working with statutory and voluntary sector partners to safeguard and promote the welfare of children
- publicly advertised arrangements for children to be able to speak to an independent person privately
- effective information sharing

3.2 CODE OF SAFER WORKING PRACTICE

Citywise is committed to adopting a code of safer working practice for staff and volunteers who work with children and as such agree to implement and follow the Guidance for Safer Working Practice for Adults who Work with Children and Young People (Department for Children, Schools and Families for Allegations Management Advisers, 2007). This guidance together with our organisational policies and procedures will help to build a safe and caring environment for children, young people and adults.

Citywise will ensure it safeguards young people in the following ways:

3.3 COMMUNICATION

Citywise is committed to working in partnership with the care providers and settings we work in. Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

The aim is to ensure seamlessness between safeguarding policies and procedures or clarity of process where different procedures apply between or amongst different organisations.

We therefore have clear guidelines in regard to our expectations of those with whom we work in partnership. We will discuss with all partners our safeguarding expectations and have a partnership agreement for working together effectively.

It is also our expectation that any organisation using our premises, as part of the letting arrangements will have their own policy.

3.4 RECRUITMENT

3.4.1 Citywise ensures that all staff and volunteers are carefully selected and trained, supported and supervised. This includes ensuring that:

- There is a written job description / person specification for the post

- Those applying have completed an application form and a self declaration form
- Those short-listed have been interviewed
- Written references have been obtained, and followed up where appropriate
- A relevant Criminal background check has been completed by all workers in regulated activity with children.
 - Staff/volunteers living in England will be required to obtain a DBS check
 - Staff/volunteers living in Scotland will be required to join the PVG Scheme.
 - Anyone who has lived in the UK for less than a year before joining Citywise will be required to obtain a Certificate of Good Conduct from their country of residence in addition to the criminal record checks above.
 - If volunteers who have lived in the UK for less than a year have applied for, but not obtained, a Certificate of Good Conduct, they may proceed to work with children under constant supervision as long as they have begun the process of getting a DBS check/ joined the PVG scheme.
 - This period of supervision may last no longer than 3 months. At that point if a certificate has not been obtained a meeting will be scheduled with the CEO and Safeguarding Lead to discuss their volunteer status.
 - (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- A suitable training and induction programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.
- All volunteers are supervised by a member of staff (wherever possible) throughout their volunteering role.

3.4.2 All Citywise trustees, staff and volunteers working with young people must within 30 days of their 'employment' undertake the enhanced DBS disclosure process/PVG scheme/certificate of good conduct process as appropriate and must not be barred from working by the Independent Safeguarding Authority Disclosure Scotland or any local police authorities outside the UK. In addition they must not have a conviction for an offence involving violence, domestic violence, harassment, sexual offences or offences against children.

- No volunteers or staff members will be left unsupervised with children in any circumstances until a DBS check has been completed.
- 3.4.3 All permanent and contracted staff and volunteers working with children and young people (including young people who are vulnerable adults) must:
- give highest priority to their safety and welfare
 - recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
 - respond appropriately to disclosure by a child, or young person, of abuse
 - respond appropriately to allegations against staff, other adults and against themselves
 - understand and implement safe practice in carrying out their duties
 - be alert to the risks which abusers, or potential abusers, may pose and vigorously pursue concerns
 - be aware of the importance of the role of Citywise in promoting the safety and welfare of children and young people
 - contribute, as necessary, to all stages of Citywise's safeguarding and protection processes
- 3.4.4 All posts working with children and young people will be exempt from the Rehabilitation of Offenders Act 1974.
- 3.4.5 Volunteers under 18 years old:
- Volunteers under 18 years old are legally classed as vulnerable and staff should be aware of this.
 - Risk assessments need to assess potential risks of having younger volunteers involved and ensure supervision where needed
- 3.4.6 Volunteers under 16 years old:
- Volunteers under 16 years old will be covered by the Safeguarding Policy if any safeguarding concerns are raised
 - Volunteers under 16 years old should not be left unsupervised in any circumstances and should be given clear guidance and support.
- 3.4.7 Citywise are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with the Citywise Code of Conduct.
- 3.4.8 Casual adult visitors to project sessions etc:
- any adult, including parents/guardians/older siblings (i.e. those who have not been authorised as workers or volunteers) should not have access to young people without the presence of a worker who is deemed to be responsible for the work

3.5 TRAINING

Citywise ensures all staff / volunteers whose work mainly brings them into contact with young people are trained so that they are able to recognise the symptoms of possible physical, emotional, sexual and secondary abuse and neglect. This training will be refreshed annually.

Staff and volunteers are trained to recognise, respond and record any safeguarding concerns.

Through training Citywise ensures that all staff and volunteers are aware of what constitutes appropriate and inappropriate behaviour with and towards young people.

Our training on wellbeing encourages all Citywise staff & volunteers to be proactive in developing healthy relationships with children in order to develop self-esteem, pay attention to strengths and celebrate successes and achievements. Citywise believes this is an important aspect of safeguarding.

3.6 STAFF-CHILD RATIOS

Citywise is committed to high staff-child ratios. Since most of our work is mentoring it is often 1:1. The following guidelines are the absolute minimums.

3.6.1 In a building:

- For ages 4-7 years- 2 workers for the first 10 children followed by 1:6
- For Ages 8-10s: 2 Workers for first 12 young people followed by 1:8
- For ages 10-15s: 2 workers for the first 14 young people followed by 1:10
- For ages 16+: 2 workers for first 20 young people, followed by 1:12

3.6.2 On trips out:

- For ages 4-7 years- 2 workers for the first 8 children followed by 1:6
- For Ages 8-10s: 2 Workers for first 10 young people followed by 1:8
- For ages 10-15s: 2 workers for the first 14 young people followed by 1:8
- For ages 16+: 2 workers for first 16 young people, followed by 1:12

3.6.3 Each group should ALWAYS have a minimum of two adults and it is recommended that a gender balance be maintained for mixed gender activities if possible. It is the responsibility of the Project Leader to ensure this.

3.6.4 If a person who has been assigned to help staff a group is prevented from attending at short notice, there is no automatic obligation to cancel the group. It may be possible to secure the services of another suitable person or to make other appropriate temporary arrangements so that the group can still run as scheduled.

3.6.5 1:1 meetings should be conducted in as public a place as possible, preferably in view of another worker. If a child asks to speak to staff or volunteers privately,

ask another adult to be present or ensure you are in view of others, whilst respecting confidentiality.

3.6.6 Any meetings in a child's home, e.g. when staff drop off consent forms, should always be conducted with 2 staff present.

3.6.7 If a young person is alone in the house, staff should decline an invitation into the property, unless, in an extreme circumstance, workers consider it is more dangerous to leave the young person on their own.

3.7 POSITIONS OF TRUST

All those who work with children or who have significant contact with them and their families on behalf of Citywise are in positions of trust.

The Citywise Code of Conduct make clear the importance of accepting the expectations of such work and the possible grounds for disciplinary action if they are not met.

Staff & volunteers represent Citywise and will be seen as role models by the children they are working with and therefore should conduct themselves in the following ways:

- they should take care to observe appropriate boundaries between their work and their personal life. For example, they should ensure that all communications they may have with or about children are appropriate in their tone;
- they should seek advice immediately if they come across a child who may have been harmed (including self-harm) or a colleague whose conduct appears inappropriate.
- It is contrary to the safeguarding policy for any staff or volunteers to have sexual or inappropriate personal relationships with those aged 16 or 17 for whom they are responsible. A breach of this is likely to be considered as a disciplinary offence. It will be referred to the MCC Designated Officer and in some cases it may also constitute a criminal offence. Anyone found guilty of a criminal or disciplinary offence of this kind is likely to be

dismissed and referred to the Disclosure and Barring Service for possible barring.

3.8 E-SAFETY

- 3.8.1 All staff & volunteers should ensure that all electronic communications are appropriate and professional.
- 3.8.2 If e-technology is being used in a group activity, staff should supervise and ensure that it is being used appropriately.
- 3.8.3 Staff & volunteers should not make any relationship with a child through a social networking site.
- 3.8.4 No electronic contact through messaging or texting should be made with children Citywise are working with.
- 3.8.5 Wherever possible mobile phones should not be used during group activities by either children or staff.
- 3.8.6 No photos of children participating in any Citywise activity should be taken on Staff or volunteers' personal phones. Instead Citywise tablets or cameras should be used.
- 3.8.7 Only photographs of children who have given consent may be taken and used for publicity purposes.

3.9 TRANSPORT

- 3.9.1 On any trip activity/residential with young people, staff should always carry the following:
 - ID
 - Work mobile phone with relevant phone numbers programmed in
 - A list of who is on the trip with contact details
 - Consent forms and medical information for every young person and staff member/volunteer mentor attending.
 - A basic First Aid Kit
 - The list of those attending, with details of the trip, should be left with a nominated staff member at the Citywise office.
- 3.9.2 When using transport for any activity involving staff/volunteers and/or young people, staff should check that:
 - vehicles have appropriate insurance cover and the tax is in date
 - vehicles are roadworthy and in good working order
- 3.9.3 The driver of a vehicle for any activity shall be over the age of 21 and have held a licence for 2 or more years and had their licence checked by the CEO.
- 3.9.4 Staff must ensure that all young people are wearing seatbelts before travelling and throughout the journey and must always wear seatbelts themselves.
- 3.9.5 When travelling in convoy, each vehicle should have access to a mobile phone whilst travelling. The accompanying adult should be in charge of communications. Drivers should not use a mobile phone whilst driving.

- 3.9.6 There should always be two staff/volunteer mentors in a vehicle, (including driver), when transporting young people aged 17 and under. This may mean increasing the numbers of workers involved in an activity if more than one vehicle is needed to transport the young people to an activity.
- 3.9.7 If the required number of staff/volunteer mentors are not available to transport all young people to an activity within policy guidelines, then the activity should be postponed or fewer young people should be taken.
- 3.9.8 In **exceptional** circumstances, a staff member on their own may:
- transport two or more young people aged 16 and over, of the same gender as the worker
 - transport one young person or a group of young people when **not** to transport them would endanger their health and safety. If there is one staff member and one young person in the vehicle, the young person must sit in the back.

In either case, the staff member should first seek permission from his/her line manager before transporting the young people on their own.

- 3.9.9 Staff should be aware of situations where transporting a young person could leave them vulnerable to allegations of inappropriate behaviour (eg. male staff member with a young woman). In this case, the staff member should call for the help of another worker or call their line manager immediately.
- 3.9.10 Using Worker's Cars: Staff member's cars should only be used to transport young people for work purposes if this has been agreed by the CEO and suitable insurance for such use has been taken out.

A staff member/volunteer mentor may only transport young people in their car for work purposes without insurance cover when to not do so would endanger the health and safety of a young person. In this situation, permission must be sought from his/her line manager.

- 3.9.11 Using a Minibus: When using a minibus, the driver must be authorised to drive the vehicle, and meet with the hiring agencies' requirements, including a driving test if necessary. Drivers should also be authorised by Citywise and have held a licence for 2 or more years, and have had their licence checked by the CEO.

It is recommended that one staff member/volunteer mentor worker sit in the main body of the bus to enable any incidents to be dealt with more effectively and take responsibility for the young people's behaviour, preventing the driver from being distracted.

- 3.9.12 Using Public Transport: When using public transport, there should always be an appropriate number of workers to young people to ensure the safety of the young people, staff/volunteer mentors and the general public during the trip. As a minimum, there should always be two workers travelling with any young person under the age of 17.
- 3.9.13 Early Return from an Activity: When it is necessary for a young person to return home early from a trip activity or residential, then the lead worker should make appropriate provision for the young person's transport home. If the young person is under 16, one worker must accompany them home if they are using public transport or two workers, if using a car or minibus. Staff/volunteer mentors on a trip or residential should never be diverted from

the activity to accompany a young person home, if to do so would leave the team short of workers on the trip activity / residential. This may require the lead worker to seek assistance from staff in Manchester, to travel over to accompany the young person home. If the young person is 16 or over, then, with parental permission, the young person may travel home alone on public transport, if the lead worker considers it safe for the young person to do so. The young person must be accompanied to the train / bus station, and it must be agreed with the young person's parents whether the young person will be met at the home end of the journey by the parents or by a Citywise project worker. If a parent is to meet the young person, the project worker shall make arrangements to know that the young person has reached home safely.

3.10 REGISTRATION & CONSENT FORMS

Attendance registers need to be kept of each session. These should identify who is in charge, which workers and young people are present at the project or trip. Parents or carers need to complete the consent form and provide medical information before their children take part in any activities, projects or trips run by Citywise. This includes providing emergency contact details that the Project leader must keep with them at all times.

3.11 HEALTH & SAFETY

Health and safety should be managed as part of all activities. A First Aid box should be obtained and maintained on site. Incident Report Forms should be made available at each venue where activities are taking place. Ideally a first aider should be available for each activity

3.12 MEDICAL FORMS

No medication should be administered without written parental consent. Staff should always carry their mobile phone with them and have appropriate phone numbers for emergencies stored on it.

Medical forms must include a section giving permission for workers to take appropriate action in the event of a medical emergency, including authorising emergency surgery / operations in the event of an accident

All medical information shall be kept confidential to project staff and appropriate medical staff. Medical information forms must be renewed annually.

3.13 CRITICAL INCIDENTS AND ACCIDENTS

3.13.1 All incidents where a young person or worker has sustained injury, trauma or harm during Citywise's work, whether accidental or deliberate, must be recorded on the Incident Report form. (Appendix 3)

3.13.2 This should be done in addition to any session recording. Records must include; who was involved, when and where the incident took place, what led up to the incident, what happened during and after the incident, whether the young person was supervised and by whom, whether the child had permission to be doing what they were doing, the worker responsible for the session, interventions made by any

workers, any first aid given and by whom.

- 3.13.3 These records must be dated and signed by the worker who supervised/dealt with the incident, by the worker in charge and by the person who administered first aid.
- 3.13.4 Duplicate records should be made, one copy should be given to the parent or carer upon pick up, the second should be given to the project leader to be filed in a locked cabinet.
- 3.13.5 Any critical incidents which a worker considers of note, involving workers and/or children and/or members of the public, must be reported to the CEO and an Incident Report form completed in full as soon after the incident as possible.

3.14 RISK ASSESSMENTS

Risk assessments of new and existing activities should be made, in order to identify hazards and take action to minimize risk. Risk assessments should be filed by Project leaders in their Project folders.

Risk assessments should be made to cover outside activities including travel arrangements. If specialized activities are to be undertaken, appropriate instructors should be engaged and their credentials confirmed. However, even when specialized instructors are involved, Citywise retains the duty to supervise the children.

In any work setting, staff should familiarise themselves with the venue/area and consider emergency exit strategies. Staff must be aware of safety/fire procedures in the offices, schools and other settings where work takes place.

3.15 PREMISES REQUIREMENTS

When hiring or using premises/equipment (e.g. building / residential centre / minibus) for work, staff should check that:

- premises / equipment is appropriate for work / use for which it is required
- everything is in working order and that there are no risks, hazards, dangers
- terms and conditions of use of building / equipment and any relevant information
- there is appropriate insurance cover
- they know fire drill procedures / exits / location of extinguishers
- special needs can be catered for if required

3.16 INSURANCE

Citywise has both Public Liability Insurance (£5 million) and Employer's Liability Insurance. Employer Liability Number: RKL23446/09/642

Policies of insurance require the insured to take all reasonable steps to prevent injury, loss or damage occurring. Failure to take such precautions may prejudice the insurance arrangements in force. A duty therefore exists upon the insured to research and adopt best practice based upon current and ongoing guidelines. It is also a condition of a policy of insurance that any

incident or allegation is notified to the insurer immediately. Failure to comply with this requirement may prejudice any cover provided by the policy. Public Liability insurance indemnity limits should be kept under regular review.

3.17 RECORD KEEPING & DATA PROTECTION

Citywise follow the principles governing the use of personal data found in the Data Protection Act 1998 These are reproduced below for convenience. Personal data should be:

- processed fairly and lawfully
- obtained and used for specific purposes
- adequate, relevant and not excessive
- accurate
- not kept for longer than is necessary
- processed in line with a person's rights
- secure
- not transferred to non-UK countries without adequate protection.

Nothing in data protection legislation seeks to limit appropriate disclosure in order to protect an individual who either is, or may be, at risk. What matters is that the process of information sharing is reasonable and proportionate.

4. RESPONDING TO CONCERNS

The Principal Safeguarding Officer for Citywise is **James Preston** (covering Manchester and Glasgow) In addition to the responsibilities outlined in reporting procedures below, the named person will deal with any concerns raised by parents, police, social services or the Board of Trustees.

4.1 RECORDING CONCERNS & MAKING REFERRALS (See also Appendix 5)

4.2 When a project takes place within a school: If somebody believes that a child may be suffering, or is at risk of suffering, significant harm, Citywise should always follow the school's or responsible provider's safeguarding procedures or where appropriate refer to local authority children's social care services. In addition to social care, the police and the NSPCC have powers to intervene in these circumstances.

1. Staff or volunteers in receipt of allegations or suspicions of abuse should complete a Safeguarding Concern Form (Appendix 5) and report this to their Project leader immediately or otherwise before leaving the premises and always within 24 hours.
2. Once received by the Project Leader, the Safeguarding Concern Form should be handed to the Designated Safeguarding Officer immediately and always within 24 hours
3. If the suspicions in any way involve the Designated Safeguarding Officer then the Safeguarding Concern Form should be handed to the Deputy Safeguarding Officer Luke Wilkinson
4. In the event both the Designated Safeguarding Officer and the Deputy Safeguarding Officer are absent or involved in the suspicions, a report should be made to Laura Whillans

5. The Project Leader must inform the Safeguarding Officer at the school before leaving the venue. Depending on the concern and risk it may not be appropriate to allow the child to leave the project to go home before speaking to the Safeguarding officers at both the school and Citywise.
6. Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
7. It is important to record information accurately and fully on the Safeguarding concern form. The person reporting the concern will fill out Part 1 and the Safeguarding Officer is responsible to complete part 2.

4.3 When a project takes place outside of a school: If somebody believes that a child may be suffering, or is at risk of suffering, significant harm, Citywise should always follow the Citywise's safeguarding procedures or where appropriate refer to local authority children's social care services. In addition to social care, the police and the NSPCC have powers to intervene in these circumstances.

1. Staff or volunteers in receipt of allegations or suspicions of abuse should complete a Safeguarding Concern Form (Appendix) and report this to their Project leader immediately or otherwise before leaving the premises and always within 24 hours.
2. Once received by the Project Leader, the Safeguarding Concern Form should be handed to the Designated Safeguarding Officer immediately and always within 24 hours
3. If the suspicions in any way involve the Designated Safeguarding Officer then the Safeguarding Concern Form should be handed to the Deputy Safeguarding Officer Luke Wilkinson
4. In the event both the Designated Safeguarding Officer and the Deputy Safeguarding Officer are absent or involved in the suspicions, a report should be made to Laura Whillans
5. Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
6. It is important to record information accurately and fully on the Safeguarding concern form. The person reporting the concern will fill out Part 1 and the Safeguarding Officer is responsible to complete part 2.

4.4 RESPONDING TO CONCERNS BEST PRACTICE

- Discussion(s) with the young person should be noted accurately and as soon after the discussion as possible.
- Where the allegation involves a member of staff/volunteer, it is preferable that 2 members of staff or a senior member of staff are present when taking details of the allegation.
- Remember that an allegation of child abuse may lead to a criminal investigation so don't do anything that may jeopardise a police

investigation such as asking leading questions or attempting to investigate the allegations of abuse.

- Communicate with the young person in a way that is appropriate to their age, understanding and preference. This is especially important for children / young people with special needs and when the preferred language is not English.
- Where concerns arise as a result of information given by a child / young person, it is important to reassure the young person but not to promise confidentiality

4.5 SAFEGUARDING LEAD/ DEPUTY PROCEDURES

Citywise's Safeguarding Officer will deal with Safeguarding concerns by:

1. Either following the school-specific procedures/ following the procedure below.
2. The Safeguarding officer is responsible for completing the Safeguarding Concern form with any action taken.

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Lead/Deputy will:

- Contact local children's services for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted local children's services
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact local children's services for advice.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Lead/Deputy will:

- Contact the local children's services. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by NSPCC if, for any reason they are unsure whether or not to contact Children's Social Services/Police.

4.6 FURTHER NOTES ON THE SAFEGUARDING LEAD/ DEPUTY PROCEDURE

1. The Leadership/Senior Management team/ Board of Trustees will support the Safeguarding Lead /Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
2. Whilst allegations or suspicions of abuse will normally be reported ultimately to the Designated Safeguarding Officer who will follow the procedure set out above, the absence of that person or any person in the reporting chain should not delay a referral to the local children's services directly by the person to whom the disclosure has been made or who has the concern over

safety (e.g. a mentor). In other words, if there is a break in the reporting chain the person involved immediately before the break in the chain should take action.

3. Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the designated Safeguarding Officer as to the appropriateness of a referral to Social Care, that person retains a responsibility as a member of the public to report serious matters to Social Care, and should do so without hesitation.
4. Those making referrals to social care should seek, in general, to discuss any concerns with the family and, where possible, seek their agreement to make referrals. However, this should only be done if and when such discussion and agreement-seeking does not increase the risk of significant harm, or compromise an investigation by the statutory authorities. It will often be better to wait for a strategy discussion, which will include on its agenda how and when parents should be informed. In urgent cases telephone the police.
5. The matter may proceed to a strategy discussion, or a case conference, and services may be offered or legal proceedings begun. Staff and volunteers may on occasion be asked to attend meetings, provide statements or give evidence in care proceedings or associated criminal proceedings. They should seek advice from the Safeguarding Officer before doing so. They also need to be clear whether they are attending meetings simply to support someone or to contribute to assessment and planning. They should confine their contribution to what they know or reasonably believe at first hand. They should ensure, as far as they can, that their actions cannot be interpreted as support for one side or another in a legal dispute. They should not provide character references except in exceptional circumstances which should be discussed with the CEO and Safeguarding Officer at Citywise.
6. Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. – this could lead to contamination of evidence and could jeopardize any Police investigation and criminal prosecution activity.

4.7 CONFIDENTIALITY, INFORMATION SHARING AND CONSENT

Where a child or an adult is judged to be at risk of significant harm and in need of protection, it will normally be necessary to share all relevant information with the statutory agencies. Government guidance on sharing information about the possible abuse of a child is as follows:

- You should explain to children, young people and families at the outset, openly and honestly, what and how information will, or could be shared and why, and seek their agreement. The exception to this is where to do so would put that child, young person or others at increased 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.
- You must always consider the safety and welfare of a child or young person when making decisions on whether to share information about them. Where there is concern that the child may be suffering or is at risk of suffering significant harm, the child's safety and welfare must be the overriding consideration

- You should, where possible, respect the wishes of children, young people or families who do not consent to share confidential information. You may still share information if in your judgment on the facts of the case there is sufficient need in the public interest to override that lack of consent.
- You should seek advice where you are in doubt, especially where your doubt relates to a concern about possible significant harm to a child or serious harm to others.
- You should ensure that the information you share is accurate and up-to-date, necessary for the purpose for which you are sharing it, shared only with those people who need to see it, and shared securely.³

4.8 CHILDREN WHO HAVE EXPERIENCED ABUSE OR TRAUMA

Many children experience a range of disturbing and possibly frightening or uncomfortable experiences. They often struggle to understand why it has happened, want to ask questions, not always needing answers, and at times want something to be done about the situation they find themselves in. These young people will turn to someone they trust – not always, in the eyes of adults, the most obvious person – and initially test them out as to their ability to accept and hear. Guidance is available to help adults to support young people who have experienced trauma. In some situations, referral to statutory authorities or additional specialist support will be necessary.

4.9 WHISTLEBLOWING

Whistle blowing is when an employee raises a concern about malpractice or a dangerous activity that they are aware of through their work. Citywise encourages staff to raise concerns about safeguarding young people with us in the first instance.

Staff should follow Citywise procedures on whistle blowing (appendix 6) with their Line Manager. The NSPCC can also be contacted through their Whistleblowing Advice Line on 0800 028 0285

5. MANAGING ALLEGATIONS AGAINST STAFF

5.1 ALLEGATIONS INVOLVING MEMBERS OF STAFF (paid and voluntary)

Children and young people can be subject to harm by those who work with them in any setting. This may be by a professional, staff member, foster carer or volunteer. If abuse by a member of staff or volunteer is reported to, suspected, alleged or witnessed by any member of staff or volunteer, they must report the matter immediately to the Safeguarding Officer.

If the Safeguarding Officer is absent or is the subject of the allegation, reports should be made to the Chief Executive, Luke Wilkinson.

5.2 ALLEGATIONS IN MANCHESTER

Reports of this nature should all be reported to the MCC Designated Officer. within 24 hours of the incident, using the procedure below:

³ What to do if you're worried a child is being abused, HM Government, 2006, Appendix 3, section 2.

- Concerns should be reported using the MCC Designated Officer Referral Form (revised March 2019)
<https://www.manchestersafeguardingboards.co.uk/wp-content/uploads/2019/03/MCC-DO-Referral-Form-revised-March-2019.docx>
- An informal conversation with the MCC Designated Officer can be made before making a referral by calling 0161 234 1214.
- Completed referrals forms should be emailed to the MCC Designated Officer at quality.assurance@manchester.gcsx.gov.uk Where the allegation is made out of hours, the report should be made to the emergency duty team or the police. If neither the Safeguarding Officer (James Preston) nor Luke Wilkinson is available and the matter is urgent the member of staff or volunteer should contact the MCC Designated Officer or the Police directly.
- The person to whom the allegation is first made should make a written record of the information (where possible in the young person's /adult's own words) using the concern form, this form should then be handed to the Safeguarding Lead.

5.3 ALLEGATIONS IN SCOTLAND

Where concerns or allegations about a worker's fitness to practise or harm to a child occurs, Citywise has a duty to make a referral to Disclosure Scotland when they believe that an individual's conduct meets the following referral grounds:

- harmed a child or protected adult
- placed a child or protected adult at risk of harm
- engaged in inappropriate conduct involving pornography
- engaged in inappropriate conduct of a sexual nature involving a child or protected adult
- given inappropriate medical treatment to a child or protected adult.

Citywise can only make a referral to Disclosure Scotland when they have dismissed an individual or removed them permanently from regulated work with the group concerned or where they would or might have dismissed the individual had the individual not left their employment before the decision was made, or had they known the information at the time the individual worked for them. This will be done within 3 months of the decision being made. Where possible Citywise will let workers know if they have been or will be referred to any body.

- If an employee or volunteer has been permanently removed from work for harmful behaviour towards a child or protected adult, Citywise will send an employer referral form to Disclosure Scotland pucorrespondence@disclosurescotland.gov.scot. The referral won't identify any children or protected adults by name. It should use a coded reference instead, like "child A - age 12, male, victim"

5.4 HANDLING VOLUNTEER/ STAFF SUSPENSION

Where a volunteer is the subject of the allegation, they may be suspended from any further contact with Citywise until such time as the matter has been dealt

with and a senior Manager has reached a final decision regarding the volunteer's position.

In the case of staff, consideration may be given to suspension under Citywise Disciplinary Procedures. It should be considered in any case where:

- There is cause to suspect a young person is at risk of significant harm; or
- The allegation warrants investigation by the police; or
- The allegation is so serious that it might be grounds for dismissal.

If the allegations were confirmed, it would be deemed gross misconduct.

5.5 SUBSTANTIATED ALLEGATIONS

If the allegation is substantiated and the person is dismissed, Citywise ceases to use the person's services, or the person resigns or otherwise ceases to provide their services, Citywise should agree with the MCC Designated Officer/ Disclosure Scotland about further action to be taken and by whom.

FORCED MARRIAGE:

Forced Marriage became a criminal offence in June 2014. It is a form of child, adult and domestic abuse and, in line with statutory guidance, is treated as such by this organisation. Citywise is sensitive to differing family patterns and lifestyles and child-rearing patterns that vary across different racial, ethnic and cultural groups. Child abuse cannot be condoned for any reasons.

Citywise's Safeguarding and Child Protection Policies will be used to protect a victim or potential victim of forced marriage.

If a case of forced marriage is suspected it will be viewed as a safeguarding concern, parents and carers will not be approached or involved about a referral to any other agencies.

FEMALE GENITAL MUTILATION:

Female Genital Mutilation (FGM) is illegal in the United Kingdom and is a violation of the human rights of girls and women.

Any concerns that a young person may be at risk of FGM will be referred to the appropriate safeguarding agencies.

PREVENTING RADICALISATION and VIOLENT EXTREMISM:

Citywise values the fundamental rights of freedom of speech, expression of beliefs and ideology and tolerance of others, which are the core values of our democratic society. However, all rights come with responsibilities and free speech or beliefs designed to manipulate the vulnerable or which advocate harm or hatred towards others will not be tolerated. Citywise seeks to protect its students and staff from all messages and forms of violent extremism and ideologies including those linked to, but not restricted, to the following: Far Right/Neo Nazi, White Supremacist ideology, Islamist ideology, Irish Nationalist and Loyalist paramilitary groups and extremist Animal Rights groups.

Citywise is clear that exploitation and radicalisation will be viewed as a safeguarding concern and will be referred to the appropriate safeguarding agencies.

APPENDIX 2 ANTI BULLYING & PEER ON PEER ABUSE POLICY

Keeping Children Safe in Education, 2016 states that 'Governing bodies and proprietors should ensure their child protection policy includes procedures to minimise the risk of peer on peer abuse and sets out how allegations of peer on peer abuse will be investigated and dealt with' (page 19). The document also states that it is most important to ensure opportunities of seeking the voice of the child are heard, 'Governing bodies, proprietors and school or college leaders should ensure the child's wishes and feelings are taken into account when determining what action to take and what services to provide. Systems should be in place for children to express their views and give feedback. Ultimately, any system and processes should operate with the best interests of the child at their heart.'

Abusive behaviour can happen to pupils in schools and in other youth work settings and it is necessary to consider what abuse is and looks like, how it can be managed and what appropriate support and intervention can be put in place to meet the needs of the individual and what preventative strategies may be put in place to reduce further risk of harm. Abuse is abuse and should never be tolerated or passed off as 'banter' or 'part of growing up'. Equally, abuse issues can sometimes be gender specific e.g. girls being sexually touched/assaulted and boys being subject to initiation/hazing type violence (KCSIE, 2016). It is important to consider the forms abuse may take and the subsequent actions required.

Peer on peer abuse can take many forms, including, but not limited to:

Physical Abuse: There may be many reasons why a child harms another and it is important to understand why a young person has engaged in such behaviour, including accidentally before considering the action or punishment to be undertaken.

Sexually harmful behaviour/sexual abuse e.g. (inappropriate sexual language, touching, sexual assault etc.) Sexually harmful behaviour from young people is not always contrived or with the intent to harm others. There may be many reasons why a young person engages in sexually harmful behaviour and it may be just as distressing to the young person who instigates it as well as the young person it is intended towards. Sexually harmful behaviour may range from inappropriate sexual language, inappropriate roleplay, to sexually touching another or sexual assault/abuse.

Bullying (physical, name calling, homophobic etc.): Bullying is unwanted, aggressive behaviour among school aged children that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Both young people who are bullied and who bully others may have serious, lasting problems. In order to be considered bullying, the behaviour must be aggressive and include an Imbalance of Power and Repetition. Bullying includes actions such as making threats, spreading rumours, attacking someone physically or verbally or for a particular reason e.g. size, hair colour, gender, sexual orientation, and excluding someone from a group on purpose.

Cyber bullying: Cyberbullying is the use of phones, instant messaging, e-mail, chat rooms or social networking sites such as Facebook and Twitter to harass threaten or intimidate someone for the same reasons as stated above. It is

important to state that cyberbullying can very easily fall into criminal behaviour under the Malicious Communications Act 1988 under section 1 which states that electronic communications which are indecent or grossly offensive, convey a threat or false information or demonstrate that there is an intention to cause distress or anxiety to the victim would be deemed to be criminal. This is also supported by the Communications Act 2003, Section 127 which states that electronic communication If the behaviour involves the use of taking or distributing indecent images of young people under the age of 18 then this is also a criminal offence under the Sexual Offences Act 2003. Outside of the immediate support young people may require in these instances, Citywise will have no choice but to involve the police to investigate these situations.

Sexting: Sexting is when someone sends or receives a sexually explicit text, image or video. This includes sending 'nude pics', 'rude pics' or 'nude selfies'. Pressuring someone into sending a nude picture can happen in any relationship and to anyone, whatever their age, gender or sexual preference. However, once the image is taken and sent, the sender has lost control of the image and these images could end up anywhere. By having in their possession, or distributing, indecent images of a person under 18 on to someone else, young people are not even aware that they could be breaking the law as stated as these are offences under the Sexual Offences Act 2003.

Initiation/Hazing: Hazing is a form of initiation ceremony which is used to induct newcomers into an organisation such as a private school, sports team etc. There are a number of different forms, from relatively mild rituals to severe and sometimes violent ceremonies.

Prejudiced Behaviour: The term prejudice-related bullying refers to a range of hurtful behaviour, physical or emotional or both, which causes someone to feel powerless, worthless, excluded or marginalised, and which is connected with prejudices around belonging, identity and equality in wider society – in particular, prejudices to do with disabilities and special educational needs, ethnic, cultural and religious backgrounds, gender, home life, (for example in relation to issues of care, parental occupation, poverty and social class) and sexual identity (homosexual, bisexual, transsexual).

PROCEDURE IN A SITUATION OF PEER ON PEER ABUSE

- Situations where there are allegations of peer on peer abuse should be handled by the Project Leader who is responsible for that project and the Designated Safeguarding Lead.
- It is important to deal with a situation of peer abuse immediately and sensitively.
- It is equally important to deal with it sensitively and think about the language used and the impact of that language on both the children and the parents when they become involved. For example; do not use the word perpetrator, this can quickly create a 'blame' culture and leave a child labelled.
- Staff should not be prejudiced, judgmental, dismissive or irresponsible in dealing with such sensitive matters.
- Gather the facts, speak to all the young people involved separately, gain a statement of facts from them and use consistent language and open questions for each account. The easiest way to do this is to not have a line of questioning but to ask the young people to tell you what happened. Only

interrupt the young person from this to gain clarity with open questions, 'where, when, why, who'. (What happened? Who observed the incident? What was seen? What was heard? Did anyone intervene?)

- Consider the Intent (begin to Risk Assess) Has this been a deliberate or contrived situation for a young person to be able to harm another?
- If from the information that you gather you believe any young person to be at risk of significant harm you must follow the Citywise's Reporting a Safeguarding Concern Procedure.
- Informing parents If, once appropriate advice has been sought from police/social care you have agreement to inform parents or have been allocated that role from the other services involved then you need to inform the parents as soon as possible. If services are not going to be involved then equally, this information may need to be shared with parents.
- In all circumstances where the risk of harm to the child is evident then Citywise should encourage the young person to share the information with their parents or even accompany them in doing so (they may be scared to tell parents that they are being harmed in any way). This also concerns a child who has abused someone else, as long as it does not increase the risk to the child.

PREVENTATIVE STRATEGIES

- Ensure Citywise Projects have an open environment where young people feel safe to share information about anything upsetting or worrying them. This can be strengthened through positive topics and discussions tackling issues like prejudiced behaviour and gives children an open forum to talk things through rather than seek one on one opportunities to be harmful to one another.
- To enable such an open and honest environment it is necessary to ensure the whole workforce feels confident and enabled to talk about issues and challenge perceptions of young people including use of inappropriate language and behaviour towards one another.
- It is important that staff do not dismiss issues as 'banter' or 'growing up' or compare them to their own experiences of childhood. It is necessary that staff consider each issue and each individual in their own right before taking action. If staff minimise the concerns raised it may result in a young person seeking no further help or advice.
- It is important that signposting is available to young people in the event that they don't feel confident raising an issue to staff or a peer.
- It is useful to have a resource board with support services on a wide range of issues so young people can seek their own solutions should they wish to. In the same way external services or support programmes could be brought in to talk to young people about specific issues in support of the prevention of peer on peer abuse.

SAFEGUARDING & WELLBEING GUIDANCE FOR STAFF AND VOLUNTEERS



This is a quick-reference guide summarising the process for reporting safeguarding concerns that may arise in the course of a Citywise project. It should be read in conjunction with the full Citywise Safeguarding Policy.

IF A SAFEGUARDING CONCERN ARISES DURING A CITYWISE SESSION:

RECOGNISE

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY

Categories of abuse:

- PHYSICAL ABUSE
- SEXUAL ABUSE
- ALSO BE AWARE OF OUR ANTI BULLYING POLICY
- EMOTIONAL ABUSE
- NEGLECT

RESPOND

DO:

- listen carefully
- record the conversation in the child's words and note time
- sign and date the record
- take it seriously
- reassure they are right to talk
- explain what will happen next

DONT:

- ask leading questions
- promise to keep secrets ("If I think you or someone else is at risk I need to tell the project leader")
- jump to conclusions
- speculate or accuse anyone
- decide if the allegation is true or not

RECORD

BEFORE THE YOUNG PERSON LEAVES THE CITYWISE PROJECT:

- volunteer fills out Citywise Safeguarding Concern Form
- **In school:** Project Leader contacts Designated Safeguarding Officer in school AND Citywise Safeguarding Officer to take advice
- Out of school project: Project leader contacts Citywise Safeguarding Officer to take advice

ONCE BACK AT THE OFFICE:

- Project Leader submits Citywise Safeguarding Concern Form
- Citywise Safeguarding Officer follows up (with school and) local authority

NAME OF PROJECT/SCHOOL	
CITYWISE PROJECT LEADER	
SCHOOL D.S.O.	
LOCAL AUTHORITY OUT-OF-HOURS	MCR: 0161 234 5001 GLW: 0300 343 1505
CITYWISE SAFEGUARDING OFFICER	JAMES PRESTON: 07858809394
CITYWISE CHIEF EXECUTIVE	LUKE WILKINSON: 07780 902 756
CITYWISE MANCHESTER OFFICE	0161 425 1440
CITYWISE GLASGOW OFFICE	0141 353 5626

Citywise Accident Report Form



Injured person information:			
Name of injured child/young person:			
Address:			
Date of birth:		Gender:	Male / Female
Accident information: <i>(To be recorded by organisation and shared with relevant staff and parents/carers)</i>			
Date of accident:		Time of accident:	
Date reported:		Time reported:	
Accident reported by who:			
Location of accident:			
Details of injury:			
Nature and how accident happened:			
Did anyone witness the accident:	Yes / No	Name of witnesses:	
First aid involved: <i>(please provide details)</i>			
Parents/carers notified:	Yes / No <i>(If Yes, by whom and when below)</i>		
Parents/carers notified by whom and when:			
Form completed by:			
Recommended action to be taken:			
Refer to designated Person's:	Yes / No <i>(If Yes, signature and name below)</i>		
Signature:			
Print name:			

Please photocopy this document to make two copies. File one copy in the accident folder. The other copy may be given to parent/ carer.

SAFEGUARDING CONCERN FORM FOR STAFF / VOLUNTEERS ON PROJECTS



Use this form to report any Safeguarding/Behaviour incidents that occur during the course of a Citywise project. It should be used in conjunction with the full Citywise Safeguarding Policy

PART 1: To be completed by volunteer/staff member

NAME OF YOUNG PERSON D.O.B: DD / MM / YYYY

NAME OF PROJECT/SCHOOL

DATE & TIME OF DISCLOSURE DD / MM / YYYY HH : MM AM / PM

DATE & TIME OF WRITING DD / MM / YYYY HH : MM AM / PM

SUMMARY OF CONCERN/DISCLOSURE:

Record the following factually: What are you worried about? Who? What? (if recording a verbal disclosure by a child use their words) Where? When? (if recording a disclosure about an incident which occurred outside of the Citywise session) Any witnesses?

NAME OF SAFEGUARDING OFFICER REFERRED TO IN SCHOOL?:

NAME OF SAFEGUARDING OFFICER REFERRED TO IN CITYWISE?:

VOLUNTEER REPORTING CONCERN:

Name:

Signature:

CITYWISE PROJECT LEADER:

Name:

Signature:

NOW PASS THIS FORM TO THE CITYWISE SAFEGUARDING OFFICER WHO WILL COMPLETE PART 2 (OVERLEAF)

Appendix 6: Whistle Blowing Policy

What this policy covers

Citywise constantly strives to safeguard and act in the interest of the public and its employees. It is important to Citywise that any fraud, misconduct or wrongdoing, by employees or other agents, is reported and properly addressed.

This policy applies to all employees and all other agents of Citywise, who are encouraged to raise concerns in a responsible manner. The Company prefers that a concern is raised and dealt with properly, rather than kept quiet.

Your responsibilities

You are encouraged to bring to the attention of Citywise any practice or action of Citywise, its employees or other agents that you reasonably believe is against the public interest, in that the practice or action is:

- A criminal offence
- A failure to comply with any legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- An attempt to conceal information on any of the above

Any individual raising legitimate concerns will not be subject to any detriment, either during or after employment. Citywise will also endeavour to ensure that the individual is protected from any intimidation or harassment by any other parties.

This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work, which should be raised under Citywise's Grievance Procedure, this can be found in the Staff handbook.

Procedure

In the first instance, you should raise any concerns you have with your manager. If you believe your manager to be involved, or if, for any reason, you do not wish to approach your manager, then you should raise it with the CEO or Trustees

Any matter raised under this policy will be investigated promptly and confidentially. The outcome of the investigation, as well as any necessary remedial action to be taken, will be confirmed to you. If no action is to be taken, the reason for this will be explained to you.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated thoroughly. If you raise any concerns under this policy, Citywise is

committed to ensuring that you are protected from victimisation, harassment or less favourable treatment. Any such incidents will be dealt with under Citywise's Disciplinary Procedures.

Escalating your concern

If you are dissatisfied with this response, you should raise your concerns in writing directly with a more senior person in Citywise such as the CEO or the Trustees.

If, after escalating your concerns, you believe that the appropriate remedial action has not been taken, you should then report the matter to the proper authority. These authorities are outlined at the end of this document

If you raise a false allegation and you are found to be culpable, or in any way involved in the wrongdoing, or if you raise a concern maliciously or in a manner not prescribed in this policy, then you may be subject to disciplinary action up to and including dismissal without notice for gross misconduct.

You should not disclose to a non-relevant third party any details of any concern raised in accordance with this policy, and you must not, in any circumstances, publicise your concerns in any way.

PROCEDURE AND CONTACTS

CHILDREN'S INTERESTS

For matters relating to the rights, welfare and interests of children in England contact:

The Office of the Children's
Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Tel: 020 7783 8330
Email:
info.request@childrenscommissioner.gov.uk

Website:

www.childrenscommissioner.gov.uk

For matters relating to promoting and safeguarding the rights of children and young people in Scotland contact:

Scotland's Commissioner for Children
and Young People
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS
Tel: 0131 346 5350
Email: inbox@sccyp.org.uk
Website: www.sccyp.org.uk

CHARITIES

MCR

For matters concerning the proper administration of charities in England and of funds given or held for charitable purposes in England see Report serious wrongdoing at a charity as a worker or volunteer:

<https://www.gov.uk/guidance/report-serious-wrongdoing-at-a-charity-as-a-worker-or-volunteer>

To report your concern to the Charity Commission email whistleblowing@charitycommission.gov.uk and answer these questions:

- What is the name of the charity? Include its registration number if it's registered.
- What is your name?
- What is your role at the charity? If you no longer work for the charity, please tell us when you left.
- Are you a charity employee or a volunteer?
- What is your concern?
- What impact does it have on the people the charity helps, its assets, services, staff or reputation?
- Have you followed your charity's complaints procedure or raised it with the charity's trustees? What was the response? If you have not raised it with your charity, please explain why not.
- Have you contacted other organisations, like the police or HMRC? Include reference numbers, the name of who dealt with it, and their response if you have.
- Do you give permission to us to reveal your identity to the charity's trustees?
- If you attach evidence to your email, how is it relevant to your concern?

GLW

For matters about the proper administration of charities and of funds given or held for charitable purposes in Scotland contact:

Office of the Scottish Charity Regulator (OSCR)

2nd Floor

Quadrant House

9 Riverside Drive

Dundee

DD1 4NY

Tel: 01382 220 446

Fax: 01382 220 314

Email: C&I@oscr.org.uk

APPENDIX 7: USEFUL CONTACTS

MANCHESTER
Citywise Head Office 6 Oxford Place, Rusholme, Manchester M14 5RZ 0161 4251 440
James Preston, Safeguarding & Wellbeing Officer Safeguarding@citwise.org, 07858809394
Luke Wilkinson, Chief Executive Citywise 07780 902 756
Trustee responsible for Safeguarding: Laura Whillans laura.whillans@gmail.com
Manchester Contact Centre (Children Families and Social Care) 0161 234 5001 Telephone: 0161 234 5001 (open 24 hours a day, seven days a week) Email: mcsreply@manchester.gov.uk Secure email: socialcare@manchester.gcsx.gov.uk if you are sending sensitive information SMS Text: 07860 003160 Online through: Sign-Video
MCC Designated Officer 0161 234 1214 Referral Form: https://www.manchestersafeguardingboards.co.uk/wp-content/uploads/2019/03/MCC-DO-Referral-Form-revised-March-2019.docx Referral Form Guidance: https://www.manchestersafeguardingboards.co.uk/wp-content/uploads/2016/06/MCC-LADO-referral-guidance-issued-April-2016.pdf Email to: quality.assurance@manchester.gcsx.gov.uk
Police If a child is considered at risk of immediate harm, then the police need to be contacted by calling 999
NSPCC Child Protection helpline 0808 800 5000 NSPCC Whistleblowing Advice Line 0800 028 0285

GLASGOW
<p>Citywise Head Office 6 Oxford Place, Rusholme, Manchester M14 5RZ 0161 4251 440</p>
<p>James Preston, Safeguarding & Wellbeing Officer Safeguarding@citwise.org, 07858809394</p>
<p>Luke Wilkinson, Chief Executive Citywise 07780 902 756</p>
<p>Trustee responsible for Safeguarding: Laura Whillans laura.whillans@gmail.com</p>
<p>Social Care Direct 0141 287 0555</p>
<p>Social Work Out of Hours: phone Glasgow and Partners Emergency Social Work Service 0300 343 1505</p>
<p>Scottish Children's Reporter Administration Glasgow teams: 0131 244 2100 Email: GlasgowMailbox@scra.gsi.gov.uk</p>
<p>Police – Family Protection Unit 0141 532 3000</p>
<p>NSPCC Child Protection helpline 0808 800 5000 NSPCC Whistleblowing Advice Line 0800 028 0285</p>
<p>Police If a child is considered at risk of immediate harm, then the police need to be contacted by calling 999</p>