



Safeguarding Policy and Procedures

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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 6 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:

- Citywise works in settings which also have broader safeguarding responsibilities. 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 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
- 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 2013).

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 (care home/school settings)
- 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 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 asked to attend external safeguarding training and are expected to have a good understanding of safeguarding concerns, 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:
- 1.5.7 Designated Safeguarding Officer (DSO) of service provider & Citywise Safeguarding & Wellbeing Officer (Lorna Colter)
- 1.5.8 children's services department of the relevant local authority if appropriate.
- 1.5.9 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.
- 1.5.10 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 2013 (paragraph 2),² 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 CHILD PROTECTION

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, 2013; www.gov.uk/government/publications/working-together-to-safeguard-children

Working Together to Safeguard Children 2010 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, in prison or in a Young Offenders' Institution, does not change his or her status or entitlement to services or protection under the Children Act 1989.

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. 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.

- 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 caregivers)
- 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. There are 3 areas of wellbeing:

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

3. PROMOTING SAFER PRACTICE

3.1 INTRODUCTION

There are some key features of effective arrangements to safeguard and promote the welfare of children. These arrangements 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, these key features are:

- 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 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
- clear lines of accountability
- training for staff and volunteers on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families
- 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 to cover issues most likely to arise. This is in relation to the government guidance document *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 provides clear advice on appropriate and safe behaviours for all adults working with children in paid or unpaid capacities, in all settings and in all contexts.

It aims to:

- support safer recruitment practice
- keep children safe by clarifying which behaviours constitute safe practice and which should be avoided
- assist adults working with children to do so safely and responsibly, and to monitor their own standards and practice
- support managers and employers in setting clear expectations of behaviour and codes of practice
- encourage the provision of supervision and training
- reduce the incidence of positions of trust being abused or misused
- support employers in giving a clear message that unlawful or unsafe behaviour is unacceptable and that, where appropriate, disciplinary or legal action will be taken
- minimize the risk of misplaced or malicious allegations made against adults who work with children

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. Therefore communication is paramount for ensuring effective 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.

Initial meetings will lay out expectations, aims and policies and service providers will be asked to sign a contract to commit to working together effectively.

3.4 RECRUITMENT

- 3.4.1 Citywise ensures that all staff and volunteers are carefully selected and trained. All volunteers will need to complete an induction and training programme before working on a project.
- 3.4.2 All volunteers should be supervised by a member of staff (wherever possible) throughout their volunteering role.
- 3.4.3 All Citywise trustees, staff and volunteers working with young people must undertake the enhanced DBS disclosure process and not be barred from working by the Independent Safeguarding Authority.
- 3.4.4 No volunteers or staff members should be left unsupervised with children in any circumstances until a DBS check has been completed.
- 3.4.5 All permanent and contracted staff 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
- 3.4.6 All posts working with children and young people will be exempt from the Rehabilitation of Offenders Act 1974.
- 3.4.7 Other people (including interns, volunteers and Trustees,) wishing to assist directly or indirectly in work with young people must be prepared to undertake a DBS check (and where and when appropriate provisions are in place and compulsory according to law, must register with the DBS under the Vetting and Barring Scheme). This will be clearly explained to all those expressing a wish to volunteer.
- 3.4.8 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

3.4.9 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.

3.4.10 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

3.5.1 Citywise will offer training to staff / volunteers whose work mainly brings them into contact with young people so that they are able to recognise the symptoms of possible physical, emotional, sexual and secondary abuse and neglect. All staff will also do annual refresher training.

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

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

3.5.4 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

3.6.1 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.

In a building:

- 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

On trips out:

- 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

- 3.6.2 Each group should **always** have a minimum of two adults and it is recommended that a gender balance be maintained if possible. It is the responsibility of the Project Leader to ensure this.
- 3.6.3 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.
- 3.6.4 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.
- 3.6.5 Any meetings in a child's home, e.g. when staff drop off consent forms, should always be conducted with 2 staff present.
- 3.6.6 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

- 3.7.1 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. Staff handbooks, codes of safer working practice and contracts make clear the importance of accepting the expectations of such work and the possible grounds for disciplinary action if they are not met.
- 3.7.2 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 Citywise 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 local authority designated officer (LADO) 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 Independent Safeguarding Authority 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 i-pads 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 Transport, Workers and Child Protection: 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 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 Senior Management Team 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

- 3.12.1 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.
- 3.12.2 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.
- 3.12.3 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 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

- 3.14.1 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.
- 3.14.2 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.
- 3.14.3 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.

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

The Data Protection Act 1998 contains principles governing the use of personal data. 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 Lorna Colter (covering Manchester and Glasgow) In addition to 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

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.

The Procedure (see also Appendix 1):

1. Staff or volunteers complete a Safeguarding Concern Form (Appendix 2) and report this to their Project leader immediately or otherwise before leaving the premises and always within 24 hours.
2. The Project Leader must then 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.
3. It is best practice for staff and volunteer to highlight their concerns with the young person before reporting these to another member of staff and if possible to go and speak to the Project Leader & school Safeguarding Officer together. However this may not always be possible or appropriate.

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 either the Safeguarding Officer or Chief Executive is responsible to complete part 2.

Staff & volunteers should take the following steps:

- 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.

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

1. Either (firstly) following the school-specific procedures
2. Or (secondly) if there are no school-specific procedures relevant to the school where the child who is or may be at risk attends make a referral by contacting the appropriate authorities.

In either situation, the Safeguarding Officer is responsible for completing the Safeguarding Concern form with any action taken.

NOTE: 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 Social Care 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.

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.

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. 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.

Do not be tempted to try to investigate any claims or suspicions – this could lead to contamination of evidence and could jeopardize any Police investigation and criminal prosecution activity.

4.2 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 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

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

4.3 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.

4.4 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 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)

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.

The Safeguarding Officer or Chief Executive will inform LADO (Local Authority Designated Officer) Majella O'Hagan (0161 234 1214/ majella.o'hagan@manchester.gov.uk) immediately of allegations made against staff. 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 nor Luke Wilkinson is available and the matter is urgent the member of staff or volunteer should contact the LADO 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.

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.

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.

5.2 SUBSTANTIATED ALLEGATIONS

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

5.3 STAFF & VOLUNTEER BEHAVIOUR IN RELATION TO CHILDREN & YOUNG PEOPLE

Staff and volunteers need to be aware of the potential risk of their actions and behaviour being misinterpreted by young people. To minimise this risk, the following guidelines should be followed at all times.

- Staff should never put themselves in a situation where they are on their own with young people
- Staff should avoid any unnecessary form of direct physical contact with young people
- First Aid should normally only be administered while an adult witness is present.

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 2016-17.

IF A SAFEGUARDING CONCERN ARISES DURING A CITYWISE SESSION:

RECOGNISE

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY

Categories of abuse:

- PHYSICAL ABUSE
- EMOTIONAL ABUSE
- SEXUAL 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

DON'T:

- 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
- Project Leader contacts Designated Safeguarding Officer in school / care home AND 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

CITYWISE SAFEGUARDING OFFICER

LORNA COLTER: 07713 441 573

CITYWISE CHIEF EXECUTIVE

LUKE WILKINSON: 07780 902 756

CITYWISE MANCHESTER OFFICE

0161 425 1440

CITYWISE GLASGOW OFFICE

0141 353 5626

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 2016-17.

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?

REPORTED TO: On behalf of school / care home

REPORTED TO: On behalf of 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)

SAFEGUARDING CONCERN FORM FOR STAFF / VOLUNTEERS ON PROJECTS



PART 2: To be completed by Citywise Safeguarding & Wellbeing Officer

DATE & TIME INFORMATION RECEIVED

DD / MM / YYYY

HH : MM AM / PM

FROM WHOM:

ANY ADVICE SOUGHT

List any advice sought if required: date, time, name, role, organisation and advice given:

ACTION TAKEN

Referral to children's social care / conversation with school DSO / monitoring advice given to appropriate staff etc. Note date, times, names along with reasons for taking each action:

SCHOOL D.S.O. AWARE?

Y / N (If No, why not?)

PARENTS INFORMED?

Y / N (If No, why not?)

OUTCOME

Record names of individuals/agencies who have given information regarding outcome of referral (if any). Also, where can additional information regarding child/incident be found?

CITYWISE SAFEGUARDING OFFICER:

Name:

Signature:

APPENDIX 3: USEFUL CONTACTS

USEFUL CONTACTS: MANCHESTER

Citywise Head Office :

6 Oxford Place, Rusholme, Manchester M14 5RZ

0161 4251 440

Luke Wilkinson, Chief Executive Citywise

07780 902 756

Lorna Colter, Safeguarding & Wellbeing Officer

07713 441 573

Manchester Contact Centre (Children Families and Social Care)

0161 234 5001

NSPCC Child Protection helpline

0808 800 5000

NSPCC Whistleblowing Advice Line

0800 028 0285

Police

If a child is considered at risk of immediate harm, then the police need to be contacted by calling 999

LADO

Local Authority Designated Officer: Majella O'Hagan

0161 234 1214

Email: majella.o'hagan@manchester.gov.uk

Independent Safeguarding Authority: www.isa-gov.org.uk

Manchester Safeguarding Board (MSCB): www.manchesterscb.org.uk

USEFUL CONTACTS: GLASGOW

Citywise Head Office

6 Oxford Place, Rusholme, Manchester M14 5RZ

0161 4251 440

Luke Wilkinson, Chief Executive Citywise

07780 902 756

Lorna Colter, Safeguarding & Wellbeing Officer

07713 441 573

Social Care Direct

0141 287 0555

Social Work Out of Hours:

phone Glasgow and Partners Emergency Social Work Service 0300 343 1505

Scottish Children's Reporter Administration

Glasgow teams: 0300 200 1444

Email: GlasgowMailbox@scra.gsi.gov.uk

Police – Family Protection Unit

0141 532 3000

NSPCC Child Protection helpline

0808 800 5000

NSPCC Whistleblowing Advice Line

0800 028 0285

Police

If a child is considered at risk of immediate harm, then the police need to be contacted by calling 999