



somewhere to go
something to do
someone to talk to

The Hive, Wirral Youth Zone

Safeguarding Policy and Safe Working with Young People Policy

Section 1 – Safeguarding Policy

Section 2 – Safe and Positive Working with Young People Policy

Section 3 – Onsite Procedures and dealing with Emergencies

Section 4 – Offsite Procedures and dealing with Emergencies

March 2020

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Introduction

Wirral Youth Zone, which is part of the OnSide Network of Youth Zones exists to provide an safe, attractive, accessible, affordable facility where young people 8-19 (up to 25 with a disability) of all backgrounds and abilities can meet to play and participate in a wide range of sports, arts, music, media and developmental activities, seven days a week, where they will find positive people who listen, support, and encourage them to explore opportunities, develop their strengths and talents and have fun!

The young people's chosen name "The HIVE" represents the aspirations and values of Wirral Youth. Wirral Youth Zone will be a 'hive' of activity, adventure and fun for all young people where they can try new experiences and learn new skills. It will be a place where young people can reach their full potential, grow their dreams and achieve their goals. It will also be a safe and supportive community for young people to belong to and in which they can be themselves.

The Hive aims to:

- Keep young people at the centre of all we do
- Recognise young people's potential
- Demonstrate a culture of continuous improvement and subscribes to a "tonight's better than last night" philosophy
- Go the extra mile to ensure great provision for young people and always treating them with respect
- Provide a positive role model for young people
- Demonstrating a positive and "can do" attitude
- Providing all young people regardless of gender, ethnicity, ability, sexuality, beliefs or back ground and safe and welcoming environment and opportunity to explore their own values and identity
- Providing a range of new opportunities, activities and experiences to young people in a safe environment

The Hive's offer to young people is structured in the following clubs or session:

- Senior Club, for young people aged 13-19 (up to 25 for young people identifying as with additional needs or disability)
- Junior Club, for young people aged 8-12
- Hivability, session aimed at young people of all ages with additional needs or disability
- Holiday Club, during school holidays for young people aged 8-12 during school holidays

Additional closed and targeted sessions also take place at the Hive. All sessions are supervised and young people who identify as having additional needs or disabilities are supported through our "Supporting Young People Policy" which does take into account the safeguarding and safety of all members using The Hive, with the support needs for each young person from this group being considered with respect to accessing The Hive.

Purpose and overview

This policy aims to provide a comprehensive over view of how Wirral Youth Zone, known as The Hive operates in relation to Safeguarding Young People and Working Safely and Positively with Young People.

This document is split into 4 sections,

Section 1 – Safeguarding Policy

Section 2 – Safe and Positive Working with Young People Policy

Section 3 – Onsite Procedures and dealing with Emergencies

Section 4 – Offsite Procedures and dealing with Emergencies

Section 1 – Safeguarding Policy

1.0 Purpose

All children and young people have the right to be protected. At The Hive, Wirral Youth Zone, we need to ensure that all members are safeguarded and protected from harm, whatever their specific needs and circumstances. Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Taking action to enable all children to have the best outcomes.

Wirral Youth Zone recognises that we all have a legal responsibility to take all reasonable steps to ensure that the risk of harm to children's welfare is minimised and a duty of care is exercised towards them at all times. The document '*Working Together to Safeguard Children (March 2015)*¹' sets out the arrangements for how all organisations must work together to safeguard and promote the welfare of children.

The purpose of this policy is to ensure that all staff and volunteers are aware of their legal and personal responsibilities to ensure the safeguarding and welfare of children and young people at The Hive and to ensure that staff know what to do should they have a concern. The Hive strives to create a culture in which children are valued, heard and that their right to be safe is upheld; this policy aims to support The Hive staff in achieving this.

This policy outlines how to recognise the signs and symptoms of possible abuse to ensure that staff recognise the significance of what they are observing, and the procedures that they need to follow if they have a concern. Staff and volunteers are trained to support their development this ensures that we have a knowledgeable staff team able to respond appropriately in safeguarding and child protection situations.

1.1 Guiding Principles

Wirral Youth Zone subscribes to the principles as set out in "*What to do if you're worried a child is being abused (2015)*²" and recognised that;

- safeguarding a child is everyone's responsibility;
- all children have a right to be safe and should be protected from all forms of abuse and neglect;
- that it is better to help children as early as possible;
- children are best supported and protected when there is a co-ordinated response from all relevant agencies

All roles within The Hive are likely to encounter children and young people during the course of their normal working activities. As such staff and volunteers will be a unique

¹ Working Together to Safeguard Children, March 2015

² What to do if you're worried a child is being abused, Advice for practitioners, March 2015

position to be able to observe signs of abuse or neglect, or changes in a child's behaviour which may indicate a child may be being abused or neglected.

Wirral Youth Zone requires all team members, staff and volunteers to be alert to then signs of abuse and neglect and willing to question the behaviour of children and young people and parents/carers not to necessarily take what they are told at face value.

All team members must be also aware of who the safeguarding leads are that they must speak to them to if they need to ask for help or advice, these details can be found in section **1.4** of this document as well as in **appendix 5**. A referral will always be made to social care or the police if you suspect that a child is a risk of harm or is immediate danger.

The welfare and safety of children is paramount should take priority over other work and other consideration, like the fear of damaging relationships get on the way of protecting children from abuse and neglect.

1.2 Scope

This policy applies to the Board of Directors, all staff (full time, part time, temporary and freelance) and volunteers working on behalf of The Hive. Put simply safeguarding children is everyone's business and priority.

This policy concerns all children and young people under the age of 18 (as defined by the Children Act 1989) and vulnerable adults aged 25 or under who are accessing Wirral Youth Zone or who Wirral Youth Zone staff and volunteers come into contact with as a result of their activity with young people. The Police Act 1997 (Enhanced Criminal Record Certificates) Protection of Vulnerable Adults Regulations 2002 define a vulnerable adult as someone who is aged 18 years or over who *'is or may be in need of community care services by reasons of mental health or other disability, age or illness'* and *'is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'*

As well as physical, emotional, sexual abuse and neglect safeguarding can involve a range of potential issues such as:

- Bullying, including cyberbullying (by text message, on social networking sites and so on) and prejudice-based bullying
- Hate crimes
- Radicalisation
- Crime exploitation
- Child sexual exploitation
- Female genital mutilation
- Domestic violence
- Sexting
- Substance misuse
- Self-Harm
- Fabricated illness

1.3 Terms of Reference and Legal Framework

The Children Act 1989 and 2004 make it clear that people who work with children have the responsibility to keep them safe. This is supported by the United Nations Convention on the Rights of the Child (to which the UK is a signatory) which sets out the rights of children to be free from abuse. The Government provides guidance on how organisations and individuals should protect children and young people in 'Working Together to Safeguard Children' (March 2015), abuse is described as;

'any form 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 others (e.g. via the internet). They may be abused by an adult or adults, or another child or children';

and safeguarding and promoting the welfare of children is defined as;

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

Working Together to Safeguard Children (2015) also advises that professionals should, in particular, be alert to the potential need for early help for a child who:

- is disabled and has specific additional needs;
- has special educational needs;
- is a young carer;
- is showing signs of engaging in anti-social or criminal behaviour;
- is in a family circumstance presenting challenges for the child, such as substance abuse, adult mental health, domestic violence; and/or
- is showing early signs of abuse and/or neglect.

The responsibility for ensuring that the guidance is put into practice is given to Local Safeguarding Children's Board and each Local Authority has to ensure that its area is covered by a LSCB. The Wirral Independent Chair of the Wirral Safeguarding Children's Board is Bernard Walker and full detail of WSCB can be found at <https://www.wirralsafeguarding.co.uk/>

The Data Protection Act 1998 places a duty on organisations and individuals to process personal information fairly and lawfully, however it is not a barrier to sharing information where failure to do so would result in a child vulnerable adult being placed at risk of harm. Future advice can be found in the document "*Information sharing, Advice for practitioners providing safeguarding services to children, young people, parents and carers*³)

The Mental Capacity Act 2005 for England and Wales provides a framework to empower and protect people who may lack capacity to make some decisions for

³ "Information sharing, Advice for practitioners providing safeguarding services to children, young people, parents and carers" (26 March 2015), HM Government, Department for Education, <https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

themselves. It includes key provisions to protect vulnerable people and the Mental Capacity Bill introduced a new criminal offence of ill treatment or neglect of a person who lacks capacity. A person found guilty of such an offence may be liable to imprisonment for a term of up to 5 years

1.4 Accountability and Designated Person

Final accountability for ensuring Wirral Youth Zone fulfils its child protection and safeguarding children responsibilities falls to the Chief Executive, however responsibility is delegated to the Designated Safeguarding Lead

The designated person(s) responsible for managing safeguarding concerns at The Wirral Youth Zone are;

Safeguarding Lead & Designated Person – Gill Pleavin, Head of Youth Work
Tel: 0151 705 8025 Mobile: 07786268456
Email: Gill.pleavin@thehiveyouthzone.org

Deputy Safeguarding Lead – John Jones, Outreach Co-ordinator
Tel: 0151 705 8017
Email: John.jones@thehiveyouthzone.org

Deputy Safeguarding Lead – Treena Gilson, Junior Club Lead
Tel: 0151 705 8020
Email: Treena.gilson@thehiveyouthzone.org

Deputy Safeguarding Lead – Steve Anderton, Senior Lead
Tel: 0151 705 8019
Email: steve.anderton@thehiveyouthzone.org

The designated person(s) are key to ensuring that proper procedures and policies are in place, and are followed with regard to child safeguarding issues and is the primary person to whom members of staff and volunteers report concerns, through the Line Management systems of the youth zone.

In line with '*Working Together to Safeguard Children*', the Designated Person(s) are required by law to have undertaken the recognised course 'Lead Designated Person for safeguarding Children' and that this is kept up to date with appropriate refreshers every two years, all designated leads and deputies have completed the appropriate training provided by Wirral Safeguarding Children Board.

If the designated lead is not present for any reason, responsibility will be the other names deputies listed above, depending on availability.

Responsibilities of the designated person:

- Managing Referrals – In which case they should respond to all suspected concerns of abuse and contact;
 - Local Authority Designated Officer (details are listed in this document) - If there are child protection concerns surrounding staff members or volunteers

- Local authority children's social care – If there are concerns relating to a child
 - Disclosure and Barring Service (DBS) - Where a person has been dismissed due to risk/harm to a child
 - Police - Where a crime may have been committed
 - The CEO and designated trustees - To inform of issues relating to section 47 of the Children Act 1989⁴
- Training – the designated person should receive appropriate refresher training every 2 years in order to;
 - Understand the assessment process for providing early help and intervention
 - Have a working knowledge of how local authorities should conduct themselves when investigating cases of child abuse
 - Have an understanding of how to report and contribute to child protection case conferences and child protection review conferences and to be able to attend and contribute effectively
 - Ensure all members of staff and volunteers have an understanding of the organisation's safeguarding policies and procedures and other relevant policies, particularly new and part time staff, to support vulnerable young people
 - To provide appropriate induction and refresher training for all staff
 - Keep detailed, accurate and secure records relating to concerns and referrals for young people
 - Obtain access to any relevant resources and attend any training that may be beneficial to their role
 - Encourage a culture of listening to children and young people and adopting a child centred approach ensuring their thoughts and feelings are being taken into account before taking any action
- Raising awareness – The designated person should ensure the Youth Zone's policies and procedures are known and used appropriately;
 - Ensure the organisation's safeguarding policy is reviewed annually (or as required) and any necessary amendments are made and disseminated to the staff team
 - Ensure the Safeguarding Policy is available publicly and parents/carers are made aware that The Hive has a responsibility to report and refer any suspected cases of child abuse and The Hive's role in this
 - Link with the Local Safeguarding Children's Board (LSCB) to make sure the organisation is receiving relevant updates on policies and implementation
 - Share any relevant information possessed on a young person with relevant agencies, so long as this does not impact ongoing investigations

The board member with responsibility for safeguarding is Kerry Mehta and can be contacted via Mark Easdown:

Email: mark.easdown@thehiveyouthzone.org

Tel: 0151 705 8013

⁴ Children Act 1989, Section 47.

or directly at kerrymehta@wirral.gov.uk

Any allegation or concern involving the designated lead and/or named board member must be referred to Local Authority Designated Officer for which details can be found in section **5.4 “What to do if an allegation of abuse is made involving a staff member or volunteer”** of this document, “Managing allegations of abuse against staff and volunteers.

2.0 Recognising Abuse

In relation to child protection there are 4 kinds of abuse defined in “Working Together”, they are:

2.1 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.

Indicators of this are;

- Unexplained recurrent injuries or burns
- Improbable explanations or refusal to explain injuries
- Wearing clothes to cover injuries, even in hot weather
- Absconding
- Fear of medical help or examination
- Self-destructive tendencies
- Aggression towards others
- Fear of physical contact - shrinking back if touched
- Admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to 'make him study')
- Fear of suspected abuser being contacted
- Bruises seen on parts of the body not normally harmed through play, such as in or around the mouth
- Bruises that appear as a small 'grasp' or finger marks to a child's arm or legs
- Injuries that look like they have been caused by a belt or stick
- Bruises that appear to be of different ages (colour) in the same area
- Injuries that appear the same on both sides of the body, legs head or arms
- Injuries that appear as bite marks, especially when the marks appear to be of an adult or an older child (more than 3cm across)

It is a concern when a child is not taken for treatment if they are suffering pain, swelling or discolouration over a bone or joint. Although it may not always be possible to know whether a child has a fractured bone, it is difficult for a parent / carer to be unaware that the child has been hurt. It can be difficult to distinguish

between a burn and scald that has been caused accidentally or non-accidentally. As with fractures, all burns and scalds should receive medical attention.

2.2 Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur on its own.

Indicators of this are;

- Very low self-esteem, often with an inability to accept praise or trust in adults
- Excessive clinging and attention seeking behaviour
- Over anxious – being excessively 'watchful' (hyper vigilant), constantly checking or being over anxious to please
- Withdrawn / socially isolated
- Physical, mental and emotional development lags
- Sudden speech disorders
- Continual self-depreciation ('I'm stupid, ugly, worthless, etc.')
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ('I deserve this')
- Neurotic behaviour (rocking, hair twisting, self-mutilation)
- Extremes of passivity or aggression

2.3 Neglect

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 or not accessing appropriate antenatal care. 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); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Indicators of this are;

- Constant hunger and complaints of tiredness
- Poor personal hygiene
- Poor state of clothing
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies
- Below average weight / height
- Reluctant to go home, particularly at weekends / holiday

2.4 Sexual abuse

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

Indicators of this are;

- Being overly affectionate or knowledgeable in a sexual way inappropriate to their age, or acting out precocious sexual behaviour with others
- Medical problems such as chronic itching, pain in the genitals, venereal diseases
- Other extreme reactions, such as depression, self-harm, suicide attempts, running away, overdoses, anorexia
- Personality changes such as becoming insecure or clinging
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a specific person
- Starting to wet again, day or night/nightmares

- Become worried about clothing being removed
- Suddenly drawing sexually explicit pictures
- Trying to be 'ultra-good' or perfect; oversensitive or overreacting to criticism
- Reluctant to go home

2.5 Typical vulnerabilities in children prior to abuse and recognising abuse

There is no definitive list of vulnerabilities

- Living in a chaotic or dysfunctional household (including parental substance use, domestic violence, parental mental health issues, parental criminality).
- History of abuse (including familial child sexual abuse, risk of forced marriage, risk of 'honour'-based violence, physical and emotional abuse and neglect).
- Recent bereavement or loss.
- Gang association either through relatives, peers or intimate relationships
- Attending school with young people who are sexually exploited.
- Learning disabilities.
- Unsure about their sexual orientation or unable to disclose sexual orientation to their families.
- Friends with young people who are sexually exploited.
- Homeless.
- Lacking friends from the same age group.
- Living in a gang neighbourhood.
- Living in residential care.
- Living in hostel, bed and breakfast accommodation or a foyer.
- Low self-esteem or self-confidence.
- Young carer
- Isolated, with little or no friendship or peer group

This is not an exhaustive list

A child may be subjected to a combination of different kinds of abuse. It is also possible that a child may show no outward signs of abuse and hide what is happening from everyone. Many learn to 'manage' their problems, making it hard for others to help. We may observe behaviours/physical presentations that cause concern, however, it is important to remember that the causes of these may not be abuse, but due to other issues such as bereavement, homesickness etc. Information related to events of this nature should be logged onto a Cause for Concern form. As a result, staff should be cautious before assuming abuse is the cause. Staff should ensure that they discuss their concerns with the Designated Person for advice.

3.0 Other types of abuse and safeguarding issues

In addition to these four types of abuse there are the following commonly recognised types of abuse and safeguarding issues

3.1 Child Sexual Exploitation

On February 16th 2017 the government launched the revised definition of Child Sexual Exploitation along. The revised definition is detailed below:

“Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology “a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.”

The following signs and behaviour are generally seen in children who are already being sexually exploited:

- Missing from home or care
- Becoming especially secretive and disengaging with their usual friends
- Personality and behaviour change (whilst mood swings are common to all adolescents, it is the severity of behaviour change that is most indicative)
- Physical injuries
- Drug or alcohol misuse
- Involvement in offending
- Repeat sexually-transmitted infections, pregnancy and terminations
- Absent from school
- Change in physical appearance
- Evidence of sexual bullying and/or vulnerability through the internet and/or social networking sites
- Estranged from their family
- Receipt of gifts from unknown source (which could include expensive which they couldn't normally afford, such as mobile phones or jewellery)
- Recruiting others into exploitative situations
- Poor mental health
- Self-harm

- Thoughts of or attempts at suicide
- They may receive odd calls and messages on their mobiles or social media pages from unknown, possibly much older associates from outside their normal social network

When making a referral in relation to CSE the Safe Guarding Lead will complete the CSE Referral Form provide by Wirral Safeguarding Children's Board which can be found in Appendix 6 "Wirral safeguarding Children's Board, Referral Forms" as well as at <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/03/cse1-referral-form.doc>

Catch 22 provide a useful CSE screening tool which is considered by many Safeguarding Children's Boards which can be used to support referrals and help identify risk a copy can be found in Appendix 7 "Screening Tools" as well as at <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/03/cse-screening-tool-2016.docx>

You can find more information at

<http://paceuk.info/about-cse/spotting-the-signs-cse/>

<https://www.wirralsafeguarding.co.uk/professionals/child-sexual-exploitation/>

3.2 Child Trafficking

Child trafficking is a very serious issue which can have a devastating and lasting impact on its victims. Children can be trafficked into, within and out of the UK. 'Trafficking of persons means the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

3.3 Domestic violence

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- Psychological

- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. Staff can also refer to the DfE guidance Domestic violence and abuse.

Screens tools are provide by a range of partner agencies via the Wirral Safeguarding Children's Board

Barnardo's Domestic Violence Risk Identification Matrix (DV RIM) – tool to help assess the risk to children from impact of domestic abuse between adults which can be found at <http://www.wirral safeguarding.co.uk/wp-content/uploads/2016/11/Wirral-DV-RIM-A4.pdf>

Domestic Violence Risk Identification Checklist (RIC or DASH) – tool to help identify adult victims of domestic violence and abuse which can be found at <http://www.wirral safeguarding.co.uk/wp-content/uploads/2016/11/DASH-RIC.doc>

and

SafeLives Risk Identification Checklist for the identification of high risk cases of domestic abuse, stalking and 'honour'-based violence - Young People's Version with practice guidance which can found at <http://www.safelives.org.uk/sites/default/files/resources/YP%20RIC%20guidance%20FINAL.doc>

3.4 Fabricated or induced illness

The fabrication or induction of illness in children is a relatively rare form of child abuse. Where concerns exist about fabricated or induced illness, it requires professionals to work together, evaluating all the available evidence, in order to reach an understanding of the reasons for the child's signs and symptoms of illness. Staff can also refer to Safeguarding children in whom illness is fabricated or induced.

3.5 Faith abuse

Faith abuse includes: belief in concepts of witchcraft and spirit possession, demons or the devil acting through children or 'leading them astray' (traditionally seen in

some Christian beliefs), the evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context); ritual or muti murders where the killing of children is believed to bring supernatural benefits or the use of their body parts is believed to produce potent magical remedies; and use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation. This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune, such as telephoning a wrong number which is believed by some to allow malevolent spirits to enter the home. Staff should refer to Child abuse linked to faith or belief.

3.6 Female genital mutilation (FGM)

Comprises all procedures involving the partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons. FGM is also sometimes known as 'female genital cutting' or 'female circumcision'. However, circumcision is not an appropriate term. Communities tend to use local names for referring to this practice including 'sunna'. FGM is considered child abuse in the UK and a grave violation of the human rights of girls and women. In all circumstances where FGM is practised on a child it is a violation of the child's right to life, their right to their bodily integrity, as well as their right to health. The UK Government has signed a number of international human rights laws against FGM, including the Convention on the Rights of the Child. If you have concerns relating to young people possibly affected by FGM, this should be referred using the Child Protection procedures.

3.7 Forced marriage

Forced Marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse can also be a factor.

Staff can also refer to <https://www.gov.uk/government/publications/what-is-a-forced-marriage>

3.8 Crime Exploitation/Organised Crime

Crime Exploitation/Organised Crime is becoming a prevalent issue amongst many young people. Individuals, normally working with others, with the capacity to commit serious crime on a continuing basis, which includes elements of planning, control and coordination and benefits those involved will look to exploit young people who display common indicators of vulnerability, to participate in organised crime, whether that is drug dealing, minding weapons/drugs.

3.9 Radicalism and Involvement in Terrorism

At the time of writing the current threat from terrorism is considered to be "severe". Terrorism can involve the exploitation of young people and vulnerable adults.

Terrorism is defined by the Terrorism Act 2000 as:

"An action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system. The use or threat must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause."

Extremism is defined in the national Counter-Terrorism Strategy (CONTEST) as:

"A vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. It also includes calls for the death of members of our armed forces, whether in this country or overseas."

Radicalisation is defined in the CONTEST Strategy as:

"The process by which a person comes to support terrorism and forms of extremism leading to terrorism."

The following are examples of recognised offences in relation to terrorism, extremism and radicalisation:

- Murder or soliciting murder.
- Committing, preparing or instigating acts of terrorism.
- Incitement to commit acts of terrorism overseas.
- Encouragement of terrorism.
- Inciting racial or religious hatred or hatred because of sexual orientation.
- Inviting support for a proscribed organisation.
- Terrorist financing offences.
- Dissemination of terrorist publications.
- Offences of encouragement and dissemination using the internet.

The CONTEST strategy focuses on 4 strands: Pursue, Prevent, Protect and Prepare, it is the Prevent strategy that is of relevance in safeguarding young people and vulnerable adults. The Prevent strategy has three key objectives:

- Ideology - Challenging the ideology that supports terrorism and those who promote it;
- Individuals – Protect vulnerable people from being drawn into terrorism and ensure they are given appropriate advice and support; and

- Institutions – Supporting sectors and institutions where there are risks of radicalisation.

Challenging the ideology includes being proactive in promoting values such as: democracy, the rule of law, equality of opportunity, freedom of speech, and the universal right to freedom from persecution. There is a need for local communities and organisation to support this by focusing focus on those most susceptible to terrorist propaganda; it should not be assumed that Muslims are any more vulnerable to radicalisation than other faith or ethnic groups.

In terms of protecting individuals key points made are:

- Radicalisation is a process not an event, and it is possible to intervene in this to prevent vulnerable people being radicalised
- There is a need to ensure that activities are proportionate, and focused upon people at risk.
- Activity needs to address all forms of terrorism. It is not just the responsibility of the police, but also local authorities and other partners.
- Programmes relating to this are comparatively new, and evidence of impact is limited. The Government is committed to research and evaluation to demonstrate what works and inform the development of best practice.

Channel is a multi-agency process that evaluates referrals of individuals at risk of radicalisation and decides on the most appropriate action. It involves assessing the nature and the extent of the potential risk and, where necessary, providing an appropriate support package tailored to the individual's needs. Supporting those most at risk of being radicalised is about diverting people away from potential risk at an early stage which prevents them from being drawn into criminal activity linked to terrorism not about prosecution. At The Hive we have a clear role in providing diversionary activities as well as targeted support services.

3.10 Self-injury and Self Harm

Self-injury can take many different forms but in general terms is the act of deliberately causing harm to oneself either by causing a physical injury or by putting oneself in dangerous situations and/or self-neglect. Self-injury is generally a coping mechanism; there can be many reasons why a person chooses to self-injury but it is important that staff consider the possibility of a link between self-injury and trauma/abuse.

When dealing with self-injury and self-harm staff should:

- Show that they care about the person behind the self-injury
- Show concern for the injuries themselves and ensure any needed first aid is provided

- Make it clear it is OK to talk about
- Acknowledge how scary the thought of not self-harming may be
- Explore what are their support networks?
- Report to designated leads and seek further advice

3.11 Private fostering

Under certain conditions, a child might be cared for, as part of a private arrangement, by someone who is not their parent or a 'close relative'. This constitutes private fostering when the following conditions are met:

- a child is under 16 years of age – 18 if they have a disability
- the arrangement is for 28 days or longer
- the child's new carer does not have parental responsibility for the child and is not a close relative. Close relatives are defined as step-parents, grandparents, brothers, sisters, uncles or aunts (whether of full blood, half blood or marriage/affinity).

By law parents and carers must notify the local authority of private fostering arrangements to safeguard and protect the child's welfare as well as ensuring the child, carer and parent are receiving appropriate support and help.

Wirral Youth Zones policy is that if we do become aware that a child or young person who is being privately fostered, we will inform the carer/parent of their legal duty to notify Wirral Multi agency Safeguarding Hub (MASH); we will follow this up by contacting Children's Social Care within 48 hours, the contact details are:

Wirral Central Advice and Duty Team

Tel: 0151 606 2008 (Mon-Fri, 9:00am – 5.00pm), Outside of these hours

Tel: 0151 677 6557 (Outside of these hours)

E-mail: cadtsocialcare@wirral.gcsx.gov.uk

4.0 Adults at Risk

The Care Acts 2014 makes it clear that specific adult safeguarding duties apply to any adult who:

- has care and support needs and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs.

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty or a sensory impairment

- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

This is not an exhaustive list.

Types of abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Abuse can take place in a person's own home, in a residential home or a day centre or hospital. Unfortunately those being abused are often the least likely to bring the situation to anyone's attention.

If you are concerned that an Adult is experiencing or at risk of harm, abuse or neglect please report it to Wirral Central Advice and Duty Team on 0151 606 2006 between 9am – 5pm.

Outside of these hours please call 0151 677 6557.

In an emergency always call 999.

5.0 Procedure

“Safeguarding is everybody responsibility and managing safeguarding and everyone who comes into contact with children and their families has a role to play in safeguarding children, child protection should take priority over all other work”

5.1 What to do if you suspect abuse

A young person may choose to disclose concerning information to a member of staff/volunteer, or may be observed carrying out concerning behaviour that raises concerns around possible abuse. It is not the duty of staff and volunteers to investigate the issue themselves, however it is their responsibility to gather as much information as possible. Where you suspect a child or vulnerable adult is being abused or there is potential for harm you should discuss your concerns with designated safeguarding lead or deputies who will help decide what action should be taken.

If there is a real concern the safeguarding lead or deputies will contact children's services and/or the Police. They will need your support in referring it to ensure the details are recorded correctly.

If you're not sure or have any concerns, speak to the safeguarding lead or deputies, remember that is what they are there for, to deal with any concerns and offer advice and support.

5.2 What to do if a young person tells you about abuse

If a young person/ vulnerable adult makes a disclosure about abuse or you suspect they may be about to it is imperative they understand you cannot keep this 'secret' but that you have a duty to report it to other professionals who will help keep them safe. Be honest and open about who you will speak to and why.

You should find a quiet place to talk where they feel comfortable. Ensure you give them the time they need to talk but be aware they will need to give a full account to Children's Social Care so avoid subjecting them to lengthy or multiple 'interviews' as it can confuse and jeopardise evidence. Try to keep eye level equal or lower than theirs.

Staff and volunteers must:

- Listen, but do not press for information
- Stay calm and be reassuring
- Find a quiet place to talk
- Believe what you are being told
- Listen to the young person, if you are shocked by what is being said, try not to show it
- It is acceptable to observe injuries such as; bruises, but not to ask a child to remove or adjust their clothing to observe them; (injuries must be recorded on a **Cause for Concern Form, Appendix 1**)
- Do not question the child in a way that will introduce new words, phrases or concepts into their minds (leading questions)
- Do not challenge, confront or criticise their information, even if it seems unlikely or if there are obvious errors. They may be unable to give accurate timescales or dates.
- If a disclosure is made the pace should be dictated by the child without their being pressed for detail by being asked such questions as 'what did they do next?' or 'where were you when this happened?' The staff or volunteers role is to listen not to investigate.
- Use open questions
- Acknowledge how hard it was for them to tell you this
- Do not criticise the perpetrator, this may be someone they love
- Do not promise confidentiality, reassure the young person that they have done the right thing, explain whom you will have to tell and why. It is important that you don't make promises that you cannot keep (please see the **Confidentiality Policy, Appendix 2** for more details)

Remember is it a huge step for a young person to make a disclosure

Inform the safeguarding lead or deputies immediately who will work with you to contact the Child Protection Social Work team and/or the Police and complete all necessary paperwork. If the situation is an emergency and neither safeguarding lead or deputies available you should telephone Children's Social Care directly or, if out of hours, the Emergency Duty Social Work team or Police Child Protection Team.

5.3 Recording Information

- Make some notes immediately afterwards (being aware that note taking during a disclosure may inhibit that disclosure making it harder for the young person to be open and honest); record the date, time, place and context of the disclosure or concern, recording facts and not assumption and interpretation. Any notes must be added to a completed cause for concern form and handed to the safeguarding lead or deputies (not left on a desk marked for their attention), do not be afraid to interrupt meetings if you need to speak to someone.
- Note any non-verbal behaviour and ensure that the language used by the young person (do not translate into correct terminology) is recorded

5.4 What to do if an allegation of abuse is made involving staff or a volunteer

If a young person makes an allegation of abuse against a staff member or volunteer, you should report this immediately to their line manager (or Volunteer Co-ordinator) and the Safeguarding Lead. If the volunteer or member of staff against which the allegation is made is onsite and you cannot contact the Safeguarding Lead speak immediately to the manager in charge.

If it is against a member of staff from another organisation report it directly to the Safeguarding Lead.

You should assure the young person who made the allegation that this is a serious matter and you will follow it up with the Safeguarding Lead. Update the young person of what action has been taken.

The Safeguarding Lead will make a referral directly to the Local Authority Designated Officer who will advise on the most appropriate course of action. This referral will usually be made immediately, but must be made within 24 hours.

Wirral LADO (Local Authority Designated Officer): Suzanne Cottrell
suzannecottrell@wirral.gov.uk 0151 666 4582

<https://www.wirralsafeguarding.co.uk/professionals/lado-allegations/>

The Hive has a **Whistleblowing Policy** that outlines the course of action staff or volunteers can take if there are major concerns over apparent wrong doing by The Hive without fear of detrimental treatment.

5.5 What to do if you suspect radicalisation

If you have concerns that a young person or vulnerable adult is at risk of radicalisation or involvement in terrorism speak to the Safeguarding Lead who will

help you decide whether it is appropriate to make a referral to the Channel lead and complete all necessary paperwork.

A copy of the Channel Panel Referral Form can be found the link below and is attached in Appendix 6

<http://www.wirral safeguarding.co.uk/wp-content/uploads/2016/02/channel-panel-referral-and-assessment-form-1.docx>

Merseyside Police have a dedicated Prevent team who can be contacted for advice:

Telephone: 0151 777 8311 or email msoc.prevent@merseyside.police.uk

5.6 Informing parents

The Safeguarding Lead will inform the young person's family/carer that an incident has taken place and/or a referral is being made unless: that would either place the young person at greater risk, place the member of staff or public at risk or impede the investigation; sexual abuse or fabricated illness is suspected; or multiple abuse is suspected. In these cases Social Services or the Police will decide whether or not to inform the parents. An inability to inform parents should not delay or prevent a referral being made.

6.0 Confidentiality, information sharing and storing

Staff and volunteers have professional responsibility to share relevant information about the protection of children with other professionals, particularly investigating agencies. If a young person confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the young person sensitively that he/she has a responsibility to refer the matter for their own sake. At the same time, the young person should be reassured that the matter will be only be disclosed to the relevant person/s who will then decide on an appropriate course of action. Staff and volunteers who receive information about children and families in the course of their work should have the information only within a professional context. Personal information about all young people and their families is regarded by those who work in this building as confidential. All records relating to child protection incidents will be maintained by the Safeguarding Officer and only shared as is consistent with the protection of children. If staff are unsure whether or not to share information support can be sought from the Safeguarding Lead or Chief Executive.

6.1 7 Golden Rules for Information Sharing

The '7 Golden Rules'⁵ for information sharing are listed as good practice for how The Hive will manage issues relating to confidentiality;

⁵ Information Sharing for Practitioners and Managers 2015

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset and why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is safe or inappropriate to do so.
3. Seek advice if there is any doubt, without disclosing the identity of the person where possible.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. Professionals may still share information without consent if, in their judgement, that lack of consent can be overridden in the public interest. Judgment will need to be made on the facts of the case.
5. Consider safety and wellbeing: Base information sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information shared is necessary for the purpose for which it is being shared, it is shared only with those people who need to have it, is accurate and up-to-date, it is shared in a timely fashion, and is shared effectively.
7. Keep a record: of the decision and the reasons for it – whether it is to share information or not. If it is decided to share, then record what has been shared, with whom and for what purpose.

6.2 Storing Information

Once information has been passed to the relevant staff it is then forwarded to the Safeguarding Lead or Deputy who has been dealing with the incident. They are responsible for adding key details to Salesforce (a secure online database), uploading a scanned, and password protected copy of the Cause for Concern Referral Form, and filing a hard copy in a locked cabinet. Only the Safeguarding Lead and Deputies will have access to the safeguarding information stored on Salesforce.

Information relating to child protection/welfare is required to be kept for a minimum 15 years, according to NSPCC guidance

The Hive will keep a clear and comprehensive summary of;

- Any allegations made
- Details of how the allegations were followed up and resolved
- Any action taken
- Decisions reached

7.0 Supporting those involved

Support should be provided for the parents/carer and child as well as the person who is the subject of the allegation.

Parents/carers should be kept constantly apprised of the situation and of any developments. They should also be informed of the outcome (if there is not a criminal investigation), including the result of any disciplinary procedures.

7.1 Supporting staff who receive disclosures

Receiving a disclosure or observing signs of abuse can be very distressing. Staff should discuss their feelings with their line manager if they feel affected.

Safeguarding children and young people can entail making difficult professional judgements and decisions. All staff and volunteers have access to advice and support through formal and informal supervision from their peers and managers. Incidents of a child protection nature can affect staff not directly involved and staff affected can access support as above. Members of staff may be asked to attend a Strategy Meeting or Child Protection Case Conference. Staff should seek guidance and advice from the Designated Person on these meetings and further advice can be provided by the Local Safeguarding Children's Board

7.2 Staff rights and sources of support when facing an allegation

The member of staff who is the subject of the allegations will be kept informed of the progress of the case, and will receive appropriate support whilst the case is ongoing. Sources of support and advice for staff going through the Disciplinary Procedure include:

- Line manager or CEO if more appropriate
- Trade union
- Citizens Advice Bureau
- ACAS – This provides help and support for employers and employees, they have a helpline adviser available 8am-8pm, Monday – Friday.

Every effort will be made to maintain confidentiality and guard against publicity whilst the allegation is being investigated and considered.

8.0 Working to Keep Child and Young People Safe

The Hive commits to taking all reasonable steps to ensure a trained, vetted and effective work force.

8.1 Safer recruitment & DBS

In order to ensure to minimise risk and ensure that young people are protected whilst at youth zone, we will ensure that our staff and volunteers are carefully selected, screened, trained and supervised. The Hive's recruitment processes ensure:

- Standardised recruitment procedures to ensure consistency
- Requirement for at least 2 references
- Requirement for Disclosure and Barring Service Checks
- Scrutiny of employment history for unexplained gaps

8.2 Employing Staff with Convictions

The final decision to employ or take on staff and volunteers with spent convictions will be taken by the CEO and the Head of Youth Work by following the “**criminal record and risk assessment form, Appendix 7.**”

As a guide the following should be taken into account:

- The seriousness of the offence and its relevance to the safety of young people other employees and property
- The length of time since the offence occurred
- The age of the applicant at the time of the offence(s)
- Any relevant information about the circumstances leading to the offence, i.e. domestic or financial difficulties
- Where the offence was one-off or part of a history of offending
- Whether the applicant's circumstances have changed since the offence was committed
- The country in which the offence was committed, some activities are offences in Scotland and not in England
- Whether the offence has since been decriminalised
- The degree of remorse expressed by the applicant and their motivation to change
- The impact on the organisation and its community should a previous conviction come to light
- The potential for the offence to conflict with the duty of care placed on individuals who have unsupervised access to children

Further advice can be found at <https://www.nacro.org.uk/resettlement-advice-service/support-for-employers/employing-someone-with-a-criminal-record/#forms>

Guidance on spent convictions can be found at <https://www.gov.uk/exoffenders-and-employment>

Most roles with the Youth Zones are not unlikely to be considered a “regulated activity” (regulated as defined in defined in Schedule 4 of the Safeguarding Vulnerable Groups Act (2006), as subsequently amended by the Protection of Freedoms Act (2012). However convictions which result in a bar from working in a regulated activity are relevant as these offences provide a starting point for offence demonstrating unsuitable to work with young people.

A full list of convictions which result in bar form working in a regulated activity can be found at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/500139/Relevant_offences_for_England_and_Wales.pdf

This is not an exhaustive list of offences which may indicate unsuitability

The process:

Volunteers: Risk Assessment to be completed by Volunteer Coordinator or equivalent and signed off by Head of Youth Work

Paid Staff: Risk Assessment to be completed by Head of Youth Work or equivalent Senior Manager and signed off by CEO.

9.0 Induction and training

Wirral Youth Zones recognises that in order for staff and volunteers to fulfil their duties in line with 'Working Together to Safeguard Children (March 2015)', they require an induction and regular training updates to ensure they develop and maintain the necessary skills, judgement and confidence in their work in Safeguarding and protecting young people. Wirral Youth Zone will ensure that all staff undertake appropriate training in Safeguarding to equip them to carry out their responsibilities effectively, and keep this up to date through refresher training.

All staff are required to:

- Complete the NSPCC Online Training "Child Protection – An Introduction" on induction.
- Attend in house Induction training delivered by the Volunteer Coordinator on induction and attend all team bitesize sessions throughout the year.

Safeguarding is an agenda item for supervisions and team meetings up to and including board meetings.

It is a requirement that all staff read this Policy, and sign that they have read and understood this. Staff and volunteers will be asked to re-visit the policy each time it is reviewed and updated. Staff and volunteers will have different training needs which are dependent on their degree of contact with children and young people, their responsibilities and the level of decision making. The Hive holds a central record of training (including safeguarding) completed by all staff and volunteers.

Appendix 1

Wirral Youth Zone Cause for Concern Form

Please submit completed forms to the Safeguarding Lead or Deputies as soon possible following the incident – if it is an emergency ensure the form is passed on in person for immediate action.

| Details | |
|--|--|
| Name(s) of young people: | |
| Other young people involved: | |
| Address of young person: | |
| Age of young person: | |
| Date of Birth: | |
| School / College (if applicable): | |
| Names of Siblings: | |
| Membership Number: | |
| Are they a part of... | Junior Club <input type="checkbox"/> Senior Club <input type="checkbox"/> Hivability Club <input type="checkbox"/> |
| Concerns (remember if you think a young persons is a risk of harm do not wait to take action by reporting immediately) | |
| Date & time of incident/ disclosure: | |

| | |
|--|--|
| <p>Where the incident/ disclosure took place</p> | |
| <p>Who was present</p> | |
| <p>Who is/ was the alleged abuser?</p> | |
| <p>When was the abuse alleged to have occurred?</p> | |
| <p>Full description of incident/ disclosure/ injuries giving rise to concern (quote the young person's words as much as possible).</p> | |
| <p>Action taken so far (including if you have spoken to young person, parents, a colleague or another agency)</p> | |
| <p>Any other relevant information:</p> | |

| Your Details | | | |
|--|--|--|------|
| Name: | | Job Title / Role: | |
| Phone Number: | | Name of Safeguarding Lead Reported To: | |
| Signed: | | Date: | |
| Received by Lead Staff | | | |
| Action taken | | | |
| Reason | | | |
| Further details (e.g. police log number) | | | |
| Signature | | | |
| Logged and scanned to Salesforce | | | Date |
| Date | | | |

TO BE REVIEWED BY TREENA GILSON September 2020

Appendix 2

Confidentiality policy

Wirral Youth Zone, The Hive is committed to providing a safe environment for young people and volunteers and recognises that trust is essential for good youth work and is the foundation for all relationships within The Hive. Maintaining confidences is an integral part of building trust between young people, volunteers and the organisation and will be respected at all times, apart from where it conflicts with reporting child protection and safeguarding concerns.

Young People

- The Hive is committed to ensuring that young people are able to share information with youth workers in a confidential manner.
- Young people can expect that any information they give to a worker is treated as sensitive and confidential and will not be shared UNLESS:
 - The worker believes that the young person, or another young person or member of the community, is in danger or is being harmed. In this case the young person will be told that the information has to be shared with the appropriate agencies and encouraged to agree with this.
 - The young person discloses that they are involved, or plan to become involved in acts of terrorism.

Talk to a Youth Worker

Youth Workers are here to support and listen if you need, what you say will be treated as confidential, unless;

- You are at risk of being hurt or hurting yourself;
- Someone else is at risk of being hurt;

Staff and volunteer will always try discuss with you if they need to pass something on. In any circumstance that constitutes a child protection issue (i.e. where there is a suspicion or information that a young person is suffering significant harm or at risk of significant harm) all staff and volunteers must be clear that they have a duty to refer the concern to the Social Services or the Police. Whilst staff and volunteers have a responsibility to respect and maintain the confidentiality of an individual young person, their primary responsibility is to ensure the safety of the young person. Therefore, in a child protection situation they cannot maintain confidentiality and must make this boundary clear to the young person.

We understand that perceptions of risk will vary between individuals and as such will affect how people respond to situations.

As a general principle, where 'risky' behaviour is observed of any nature (e.g. involving alcohol, drugs, inappropriate sexual relations or criminal activity), a worker must tackle this directly with the young person concerned, or at the first appropriate opportunity. If a worker feels that the behaviour is likely to cause immediate harm to the young person or others, it may be reported to an appropriate body such as the Police, even if this breaches their confidentiality. It should be noted however that risky behaviour does not automatically mean there is risk of significant/immediate harm; for example, drug use would become an area of concern if it involved unsafe injecting, sexual exploitation or debt with dealers. Such situations will involve an element of discretion as to what constitutes immediate harm. To ensure consistency and appropriateness of approach by all staff and volunteers, different scenarios will be reviewed through case work, project and team meetings.

All staff and volunteers will maintain confidentiality around contraception advice and disclosure of sexual conduct acknowledging the Fraser guidelines and Gillick competency principle. **Please see Fraser guidelines and Gillick competency, appendix 3**

It is not appropriate for staff or volunteers to discuss sensitive issues about young people or other staff or volunteers in the presence of other young people.

Workers

All workers at The Hive are expected to uphold the organisations commitment to confidentiality. This means that youth workers are expected to:

- Keep records, files and documents stored in a safe and secure manner
- Not discuss any information given by a young person in confidence, unless they have a child protection concern or the young person gives their permission
- Tell a young person when information cannot be kept confidential (ie. a child protection concern)
- Encourage a young person to talk to other people (e.g. parents or guardians) or professionals where they feel it would be in the young person's interest

Appendix 3

Fraser guidelines and Gillick competency

Gillick competency and Fraser guidelines provide some guidance for professionals working with children need to consider how to balance children's rights and wishes with their responsibility to keep children safe from harm. They refer to a legal case which looked specifically at whether doctors should be able to give contraceptive advice or treatment to under 16-year-olds without parental consent. But since then, they have been more widely used to help assess whether a child has the maturity to make their own decisions and to understand the implications of those decisions.

In 1982 Mrs Victoria Gillick took her local health authority (West Norfolk and Wisbech Area Health Authority) and the Department of Health and Social Security to court in an attempt to stop doctors from giving contraceptive advice or treatment to under 16-year-olds without parental consent.

The case went to the High Court in 1984 where Mr Justice Woolf dismissed Mrs Gillick's claims. The Court of Appeal reversed this decision, but in 1985 it went to the House of Lords and the Law Lords (Lord Scarman, Lord Fraser and Lord Bridge) ruled in favour of the original judgment delivered by Mr Justice Woolf:

"...whether or not a child is capable of giving the necessary consent will depend on the child's maturity and understanding and the nature of the consent required. The child must be capable of making a reasonable assessment of the advantages and disadvantages of the treatment proposed, so the consent, if given, can be properly and fairly described as true consent." (Gillick v West Norfolk, 1984)

How are the Fraser Guidelines applied?

The Fraser guidelines refer to the guidelines set out by Lord Fraser in his judgment of the Gillick case in the House of Lords (1985), which apply specifically to contraceptive advice. Lord Fraser stated that a doctor could proceed to give advice and treatment provided he is satisfied in the following criteria:

1. that the girl (although under the age of 16 years of age) will understand his advice;
2. that he cannot persuade her to inform her parents or to allow him to inform the parents that she is seeking contraceptive advice;
3. that she is very likely to continue having sexual intercourse with or without contraceptive treatment;

4. that unless she receives contraceptive advice or treatment her physical or mental health or both are likely to suffer;
5. that her best interests require him to give her contraceptive advice, treatment or both without the parental consent." (Gillick v West Norfolk, 1985)

How is Gillick competency assessed?

Lord Scarman's comments in his judgment of the Gillick case in the House of Lords (Gillick v West Norfolk, 1985) are often referred to as the test of "Gillick competency":

"...it is not enough that she should understand the nature of the advice which is being given: she must also have a sufficient maturity to understand what is involved."

He also commented more generally on parents' versus children's rights:

"parental right yields to the child's right to make his own decisions when he reaches a sufficient understanding and intelligence to be capable of making up his own mind on the matter requiring decision."

What are the implications for child protection?

Professionals working with children need to consider how to balance children's rights and wishes with their responsibility to keep children safe from harm.

Underage sexual activity should always be seen as a possible indicator of child sexual exploitation.

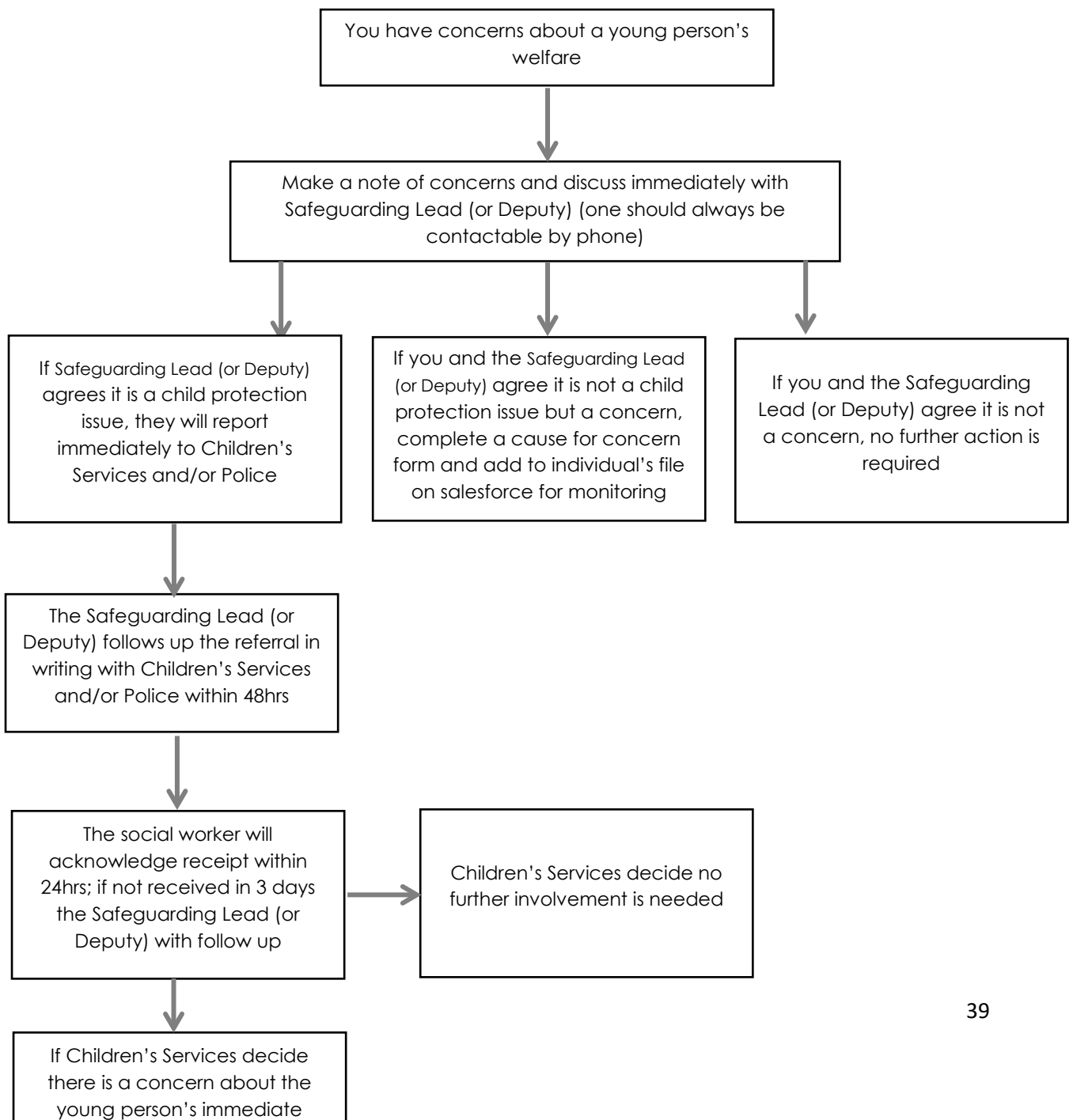
Sexual activity with a child under 13 is a criminal offence and should always result in a child protection referral

Taken from <https://www.nspcc.org.uk/preventing-abuse/child-protection-system/legal-definition-child-rights-law/gillick-competency-fraser-guidelines/>

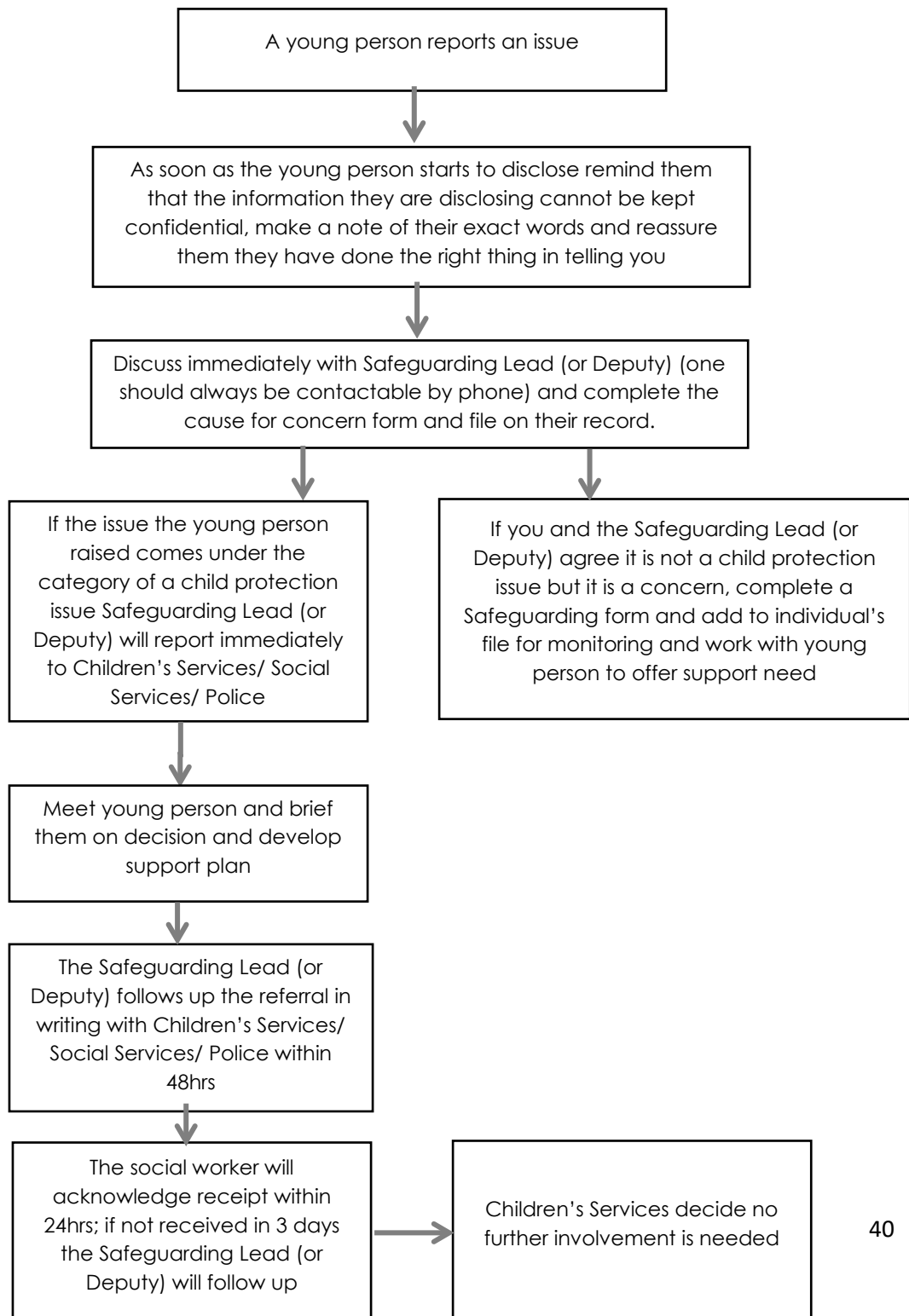
Appendix 4

Safeguarding Flow Charts

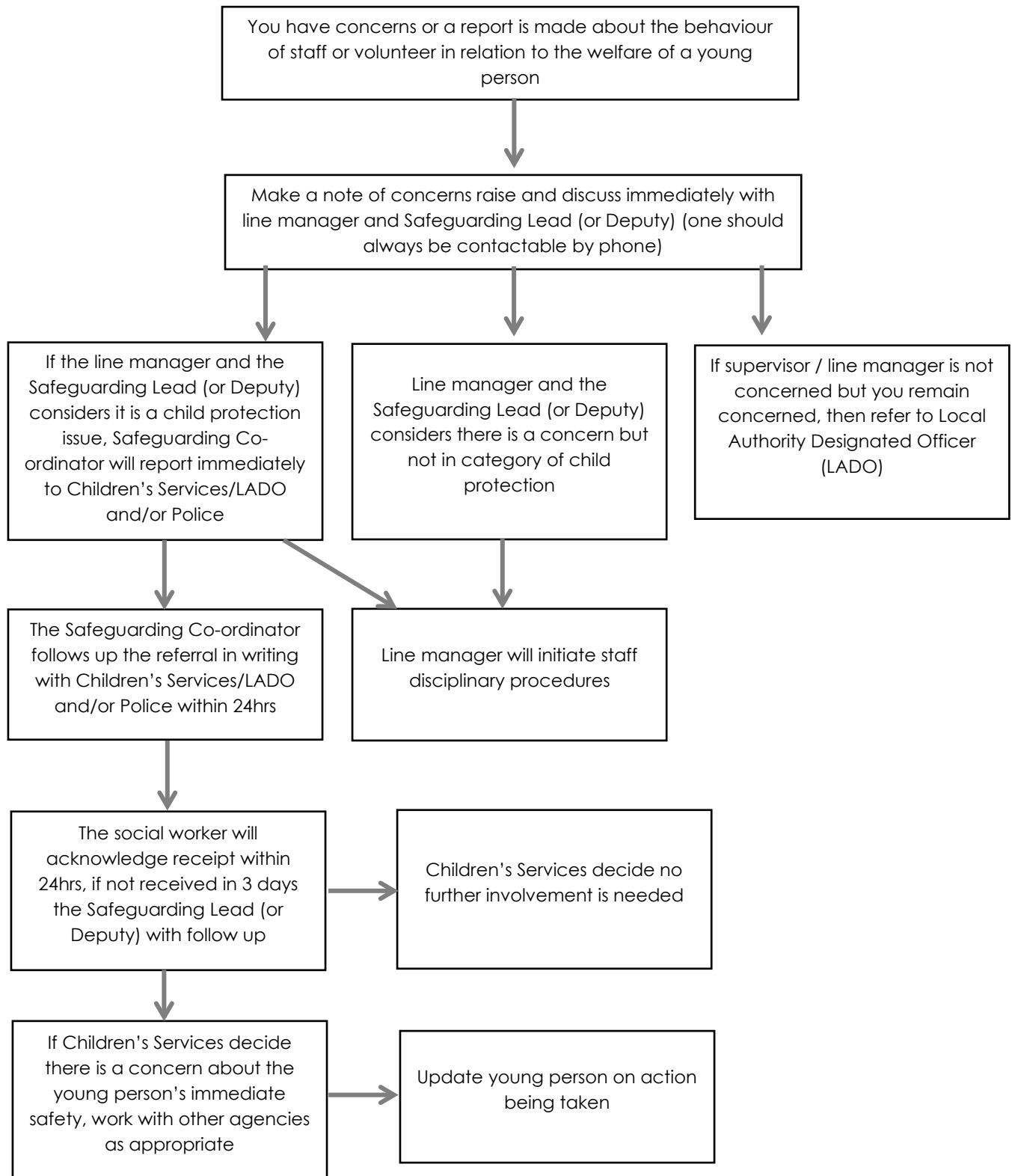
What to do if you suspect abuse



What to do if a young person tells you about abuse



What to do if an allegation of abuse involves staff or volunteers



Appendix 5

Quick Reference Emergency Contact Sheets

The Hive

Designated Safeguarding Lead, Gill Pleavin (Head of Youth Work),
07786268456, gill.pleavin@thehiveyouthzone.org

Deputy Safeguarding Leads, John Jones, Outreach Co - ordinator 0151 705 8017 johnjones@thehiveyouthzone.org , Steve Anderton, Senior Lead 0151 705 8019 steve.anderton@thehiveyouthzone.org and Treena Gilson, Junior and Holiday Club Lead, 0151 705 8020 Treena.gilson@thehiveyouthzone.org

Wirral Social Care – Children and Young People

Wirral Integrated Front Door Team, Mon-Fri, 9:00am – 5.00pm, 0151 606 2008,
Outside of these hours, 0151 677 6557, cadtsocialcare@wirral.gcsx.gov.uk

In an emergency always call the police on 999. If you think there has been a crime but it is not an emergency call 101

<https://www.wirralsafeguarding.co.uk/public/concerned-about-a-child/>

Wirral Social Care - LADO

The Local Authority Designated Officer for Allegations (LADO), Suzanne Cottrell, 0151 666 4582, suzannecottrell@wirral.gov.uk

Wirral Social Care - Adult

If you are concerned that an Adult is experiencing or at risk of harm, abuse or neglect please report it to Wirral Central Advice and Duty Team on 0151 606 2006 between 9am – 5pm, outside of these hours please call 0151 677 6557.

<https://www.wirralsafeguarding.co.uk/public/concerned-about-an-adult/>

Channel (Preventing Violent Extremism)

Merseyside Police have a dedicated Prevent team who can be contacted for advice:

Telephone: 0151 777 8311 or email msoc.prevent@merseyside.police.uk

<https://www.wirralsafeguarding.co.uk/radicalisation-and-extremism/>

For any incident where a young person has required hospital treatment or an emergency call has been made to the police for any reason, you **must** regardless of the time of day inform the Head of Youth Work, who will make a decision as to if the CEO needs to be immediately informed.

Useful Contacts

The following is a list of local and national organisations who provide help and support to children and young people.

If you are feeling unsafe or at risk of harm talk to an adult you trust – could be a parent/carer, teacher, social worker or youth worker. You can also speak to children's social care by ringing **0151 6062008** or by phoning the Police on **101**. In an emergency always dial **999**.

ChildLine (0800 1111) is the UK's free, confidential helpline for children and young people. They are there for advice and support, by phone and online, 24 hours a day. Whenever and wherever you need them, they'll be there.

Bully Busters run a confidential freephone helpline for young people across Merseyside who are affected by bullying. The team listen, support, advise and offer other services to help you become happier and free from bullies. You can call them for free on **0800 169 6928**. They are open Monday to Friday from 9am to 7pm

kooth.com offer young people aged between 11 and 25 a free confidential online advice and counselling service and can help with any worries you may have.

The Child Exploitation and Online Protection centre (CEOP) offers help and advice on cyberbullying, and maintains a special website for young people about staying safe online.

Talk to Frank drugs advice: Call **0800 77 66 00** for help and advice about drugs or visit the talk to frank website

Response is an agency for young people (13 to 19) which offers a wide range of support including Drugs & Alcohol, Counselling, Housing, Lifestyle and other general support – someone at Response can help and advise you. You can call in and have a general chat about your needs or make an appointment with one of the dedicated workers. You can phone them on **0151 666 4123** and you'll find them at **19 Argyle Street, Birkenhead CH41 1AD**.

Catch22 provide the missing from home and care, and Child Sexual Exploitation service for young people in Wirral. The service runs a dedicated helpline **0808 168 9698** and provides support to young people who have run away or need advice as well as family and friends who are concerned about runaways

Sexual Health Wirral is a new service bringing together local NHS organisations and Brook to make it easier to access support, information and services to people across Wirral. The service provides free and confidential information advice and treatments for people living in Wirral regardless of age, ethnicity, gender or sexuality. Tel. **0151 514 6464** or visit the website Sexual Health Wirral

Teenwirral is a website for young people (aimed at 13+) from Wirral Council which contains a wealth of information including what's on, activities to be involved in plus advice and guidance and useful links. The website can be accessed by following the link: <http://www.teenwirral.com/>

Appendix 6

Wirral Safeguarding Children's Board Referral forms

1. WSCB request for services form, also on line at <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/02/Request-for-Service-Form-2017-1.docx>
2. WSCB Channel (preventing Violent Extremism) referral <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/02/channel-panel-referral-and-assessment-form-1.docx>
3. WSCB CSE Referral Form, <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/03/cse1-referral-form.doc>
4. WSCB LADO Referral Form, <http://www.wirralsafeguarding.co.uk/wp-content/uploads/2016/03/lado-allegations-referral-form.doc>

Appendix 7

Disclosure and Barring Service Check Risk Assessment Form

This form is to be completed and used to support the employment of staff and volunteers who have a criminal record which may affect their suitability to take a position at The Hive.

This form should be completed by at least two members of staff, one of which must be the CEO, Head of Youth Work or Administration Manager and the other the potential line manager.

The final responsibility for the employment of any staff employed with a criminal record rests with the CEO and Head of Youth Work for volunteers.

Depending on the nature of the offences disclosed, the CEO may choose to notify the board and share this completed document.

This assessment is based on advice from Nacro, which can be found at www.nacro.org.uk/recruitingsafelyguide

Section A: To be completed by the Volunteer Coordinator, or Relevant Senior Manager

Please complete in full:

| | | | | |
|--------------------------------|---|--------------------------------------|--------------------------------------|-----------------------------------|
| Name of applicant: | | | | |
| Post applied for/current post: | | | | |
| Level of disclosure required: | Enhanced and barred <input type="checkbox"/> | Enhanced <input type="checkbox"/> | Standard <input type="checkbox"/> | Basic <input type="checkbox"/> |
| Date of assessment: | | | | |
| Name of assessor one: | | | | |
| Name of assessor two: | | | | |

| Question | Yes/No | Please provide details |
|--|---------------|-------------------------------|
| Has the applicant declared any cautions, convictions, reprimands, final warnings or bind overs in the UK or any other country, or are they under police investigation? | | |

| | | |
|--|--|--|
| Is this a single offence or has there been more than one offence? | | |
| Has any police intelligence been disclosed at chief police officer discretion, which causes concern (if applicable)? | | |
| Nature of conviction(s) or police intelligence disclosed (Continue on separate sheet if necessary) | | |
| Offence(s): | | |
| Date of conviction(s): | | |
| Sentence(s) received: | | |
| Age at time of offence(s): | | |
| Length of time since conviction(s): | | |

Section B: To be completed about the individual during risk assessment meeting

| Question (Please provide details) | | |
|---|---------------|-------------------------------|
| What were the circumstances surrounding the offence(s)? | | |
| Attitude to the offence(s) | | |
| Efforts made to not reoffend | | |
| Question | Yes/No | Please provide details |
| Have the individual's circumstances changed since the offence(s)? If so, how? | | |
| Are the offence(s) relevant to the post? | | |
| Is the individual taking part in a specific remedial/action programme? | | |
| Does the nature of the role present any opportunities for the post-holder to reoffend in the place of work? | | |

| | | |
|---|--|--|
| Does the post involve regular one-to-one/unsupervised contact with vulnerable people? | | |
| Does the post involve direct contact with the public? | | |
| Does the post involve direct responsibility for finance or items of value? | | |
| Does the post involve a significant level of trust i.e. direct work with young people? | | |
| Is the individual barred from working in regulated activity? (If applicable) | | |
| Were suitable references obtained and ID checked? (If references gave cause for concern please state details) | | |
| What level of supervision does the post-holder receive? | | |

Enter below any further questions you feel may be relevant to the post in relation to criminal convictions.

| Question | Please provide details |
|-----------------|-------------------------------|
| | |
| | |

| | |
|--|--|
| | |
| | |
| | |

| | | | | | |
|---------|--|-------------|--|-------|--|
| Signed: | | Print name: | | Date: | |
|---------|--|-------------|--|-------|--|

Section C: To be completed by the Volunteer Coordinator, or Relevant Senior Manager after risk assessment meeting has taken place

Please enter below any precautionary measures recommended for the individual in light of the above information to minimize the risk of any reoccurrence of any potential criminal activity or associated behaviour. This can be expanded on as necessary for the particular role as required.

| | |
|----|--|
| 1. | |
|----|--|

| | |
|----|--|
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Section D: Criminal record risk hazard form

Please record below any organisational risk of harm. This should relate specifically to the impact on the organisation and not the individual.

| |
|--|
| <p>Nature of hazard? e.g. reputational risk, risk of sexual harm, risk of theft</p> |
| <p>Who might be harmed?</p> |
| |

| |
|--|
| What is already/will be done to minimise risk? |
| |
| Likelihood of hazard/risk occurring? Please select from: 1 = Very unlikely 2 = Fairly unlikely 3 = Fairly likely 4 = Very likely |
| |
| Impact of hazard/risk? Please select from: 1 = Minor impact 2 = Fairly serious impact 3 = Very serious impact |
| |
| What is the remaining risk based on likelihood and impact? e.g. low/medium/high |
| |
| What further action is required? |
| |
| Who is responsible for taking this action and by when? |
| |

Section E: To be completed by all parties carrying out the risk assessment

The information above has been considered and we are/are not satisfied that it is safe to allow the named applicant/employee to commence/continue work.

Detail action to be taken below:

| | |
|---------------------------------|--------------|
| Signed: | |
| Print name and job title | Date: |
| Signed: | |
| Print name and job title | Date: |

Section 2 - Safe Working with Young People

Wirral Youth Zone aims to be a safe and welcoming place for all young people, this section of the policy sets out how we will work safely with young people on and off site and maintain high standards when working with young people.

This policy should be read alongside **The Health and Safety Policy**

1.0 Respect Agreement and Behaviour Management Policy

Wirral Youth Zone is an open access youth facility, where all young people are welcomed. It is recognised that some young people who access will need support to manage their behaviour to ensure that they participate positively and engage with staff, volunteers and other members appropriately and respectfully. In order for all young people to engage positively, Wirral Youth Zone has a clear expectation of young people's behaviour within the Respect Agreement

1.1 Respect Agreement

We ask our members to respect the building, respect the staff and respect each other

- If we witness behaviour, we view to be unacceptable we will challenge it in a positive way on an individual basis with the young person in question.
- Where necessary, a young person may be subject to a 'cooling off period' where they are asked to return the next day/week when their behaviour will be discussed with them by a member of staff.
- Key members of staff may impose short term bans on young people while their behaviour is addressed with them.
- Where necessary and where we feel appropriate, we may involve their parents
- **We operate a zero tolerance policy on bullying.**

1.2 Drugs Alcohol

- We operate a zero tolerance policy on drugs and alcohol in The Hive, Wirral Youth Zone.
- If a young person arrives at the Youth Zone and appears to be under the influence of alcohol, we will ask them to take a voluntary breath test.
- If the results are positive, we will then assess whether they are able to make it home safely by themselves or with friends. If we feel they will be safe, they will be asked to leave.
- If we feel they will not be able to make it home safely, we will call their parents to collect them.

- If we cannot make contact with their parents, we will report the matter to the police.
- The same procedure would be followed if we believed a young person was under the influence of drugs.

A behaviour management procedure has been developed to ensure that young peoples' behaviour is appropriate, unacceptable behaviour is challenged, young people are supported to understand when their behaviour is unacceptable and what Wirral Youth Zone expects from the behaviour of its members. It is important that young people's behaviour is managed effectively to ensure their safety, the safety of other young people and staff and to enable all young people to benefit from the vast range of opportunities on offer.

1.3 Behaviour management principles

At Wirral Youth Zone our offer of activities are underpinned by youth work principles and practice. The way we manage behaviour of young people is based within a framework of recognised youth work principles:

- Young people choose to be involved, because they want to relax, meet friends and to have fun,
- The work starts from where young people are, operating from their own personal and social space,
- It seeks to go beyond where young people start, to widen horizons, promote participation and invite social commitment, in particular by encouraging them to be and creative in their responses to their experience and the world around them,
- It respects and values individual differences by supporting and strengthening young people's belief in themselves, and their capacity to grow and to change,
- It recognises, respects and is actively responsive to the wider networks of peers, communities, families and cultures which are important to young people, and through these networks seeks to help young people to achieve stronger relationships and collective identities, through the promotion of inclusivity,
- It works with other agencies which contribute to young people's social, educational and personal development,
- It is concerned with how young people feel, and not just with what they know and can do,
- It is concerned with facilitating and empowering the voice of young people, enabling them to influence the environment in which they live,
- It recognises the young person as a partner in a learning process, complementing formal education, promoting their access to learning opportunities which enable them to fulfil their potential,

- It safeguards the welfare of young people, and provides them with a safe environment in which to explore their values, beliefs, ideas and issues.

1.4 Responding to inappropriate or unacceptable behaviour

We understand the need to be consistent in the way that we respond to unacceptable or inappropriate behaviour and we do this guidance below in implementing a staged approach in responding to this behaviour.

Low Level Behaviour Issues

- This level of response is for low level behaviour issues including, but not exclusively
- Swearing or using derogatory language
- Running through the centre
- Jumping over furniture
- Not treating the building or equipment respectfully
- Name calling other young people or team members

In dealing with this behaviour, team members will challenge young people by explaining to young people why that particular behaviour is unacceptable and what the expected behaviour should be

Medium Level Behaviour Issues

This level of response is for medium level behaviour issues including, but not exclusively:

- Repetitive and re-currant low level behaviour issues throughout the course of a session
- Escalating arguments between young people
- Young people who are accused of bullying

In dealing with this behaviour the staff member leading the activity or area will with support from the session leader will speak to the individual or group of young away from the session in the intervention room and will explain to young people why that particular behaviour is unacceptable and what the expected behaviour should be. They will also explain the consequences of this behaviour continuing. Lead Workers may choose to contact parents or guardians at this point depending on the situation.

Lead Workers may deem it appropriate to ask the young people to leave the centre for the rest of the evening.

They may also agree a 'cool off' or 'time out' period with the young people, in order for young people to reflect on their behaviour whilst away from Wirral Youth Zone. The time frame for this will be agreed by the Lead Worker and the young person but would not ordinarily extend over 1 week. The decision to issuing a time out period does not happen immediately after the incident but is discussed with the team at session debrief.

Junior members asked to leave the session will have their parent or carer contacted by telephone and only young people who have consent to leave the centre without a parent/guardian will be allowed to leave independently otherwise parents/carers will be asked to come and collect them.

The parent of Senior member will be contracted at the discretion of the Lead Worker and will consider factors such as:

- Age of the young person
- Distance from their home
- Any safeguarding risk such as vulnerability or CSE

When a senior member is asked to leave they should be asked to leave the vicinity of the site straight away and explained the consequences if they don't.

Any young person issued with a 'cooling off' or 'time out' longer than missing the rest of evenings session will always have a parent or guardian informed

High Level Behaviour Issues

This level of response is for high level behaviour issues including, but not exclusively:

- Repetitive and re-currant medium level behaviour issues throughout the course of a session
- Young people fighting or being aggressive with each other
- Young people being aggressive towards team members
- Young people involved in a serious incident of vandalism
- Young people putting their own safety, other young peoples or team members at risk
- Young people who are under the influence of alcohol or have been misusing substances

In dealing with this behaviour the team member leading on the zone with support from the Lead Worker will speak to the individual or group of young people in the intervention room and will explain to young people why that particular behaviour is unacceptable and what the expected behaviour should be. They will also explain the consequences of this behaviour and will apply the following consequences as is deemed appropriate.

1. Contact parent or carer

2. Issue a 'cool off period' or 'time out'
3. Issue a 1 week exclusion
4. Issue a 2 week exclusion
5. Issue a 4 week exclusion
6. Issue a 3 month exclusion

If an exclusion, different from a "cool off period' or 'time out' is issued, we will always explain to the young person the reasons for the exclusion and parents will always be informed for young people aged 17 or under, a letter may also be sent to parents.

At the end of the exclusion period they will be re-integrated back into Wirral Youth Zone following a meeting between the young person and if relevant parent or carer and Lead Worker.

2.0 Lone Working

For the purpose of this policy lone working means any work situations where a member of staff or a volunteer is working on their own with a young person for a prolonged period of time or possibly away from other staff and volunteers. Lone working is different from short occasions where staff may end up on their own with young people for shorter periods of time with the normal operation of a Youth Zone, for example a young person accessing the art room at the start of a session.

Members of staff and volunteers should seek to avoid lone working situations if possible, however there are some circumstances where lone working may be required. In a lone working situation the safety of both young people, workers and volunteers is paramount and The Hive is committed to minimising the risk of lone working for its employees and volunteers.

It is the Hive policy that volunteers should not lone work unless they are undertaking a specific and specialist role for which they have been trained, for example mentoring or volunteers providing a professional counselling service

Example of when lone working may have to take place, the list is not exhaustive:

- Mentoring, informal counselling and providing advice support and guidance
- Transporting young people in emergency or unavoidable situations
- One to ones
- Meeting in a public place
- Young people on work placements
- Emergency Situations

The primary risk to members of staff or volunteers when lone working is in relation to allegations of sexual or physical abuse of a young person. Therefore, generic risk assessments must be undertaken for all activities/situations where lone working can occur.

Risk assessment is the first step towards staying safe. The aim is to ensure that risks are managed to ensure positive outcomes with a minimum possibility of harm.

Lone Working Check List and Risk Assessment

- Can lone working be avoided? If so don't lone work
- Can another member of staff or volunteer attend?
- Are there any concerns over the behaviour or volatility of the young person, do they pose a specific risk to staff or volunteers?
- If you need to lone work you must let another member of staff know who you working with, when you are working and when you start and finish. If the work is taking place off site, you must let the appropriate Session Lead or Head of Youth Work know
- Use common sense
- Ensure you have a mobile phone or another method of communication with you
- Where appropriate use a visible setting, such as a room with windows in a well-used area of the Youth Zone
- Keep in good communication with staff where possible and appropriate

| Situation | Issues to be taken into account | Control Measures |
|---------------------------|---|--|
| All situations | <p>Risk of allegation of abuse</p> <p>Risk of physical assault on staff</p> <p>The range of locations</p> <p>Time of Day Experience of Staff</p> <p>Training Levels of Staff</p> <p>Nature of the Activity</p> <p>Possibility of substance misuse by young person</p> <p>Relationship with the young person</p> | <p>Communication with other staff and session lead</p> <p>Let other staff know what you doing, who you are with, who long you plan to be and where you will be</p> <p>Use a visible location</p> <p>Drug/Alcohol awareness</p> <p>De-escalation training</p> <p>Mobile phones or radio fully charged</p> |
| Transporting Young People | <p>Breakdown of your vehicle</p> <p>Young people jumping out of the vehicle</p> <p>Getting lost</p> <p>Road traffic accident</p> | <p>Business insurance cover in place</p> <p>Seatbelts provided and worn Young people to sit in back of the vehicle</p> <p>Planned route before you set off</p> <p>Other workers to be aware of your planned departure and arrival</p> |

| | | |
|----------------------------|--|---|
| | | <p>time, back up by constant communication</p> <p>Seek verbal consent from parent of guardian in emergency situations and follow up with SMS message if possible</p> <p>Is public transport or taxi a suitable alternative, time and use of a vehicle are important factors in an emergency situation</p> |
| Lone working in the centre | <p>May be a response to an unplanned situation, e.g.: First Aid, offering 1-2-1 support, although others are in the building</p> | <p>Let others know before you get in the lone working situation/and when you have finished</p> <p>Try to use room covered by CCTV</p> <p>Keep doors open so that others are able to oversee the situation If it is not necessary to go into a confined area, e.g: First Aid treatment, stay in a public area</p> <p>Where possible take another member of staff or volunteer into the room with you</p> |
| Lone Working Off Site | <p>Dealing with unplanned issues such as first aid or behaviour</p> | <p>First aid training</p> <p>Clear on call contact system in place</p> <p>Well planned activities with consideration given to make up and nature of</p> |

| | | |
|--|--|-----------------------------------|
| | | group and location of activities. |
|--|--|-----------------------------------|

3.0 Social media and engaging young people

- Staff are not permitted to, 'friend', 'connect', 'follow' or otherwise link any **personal** social media account to that of any Youth Zone member for any reason.
- Staff must ensure requests are not accepted and members who are successful in connecting with you on social media should be removed or blocked immediately.
Staff who have existing links with

3.1 Personal social media accounts:

- members on social media prior to their commencing work at Wirral Youth Zone or the member joining, will be required to remove the member within one week of either occurrence taking place.
- Staff should check privacy settings on personal social media accounts regularly. Personal details such as contact numbers, BBM pins email addresses and photos and should be hidden from public access. For advice on privacy settings, please contact the Communications Coordinator.

3.2 Professional social media accounts:

- Staff members with an approved professional Youth Zones social media account are permitted (but not obliged) to issue and accept 'friend', 'connect', 'follow' requests to and from members provided there is a valid work related reason. Staff are responsible for ensuring that member social media accounts are genuine before accepting requests.
- In this case, each account created must 'friend' 'connect' 'follow' Wirral Youth Zones Official page and must supply all username's and passwords to the communications coordinator for monitoring purposes. Any member of staff that has an official Youth Zones account is not permitted to 'friend', 'connect', 'follow' their own personal account.
- Communication with members should take place in open forums such as the main Wirral Youth Zone Facebook page, groups or group messages. Another member of staff must always be included in these messages as this adds to accountability and creates an open forum, when communicating with young people on line the principle of avoiding lone working when possible applies as much in an online situation as it does in a physical location.
- Communication with young people through social media must always be for a specific purpose such as planning an event or sharing information. Staff should avoid overly social chat and conversation and mindful of the time at which they are communicating.
- The private or direct messaging function in a one to one setting must not be used. If a member contacts you using the private or direct messaging function you should reply in an open forum or by another means of communication.

- Staff are only permitted to post photos of members through approved professional accounts. Staff are responsible for ensuring that the appropriate permissions have been sought.
- Disclosures from young people in an online setting should be dealt with in the same way as offline

We recommend that former staff continue to follow these guidelines after leaving

4.0 Relationships and professional boundaries

All staff and volunteers must ensure the boundaries of a professional caring relationship are clearly understood at all times. It is never appropriate for staff including volunteers to socialise with young people they are working with; if a member of staff and volunteers sees someone in their own time they must be careful to retain a professional boundary. This includes socialising over social media for example it is not appropriate to accept a young person as a 'friend' on Facebook. We do however recognise that, for example through family connections or for our young volunteers, there may be incidents where a member of staff or volunteer knows the young person in a social capacity. In these circumstances you would need to make it clear to the young person that whilst you are in work mode they would have to interact with you as a professional in the same manner as other young people. You must also advise your line manager of circumstances where you are working with young people that you know in a social capacity.

4.1 Physical contact and touch

In the majority of cases staff and volunteers should avoid physical contact with young people. We do however recognise that there will be incidences where a policy of non-contact is not practical. To ensure that any action carried out is not seen as inappropriate, or interpreted as sexual contact, all staff and volunteers must consider the following aspects carefully:

- Their relationship with the group
- Their relationship with the individual
- The particular circumstances
- Nonverbal messages (e.g. body language) they are receiving in response to actions
- Whether there are other people present, particularly other staff, or volunteers

Any physical contact that a young person may initiate towards the youth worker will be carefully judged for appropriateness and where needed the young person should be reminded of boundaries.

4.2 Young people to young people

We believe that general physical contact is a normal behaviour pattern amongst groups of young people. Physical contact will therefore be accepted by staff and volunteers as long as it is freely engaged in by both parties and does not carry any aggressive, bullying or derogatory undertones

Staff and volunteers must intervene in these circumstances

No form of sexual contact between young people will be allowed during sessions. Staff and volunteers will be required to use a certain degree of discretion to interpret what constitutes sexual contact based on their knowledge of the individuals and group interactions. If you have any uncertainty over the appropriateness of behaviour you should clarify with colleagues but generally you should err on the side of caution.

5.0 Smoking and Young People

Wirral Youth Zone does not endorse any young person smoking, however we recognise that a number of the young people that we work with do smoke, and it is not feasible for us to ban smoking and still deliver our work, particularly to those who would most benefit. We will have regular health related sessions covering the benefits of smoking cessation and the risks of smoking to support young people make informed choices.

If young people wish to smoke during sessions, staff and volunteers should use the following guidelines:

- Young people must never be allowed to smoke inside buildings
- Young people must only smoke at the designated smoking area
- If an offsite session is being delivered, young people must leave the session whilst they smoke; staff and volunteers should discourage this wherever possible
- During trips and residential, comfort breaks will be provided when young people will be moving about independently. Staff and volunteers can accept that some young people will choose to smoke whilst out of sight of the group during these breaks. Staff and volunteers must ensure comfort breaks are provided in locations where young people will be safe if they move out of site to smoke, and that they have considered any other issues such as impacts on the general public.

6.0 Language

In line with our values and principles we encourage all our staff and volunteers to use positive language with children, young people and their colleagues, and convey positive messages during conversations and interactions.

As a general principle swearing by any member of staff and volunteers or young person should be seen as inappropriate and should be challenged and discouraged wherever possible.

We recognise that different words may be seen as swearing by different people and so staff and volunteers must use their discretion to judge what language is appropriate for particular situations.

We also recognise that certain words may be used inadvertently for example as an exclamation following an injury but staff and volunteers must discourage it wherever possible.

Staff and volunteers must also challenge young people if they use words that may be legitimately used to describe a minority group in a negative or inappropriate context. Similarly, staff and volunteers should challenge the use of any term that could be deemed by others as derogatory, regardless of whether it was used in a derogatory manner, it was used by people of the ethnicity/ gender that it refers to or is commonly used within their cultural references.

Staff and volunteers must clearly communicate this policy to young people as part of their membership and when setting ground rules, challenging any incidences of use in group sessions to broaden understanding about language and culture.

7.0 Staff Code of Conduct

The Team will follow the same principles we ask young people to follow:

- Respect The Hive
- Respect Themselves
- Respect Each Other

Staff and volunteers at the Hive have a commitment to:

- **Be a positive role model for young people**, setting a positive example for young people
- **Be positive about and around young people**, use positive language, develop self-esteem, positive relationships and self-discipline
- **Promote good behaviour, responsibility and honesty**, be consistent in responding to inappropriate behaviour and encourage, reinforce and reward good behaviour and praise as often as possible
- **Treat young people with respect and dignity**, valuing each individual and avoiding negative discrimination.
- **Respect and promote young people's rights to make up their own decisions and choices**, unless the welfare or legitimate interests of themselves or others are seriously threatened.

- **Promote and ensure the welfare and safety of young people**, while permitting them to learn through undertaking challenging educational activities.
- **Contribute towards the promotion of social justice** for young people and in society generally, through encouraging respect for difference and diversity and challenging discrimination
- **Recognise the boundaries between personal and professional life** and be aware of the need to balance a caring and supportive relationship with young people with appropriate professional distance.
- **Recognise the need to be accountable** to young people, their parents or guardians, colleagues, funders, managers and wider society with a relevant interest in the work, and that these accountabilities may be in conflict.
- **Develop and maintain the required skills and competence** to do the job

Staff must:

- Wear ID's, lanyards and uniforms
- Report any safeguarding concerns or causes for concern with the safeguarding leads or session lead

Staff must not:

- Develop physical, sexual or emotional relationships with young people who are, have been or could be associated with their work
- Develop friendships, outside of working time, with young people with whom they are working
- Use language that is inappropriate or could be misconstrued by young people
- Behave physically in a manner which could be misconstrued by young people
- Behave in a manner that is disrespectful of the physical or emotional privacy of young people
- Behave in a manner that is disrespectful of the physical or emotional privacy of young people
- Condone, or participate in, behaviour exhibited by young people that is illegal, unwise from a safety point of view, or which is discriminatory or oppressive to others
- Carry personal mobile phones on sessions without express permission from the session lead

7.1 Smoking

- Staff who smoke must do so in the designated off site (carpark behind site)
- Staff must not smoke in front of young people and uniform must be covered
- Staff must not promote smoking to young people
- Smoking can only take place in designated breaks and not in work time, the timing of break must not disrupt the flow or delivery of a session or compromise the supervision of young people

8.0 Photography and videoing of young people

Photography and video are important methods of recording social contacts and providing a historic record that illustrates and validates important moments in the lives of people. The process is personal and powerful and often supportive in the process of developing an identity and self-esteem.

Photography and video can however be, misused and young people have the right to privacy and to be safeguarded from the inappropriate use of images and video. In line with the safeguarding procedures for Children in Care and those with estranged parents, any image that clearly shows their face cannot be distributed by The Hive, without the explicit consent of their carer AND social worker.

As an agency committed to safeguarding children, we need to ensure that our actions, and those of our staff, are appropriate and cannot be misinterpreted. All staff and volunteers must:

- Seek agreement of their line managers before taking photographs or using video
- Individuals, who are being photographed or videoed, should understand why the activity is taking place and agree to it

Parents / Carers are asked to give consent for Photography during the membership process.

Staff should also ensure that:

- They take care that their actions in relation to recording events are not misconstrued
- Digital and video cameras, and memory cards, are kept in a secure place.
- They do not use their own digital or video cameras unless specific authorisation has been given by their Line Manager and agreed with the Designated Person. This can be given verbally and is at the line manager's own discretion.
- The only images staff members are allowed to have on personal devices are the ones that have been originally distributed by The Hive, this way all images will have been vetted and allowed into the public domain.
- When sharing images, The Hive maintains a firm policy of not distributing surnames when attached to a picture, this is done to safeguard young people from a range of dis-in genuine people via social media or any other form of communication.

These guidelines and information allow us to still use photographs and video in a positive way, but we must remain aware that it is a powerful medium and can be misused. The above guidelines must be adhered to and updated whenever there is a relevant advance in technology.

9.0 Access and membership

The Hive operates a membership system for young people. All members pay £5 a year for membership and 50p each time they attend. To become a member all young people must complete a membership form which includes the following basic information:

- Full Name and home address
- A photo of the young person (stored electronically on Salesforce)
- Basic medical information including any medical conditions
- Parental consent to membership if young person is under 16*
- Parental consent for young person to leave the session independently (Junior's only)
- That they have understood and agree to the Hive's behaviour agreement
- It is acceptable to ask for young people to prove their age during the membership process if there is a concern that a young person is too young or old for membership.
- On Senior sessions last re-admission is at 8:30 mins before the end of the session or later with the discretion of the Lead Worker who may choose to admit young people for their own or the safety of others.

*You may choose to consent by phone for a young person first visit, explaining briefly activities are on offer at The Hive, taking emergency contact details and consent for the young person to attend. The young person must be given membership for completed by the next visit. If you feel it is unsafe to turn a young person away and you cannot reach a guardian to gain consent please discuss with the lead worker who may admit a young person without consent if it is safer to do so.

9.1 Young People with additional support needs

The Hive seeks to be a safe place for all young people, please refer to the **Supporting Young People Policy** for details on the induction and support process for members with disabilities and additional needs.

10.0 Staff and Supervision

A good level of supervision is in place all times at the Hive

Each session has a clear session lead who will be on site and available at all times during the session, typically this will be the Senior or Junior Youth Work Lead or the Head of youth Work.

We aim to have as has a guide one staff member or volunteer on site for every 10 junior members or 12 senior members, recognising some activities have higher or lower ratios and the behaviour of young people is a key factor. When ratios of young people to staff and volunteers reaches or exceeds this level the lead staff member of site will have to assess the situation for safety and agree a course of action which may include:

- Calling in additional staff and volunteers to support the sessions
- Placing a temporary freeze on young people joining the session

- Adjusting the staff deployment and programme of site to respond to the needs
- There may be times when no action is required, this could be due to an assessment of the young people attending.

A separating risk assessment exists for building capacity and management.

All workers and volunteers understand the behaviour policy and consistently deal with any issues

All rooms in the Hive are staffed when young people have access to them. Young people should not be given free access to unstaffed room without prior agreement from the session lead and should be considered on a case by case basis, for example a group of young people using a room independently for a band rehearsal is a different situation to a group of junior members having unsupervised access to the art room.

10.1 Session planning

There is a briefing pre session to share pertinent information and ensure workers have a full understanding of any issues that may arise and the sessions programme and offer to young people.

Post session there is a de-brief to reflect on issues that arose, how they were handled, next steps and any learning for the future.

11.0 First Aid and Fire

Workers are appropriately trained and qualified to lead the activities and have received mandatory Fire Procedure and Safeguarding training as well as regularly being offered 'dealing with conflict and aggression training.

There is always a minimum of 2 qualified First Aider for on each session in addition to the Lead Worker who will hold the appointed person qualification.

12.0 Risk assessments

All activities must have a relevant and up to date risk assessment with operational staff fully briefed on the mitigation measures proposed to minimise risk.

There are additional procedures in place for key risk areas namely boxing, climbing, skate park and the gym which operational staff are fully briefed on.

For activities considered adventurous and delivered by Wirral Youth Zone staff it is our policy to appoint a suitable qualified external Technical Advisors to ensure and advise of safe delivery

Section 3 – Onsite Procedures and Dealing with Emergencies

1.0 Responding to incidents

It is recognised that incidents will still occur both involving young people in the centre and others from outside impacting on The Hive that cannot be mitigated against and need to be dealt with appropriately on an immediate basis.

Examples of these incidents could include:

- Accidents or injuries resulting from participation in activities
- Fights involving young people (inside or outside the building)
- Other adults entering The Hive displaying aggressive behaviour
- Young people entering the building with weapons
- Young people or adults trying to enter the building under the influence of alcohol or drugs
- Child protection incidents on the premises or involving workers outside the centre
- Fire
- Gas / noxious fumes leakages
- Severe damage to the building

Although this is not an exhaustive list, the actions outlined below can be applied to similar situations as appropriate.

2.0 Accidents Injuries and First Aid

2.1 Minor Accident of Injury

If a young person has a minor injury and your level of **concern is low** i.e. minor cuts, grazes, bruises:

- Administer first aid by a qualified First Aider, if appropriate.
- Record details on a minor accident form and file it a reception for review
- Allow the young person time to recover in a quiet place with supervision
- Consider informing parents, particularly if the young person is upset or wished you to do so

If you level of **concern is moderate to high**

- Administer first aid by a qualified First Aider, if appropriate
- Remove the young person if safe to do so to a quiet space
- Contact guardians to arrange collection and discuss next actions which may be:
 - Take direct to nearest accident and emergency to be met by guardian, take all the young details and personal belonging with you and a staff member must stay with the young person until parent arrive
 - Guardian collects young person form the Youth Zone
- Complete an incident form and pass onto your line manger

- Phone the Head of Youth Work to inform them what has happened and to ensure they are equipped to deal with any further enquires

For all serious injuries always call 999 for an ambulance immediately

2.2 For all minor injuries with involved a head injury

- Inform the parents/carers by telephone of the accident, complete a "Bumped Head Letter" (Appendix C) and send it home with the young person.
- The general principle is that anyone who has a head injury needs observing for 24 hours
- Complete an accident form if not already done so

All incidences of young person losing consciousness will require a young person to attend hospital with staff/guardian or ambulances depending of severity

Serious accident or injury

- Assess the situation so you are clear of the extent of injury, number of people involved.
- At least one worker should stay with the injured person / people, another should locate and notify the lead worker immediately who will call the emergency services and the parents/ guardians (in a fatality or critical situation it is likely to be the Police that contact parents).
- The trained First Aider should provide the necessary first aid to the victim, up to the level they are qualified to perform. This shall continue until emergency personnel arrive on the scene.
- If it is possible to safely remove the uninjured person / people to a safe more private location do so, if not the rest of the young people should be moved well away from the vicinity.
- Workers should be vigilant in ensuring mobiles are not used to photograph or video the incident.
- In the event that the injury or illness results in death, the victim should not be moved and the surroundings should not be disturbed. All witnesses to the fatality should remain on the scene until the emergency services have taken control and authorised movement.
- The rest of the workers should stay focused on keeping young people calm, engaged and away from the incident.
- The names and addresses and phone numbers of witnesses should be obtained, the need to handle communication sensitively should be explained and if possible the witnesses should be prevented from telling others until the incident has been cleared and parents informed
- Ensure if at all possible that the injured are accompanied to hospital by a worker or guardian
- The Head of Youth Work and/or Chief Executive should be informed by phone as soon as possible. They will prepare a holding message for the media until full statement can be given.
- If there is any potential for a liability inquiry the staff and volunteers working in the area of or responsible for the activity should remove themselves from the session.

- There should be no communication with any other party about the incident (cause or consequence), particularly the media but also other workers friends family etc. and do not release names of involved or injured participants other than to the police and medical services.
- If possible trained personnel should debrief any young people who witnessed the incident and provide initial counselling.
- Staff and volunteers present at the time of the incident should be monitored by their line manager in case of shock or trauma. If possible immediate counselling should be provided
- When possible an incident form should be completed and passed to the most senior member of staff available and a copy provide to the Chief Executive and head of Youth Work
- If the accident results the young person being taken directly to hospital for treatment (or death) a RIDDOR form (F2508) must be completed online at www.hse.gov.uk/riddor. The form will then be submitted directly to the RIDDOR database. A copy of this form should be kept with the incident.

3.0 Dealing with conflict and aggression

3.1 Between young people

The workers should be vigilant at all times for signs of conflict that may escalate and, wherever possible work to diffuse the situation before it does.

If a situation does start to escalate it should ideally be dealt with immediately by the workers in the vicinity as long as they personally feel confident to deal with it. If they don't they should contact the session lead, which can be done via reception of the staff radios.

Using reasoning and blocking techniques efforts should be made to separate the parties in dispute, it is important that no physical contact is made by a worker that could be interpreted as aggressive or inappropriate. If the situation is escalating or is very likely to then the emergency services should be called immediately.

Staff must not put themselves at risk

Other young people should be moved away from the scene and prevented from videoing it on their phones.

The appropriate sanctions should be implemented with the young people once the situation has been diffused. Depending on the severity of the incident this could range from reviewing the behaviour contract with the young people and the parents through to exclusions. If the continued presence of a Young person is deemed a threat to the group's well-being, the young person may be sent home. In this instance contact the parents/guardians and outline the options as agreed in the consent form (either the young person makes their own way home, appropriate for seniors only, they collect them or they are escorted home).

3.2 Involving an aggressive adult entering the premises

The lead worker and if appropriate support staff should be notified immediately to come to reception to deal with the aggressor. The adult should be encouraged to leave and if they will not be invited into the intervention room accompanied by the lead worker and another member of staff. Negotiation skills should be employed to reason with them and wherever possible their entry should be blocked from passing the entry gates into the youth zone. Workers should not put themselves or others at risk and if the situation looks like it may escalate the lead worker should ask reception staff to contact the police.

3.3 Weapons

Definition of a "Weapon": "A weapon is any instrument used in fighting, either for attack or defence. Further; a weapon is any object deemed by the session lead to be a threat to personal safety, whether explicit or implied, this includes novelty and imitation weapons."

Wirral Youth Zone has strict no weapons policy

If staff have reason to believe anyone has entered the building or is in the immediate vicinity they will be asked to leave. If for any reason we believe anyone is a risk of harm, we immediately inform the police.

As an organisation we will always seek to support young people as well as to refer and work alongside the appropriate professional organisations.

3.4 Calling the police

Police are to be called under the instruction of the session lead but can be called by any member of staff who feels they or young people are in immediate danger.

If the police are called to deal with an incident which is an immediate or imminent danger to young people, staff and volunteers, young people, members of the public or property it is important to make this clear to the police when calling, making explicit that "there is a danger to life and property" and that you require an immediate emergency response. Ask the police for the estimated time of response.

4.0 Fire

All employees are required to familiarise themselves with the following:

- The location of all exits including emergency fire exits.
- The location of the disabled safe refuge points.
- The locations of all break glass fire call points.
- The location and uses of firefighting appliances in your area of work.
- The action to be taken when a fire is discovered or the alarm is activated.
- The action to be taken when any evacuation is ordered.
- Who the Fire Marshall and Fire Wardens are during sessions.

If you discover a fire –

1. Proceed to the nearest fire call point and break the glass which will automatically set off the fire alarms and strobes.

2. As a rule, all firefighting should be left to the fire service, any attempt to fight the fire with the firefighting equipment available would only be relevant for trained Fire Marshalls, where the fire was of a very small nature or impinging on an exit route.
3. Keep any young people in your area calm and efficiently gather them together to leave the building by the nearest safe exit. Do not run, do not use the lift, and do not collect personal belongings.
4. Close any doors behind you.
5. Proceed immediately to the assembly point on the Cage / MUGA opposite the front door.
6. Remain at the assembly point until given permission to re-enter the premises by the fire officer or Fire Marshall.

5.0 Evacuation

The evacuation signal is the same as the fire alarm - a constant alarm and flashing strobes.

If you believe the building needs to be evacuated for any reason you should ideally check first with the Lead Worker or senior manager however if the situation is clearly an emergency you should raise the Alarm yourself by proceeding to the nearest fire call point and breaking the glass which will automatically set off the fire alarms and strobes.

If you hear/ see the evacuation alarm:

- Keep any young people in your area calm and efficiently gather them together to leave the building by the nearest safe exit. Do not run, do not use the lift, and do not collect personal belongings.
- Close all doors and windows.
- Proceed directly to the assembly point at the front of the building.
- Remain at the assembly point until given permission to re-enter the premises or instructed by the Fire Officer or Fire Marshall.

Section 4 - Offsite Visit Procedure and Emergency Situations

1.0 Offsite Activities

Offsite activities, trips, residential and adventure education are an impact part of our offer to young people, planning is essential to ensure the best experience of young people and manage risk

2.0 Emergency Contact

All off site activities, including day trips and residential (also referred to herein as trip/s), need to have an agreed Emergency Contact who is contactable 24hrs a day for the duration of the trip. This should be the Head of Youth Work, or if they are not available for any period their line manager. For residential there may need to be a rota system which should be clearly agreed and specified in the “**Offsite Activity Checklist**” (see Appendix 6).

3.0 Supervision

All trips must have adequate supervision. A full day trips must have a minimum of 2 workers, Residential must have a minimum of 2 workers. Ratios should be a minimum of 1 worker to 8 young people. The workers should be mixed gender unless it is a single gender group.

Exceptions can be made with written agreement with The Head of Youth Work and an additional risk assessment having being recorded to support small groups of young people with one worker on short trips where they will be meeting up with additional staff and following guidance must be adhered:

- Staff must not transport individual young people (one to one)
- Staff and young people must be traveling to meet up with additional staff, for example taking 3 young people to a competent which will be staffed or on a visit to another Youth Zone
- The journey should typically be no longer than one hour in duration
- Consideration should be given to the behaviour of the young people

4.0 Planning the trip

To minimise the risk of an emergency or help smooth action should one arise, it is important to plan properly.

The following documentation should be completed and passed to the Head of Youth Work to approve the trip

1. A risk assessment (based on a sound knowledge of the venues, activities and participants)
2. “**An Offsite Activity Checklist**”, Appendix 8

3. An **“Outdoor Education, Offsite Educational Visit and Residential Visit Providers Form” Appendix 10 (before booking the activity)**
4. A full timetable and programme for the trip indicating what activities will be delivered, when and where, a copy of this information must be given to all parents / carers
5. **“Consent and Medical Form” Appendix 9** completed for each young person, and team member participating. (to be taken on the trip, copied left with emergency contact)
6. Letters given to young people and parents details the trip, activities young people will undertake, any required or suggested kit and contract details of staff leading the trip.

A copy of each should be taken with you on the trip and a copy given to your Emergency Contact prior to departure to ensure all potential issues have been considered and risks minimised. The Emergency Contact must keep the trip checklist and timetable with them at all times during the period of the residential so they are able to respond to an incident immediately.

In addition

- Ensure that at least one member of the party has an appropriate first aid qualification
- You have agreed access to emergency funds should an incident occur
- All staff and volunteers are briefed on this emergency procedure
- Young people are been suitable prepared for the trip and are clear as to the aims and programme.

The Emergency Contact should be informed at the point of departure to confirm they are setting off and to provide the final list of people going.

4.1 After the Trip

1. Immediately let the Emergency Contact know the group has arrived back safely and report any incidences
2. Complete an evaluation sheet.
3. Record the details of incidents according to The Hive's incident reporting procedures

5.0 Emergency situation on offsite trips

Should an incident happen the following procedures should be followed:

5.1 A Transportation Issue

- Contact breakdown recovery service provided with the vehicle.
- Make a personal judgement whether it is safer for the group to remain in the vehicle with their seatbelt on or to exit the vehicle and wait (this must be off road)

e.g. behind a safety barrier). Generally, this decision will depend on whether there is a safe place to wait and the behaviour tendencies of the young people (if there is a chance they will not abide by instructions to stay off the road they should all remain in the vehicle)

- Inform the Emergency Contact
- If the vehicle cannot be fixed, a replacement transport cannot arrive within 1 hour and there is an element of risk to the young people (e.g. you are on a motorway or on the roadside and it is getting dark) contact the police and request assistance.

5.2 Behavioural / Disciplinary Problems

Implement the behaviour contract as agreed with the young people and the parents. If the continued presence of a young person is deemed a threat to the group's well-being, the young person may be sent home. In this instance contact the parents/guardians and outline the options as agreed in the consent form (either they collect them or they are escorted home). This should be discussed with the Emergency Contact who should help ensure the participant is returned safely to their parents/guardians.

5.3 Missing Participants

After attempting to contact the young person by mobile (if they have one) and question the remaining young people to assess if they have information of their whereabouts:

- A nominated member of staff and volunteer should look for the young person, agreeing with the remaining member of staff and volunteers search area and cut off return time.
- The remaining members of staff and volunteers should ensure the rest of the group are kept together. If there are only 2 workers on the trip the group and remaining worker should remain, if possible, in a public space or with another responsible adult around.
- Alert the Emergency Contact and the Police immediately if there is cause for concern
- If the young person cannot be found the parents/guardians should be informed and the remainder of the group returned to the base.
- A member of staff and volunteers should remain for 2 hours unless agreed with the parents otherwise.

5.4 Minor accident or injury

If the young person is injured or unwell and **your level of concern is low** treat as per your first aid training if **your level of concern is moderate to high** take them to the nearest accident and emergency department. Parents should be contacted in the case of any accident or injury unless very minor.

5.5 Serious accident or injury

- Assess the situation so you are clear of the extent of injury, number of people involved
- Ensure you have accounted for all group members
- The trained First Aider should provide the necessary first aid to the victim, up to the level they are qualified to perform. This shall continue until emergency personnel arrive on the scene.
- Agree between staff and volunteers actions and who is best placed to deal with the group and who will deal with the response/ communications needed as below:

Communications leader

- Call the emergency services as appropriate
- Call the Emergency Contact and agree: transportation arrangements for the rest of the group, communications management (including who is going to contact the parents - generally the Emergency contact although in a fatality or critical situation it is likely to be the Police), arrival of the emergency support team
- Obtain the names and addresses of independent witnesses.
- Notify the activity or residential providers of any changes to plan in terms of arrival etc.

Group leader

- Keep the group calm and together
- Explain to the group the need to handle communication sensitively and if possible remove personal mobiles/restrict access to telephones until the incident has been cleared and parents informed
- Explain to the group what is going to happen now,

The Emergency Contact

- Immediately prepare a team of 2 people able to work with the group and 1 person able to look after the staff and volunteers on the residential. (Emergency Support Team) They should be briefed and dispatched within 1 hour or as close to that as possible
 - Assess the need to provide alternative transport for the rest of the group and if needed / possible the Emergency team should take that
 - Contact Police and parents as appropriate
 - Prepare holding message for media until full statement can be given
- If it is possible to safely remove the uninjured people in the group to a secure and less public location do so. In the event that the injury or illness results in death, the victim should not be moved and the surroundings should not be disturbed. All witnesses to the fatality should remain on the scene until the emergency services have taken control and authorised movement.

- Ensure if at all possible that the injured are accompanied to hospital by a worker (/s).
- Do not speak to any other party about the incident (cause or consequence), particularly the media and do not release names of involved or injured participants other than to the police and medical services.
- The Emergency Support Team will arrive and relieve the staff and volunteers of their responsibilities with the group. If there is any potential for a liability inquiry the trip staff and volunteers should remove themselves from the group as soon as the Emergency Support Team arrive and have been briefed.
- If possible trained personal should debrief the group and provide initial counselling
- Staff and volunteers present at the time of the incident should be monitored by the Emergency Support Team until they are safely home in case of shock or trauma. If possible immediate counselling should be provided.

5.6 After any incident

Record the details of incidents according to **Wirral Youth Zone Incident Reporting Policy and Procedures** including completing an accident or incident form as appropriate.

- Keep a full record of any subsequent events.
- Inform the Head of Youth Work and the Chief Executive.
- Provide support to the parents and young person if this is appropriate.

If there was a serious incident:

- The Head of Youth Work or Chief Executive should notify the insurers and funders where appropriate and the Chief Executive will inform the Board.
- Assess the need for ongoing support and counselling for the staff and volunteers and group and arrange as appropriate.
- Ensure that staff and volunteers are not left in a vulnerable position in terms of continuing to work with the group if there is a risk of liability of staff and volunteers safety.

It is imperative that anyone involved in, or witness to any form of serious incident does not discuss it either with colleagues, young people or people in their own community as this may impede the investigation and could harm The Hives reputation. The only line of communication should be with their Line Manager or the Lead Worker for the night of the incident, the Head of Youth Work and/or the CEO (as long as none of these individual are implicated in the incident).

5.7 Reportable Incidents, Notifiable Incidents Involving Children

The Hive follows the guidance of the Wirral Safeguarding Children's Board with respect to notifiable incidents involving children.

A notifiable incident is an incident involving the care of a child which meets any of the following criteria:

- A child has died (including cases of suspected suicide), and abuse or neglect is known or suspected;
- A child has been “seriously harmed” and abuse or neglect is known or suspected
- A looked after child has died (including cases where abuse or neglect is not known or suspected)

“Seriously harmed” in the context of the above includes, but is not limited to, cases where the child has sustained, as a result of abuse or neglect, any or all of the following:

- A potentially life-threatening injury;
- Serious and/or likely long-term impairment of physical or mental health or physical, intellectual, emotional, social or behavioural development.

In the event of a notifiable incident the designated lead for safeguarding will inform the Wirral Central Advice and Duty Team on 0151 606 2006 (0151 677 6557 out of hours)

5.8 – Reportable Incidents and RIDDOR

Accidents to members of the public, or others who are not at work which includes young people accessing The Hive must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute ‘treatment’ in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Further details of Riddor reportable incident can be found in the **Wirral Youth Zone Incident Reporting Policy and Procedures**

6.0 Dealing with the media

Any contact with the media following any incident should only be carried out by Chief Executive. Depending on the severity of the incident they may direct this communication via the Board Director for Communications. Workers should be vigilant in not releasing names or details of incidents or making any comments that then may end up in the media. The Chief Executive will prepare a holding message for the media until a full statement can be given.

Appendix 8

Offsite Activity Checklist

This form should be submitted to the agreed Emergency Contact prior to departure.

For each visit you must:

- Complete this form and (one copy yourself and one for the agreed emergency contact)
- Complete and review all risk assessment
- If applicable ensure the "Offsite, adventure or residential providers form" has been completed within the last 12 months and a copy is held on file

Ensure Emergency Contact is agreed and is aware of the visit and has been provided with a copy of this form as well as copies of all consent forms of all young people on the trip or details of the young people including address as well as name, address and phone number of emergency contact. (You may choose to simply scan and email these to save time if agreed in advance)

| Offsite Trip Check List | | | | | |
|--|--|---|---------------------------------------|---------|--------|
| Trip Details | | | | | |
| Trip | | | | | |
| Group description | | | | | |
| Dates | | | | | |
| No of participants: | Male | | Female | | |
| Full venue name & address including phone number | | | | | |
| Vehicle and route details, pick up point and times including vehicles registration or name of hire company | | | | | |
| Departure and arrival details | Set off date and time | | Return date and expected arrival time | | |
| Trip leader | | Other workers detail (name, contact number and emergency contact included for any external staff) | | | |
| Emergency Contact (name and agreed contact number including "out of hours") | | | | | |
| Item | | | | Details | Signed |
| H&S | | | | | |
| 1 | Risk Assessment completed and approved has been by Head of Youth Work | | | | |
| 2 | The centre/ providers public liability insurance has been checked | | | | |
| 3 | The centre/ providers have an Adventure Activities License where appropriate | | | | |
| 4 | The activity instructors are appropriately qualified | | | | |
| 5 | Insurance for scope and type of activity checked | | | | |
| 6 | Location of nearest 24hr A&E checked | | | | |

| Information and Consents | | | |
|---------------------------------|--|--|--|
| 7 | Activity information and letter send to parents or guardians | | |
| 8 | Consent forms (with medical and photo consents) completed by parent/guardian for all participants | | |
| 9 | Forms checked for medical conditions / dietary requirements and centre/providers informed where necessary | | |
| 12 | Activity programme and time table completed | | |
| 13 | Physical copies of consent obtained and to be taken on visit | | |
| Staffing | | | |
| 14 | Trip team aware of who Emergency Contact is and have access to their contact details. | | |
| 15 | Emergency Contact fully briefed on trip details and has copies of consent forms and activity timetable as well as emergency contact details for workers | | |
| 16 | Agreed with Emergency Contact times to call inform of safe arrival/ departure and activity updates, this will be recorded within the programme | | |
| 17 | Right ratio of workers in place to support trip with appropriate gender split | | |
| Transportation | | | |
| 18 | Minibus/Vehicle checked for appropriate certificates and insurances if hiring and roadworthiness (if personal vehicle a copy of business use insurance must be help on file) | | |
| 19 | Risk around driving time and loading of minibus are managed | | |
| 20 | Lugged will security packed and all exit routes will be kept clear during transport | | |

TO BE REVIEWED BY GILL PLEAVIN & TOM DALE September 2020



WIRRAL
YOUTH ZONE

somewhere to go
something to do
someone to talk to

Consent for offsite activities and trips

This form must be filled in by your parent or guardian, or if you are over 18 yourself.

**Activity
details and
dates**

| |
|--|
| |
|--|

Personal Details

**Full
Name**

| |
|--|
| |
|--|

Address

| |
|--|
| |
|--|

Post Code

| |
|--|
| |
|--|

D.O.B

| |
|--|
| |
|--|

Age

| |
|--|
| |
|--|

Gender

| |
|--|
| |
|--|

Emergency Contacts – Please give details of two people who can be contacted in an emergency, one of which must be parent, carer or guardian:

| | Emergency Contact 1 | Emergency Contact 2 |
|--|----------------------------|----------------------------|
| Name | | |
| Relationship to young person | | |
| Contact numbers (daytime and evening) | | |
| Address | | |

Medical: Please give details of all medical problems, conditions or medication including details of any allergies

| |
|--|
| |
|--|

Disability – Please make us aware of any disability that affects daily activities and any support needed

| |
|--|
| |
|--|

Any other information you would like us to know

| |
|--|
| |
|--|

CONSENT

In signing below you give consent for the young person above to attend the offsite activity above. In the event of an emergency, when it is not possible for you to be contacted, you give consent for emergency medical treatment.

| | | | |
|-------------------------------------|--|-------------|--|
| Parent/Carer Signature | | Date | |
| Parent/Carer Name | | | |
| Relationship to Young Person | | | |

TO BE REVIEWED BY GILL PLEAVIN September 2020

Appendix 10

Outdoor Education, Offsite Educational Visit and Residential Visit Providers Form

When considering using an external provider to deliver adventure education, educational visits and residentials we must seek written assurances that the provision complies with good practice for off site visits.

The provider is asked to give careful consideration to the statements below and sign in the space at the end of the form that the standard of service provided will meet the conditions listed. Indicate by a cross any you cannot meet.

Write N/A against any specifications which do not apply to your provision, many will not apply to those not providing adventure or residential experiences.

| Section A – All visits | |
|--|--------|
| Health, Safety and Emergency Procedures | Y/N/NA |
| The provider complies with relevant Health and Safety regulations, including the Health and Safety at Work Act 1974 and associated regulations for visits taking place in the UK, and has a Health and Safety policy and recorded risk assessments that are available for inspection | |
| Accident and emergency procedures are maintained and records are available for inspection | |
| Fire risk assessment and emergency plan exist and are in place in line with The Regulatory Reform (Fire Safety) Order 2005. These are a viable on request. | |
| Vehicles / Drivers if provided | |
| All vehicles are roadworthy and meet the requirements of the relevant regulations in the country in which they are being used. | |
| All drivers hold appropriate licences and have undertaken relevant driver training for the vehicles used. | |
| Staffing | |
| All reasonable steps are taken to check staff who have access to young people for relevant criminal history and suitability for work with young people including holding on file a DBS check less than 3 years in age which can be provided on request | |
| Insurance | |
| The provider has public liability insurance for at least £5 million with a clause giving "indemnity to principal". A copy of the Certificate of Insurance to be attached. | |
| Accommodation (if residential accommodation is provided) | |
| There are appropriate security arrangements to prevent unauthorised persons entering the accommodation. | |
| Separate male and female sleeping accommodation and washing facilities are provided and staff accommodation is close to the young people. | |
| Section B – Outdoor and Adventure Activities | |
| Adventure Activities Licensing Authority (AALA) Licence, if applicable? | |
| If applicable, please provide licence number | |
| The provider operates a policy for staff recruitment, training and assessment which ensures that all staff with a responsibility for participants are competent to undertake their duties | |

| | |
|--|--|
| The provider maintains a written code of practice for activities which is consistent with relevant National Governing Body guidelines and/ or, if abroad, the relevant regulations for the country concerned | |
| Staff competencies are confirmed by appropriate National Governing Body qualifications for the activities to be undertaken or staff have had their competences confirmed by an appropriately experienced Technical Adviser | |
| Where there is no National Governing Body for the activity, operating procedures, staff training and assessments requirements are explained in the provider's code of practice | |
| Participants will at times have access to a person with a current first aid qualification. Staff are practiced and competent in accident and emergency procedures | |
| There is a clear definition of responsibilities between providers and visiting leaders regarding supervision and welfare of participants | |
| All equipment used in activities is suited to the task, adequately maintained in accordance with statutory requirements and current good practice, with records kept of maintenance checks where necessary | |
| The provider will take all reasonable steps to allow inclusion and participation of any young people who have special needs or have a disability, following a risk assessment process, in line with the Equality Act 2010 | |
| Section C – Independent Visits where young people attend unaccompanied where the provider assumes loco parentis for a young person during the activity or event | |
| The provider will ensure adequate supervision of young people at all times with both male and female staff available at all times (for mixed gender groups) to provide both supervision and pastoral support | |
| Groups rules and clear code of conduct is made clear to young people and any behaviour issues or concerns are reported back to Wirral Youth Zone staff | |
| Copies of consent forms which include medial details, emergency contact and consent for emergency medical treatment are held for the duration of the activity | |
| A clear safeguarding policy is in place (please attach) and all concerns, issues and incidents are reported back to Wirral Youth Zone staff | |
| Signed | |
| Date | |
| Name | |
| Position or job title | |
| Tel: | |
| Email: | |