



Safeguarding Policy

Pershore Riverside Centre CIO is fully committed to safeguarding the welfare of all involved in its activities, and especially children and young people, and will take all reasonable steps to protect them from physical, emotional, sexual or internet abuse and neglect. This applies to all with whom we work, regardless of their gender, sexual orientation, disability, race, nationality or country of origin.

Staff, volunteers, Trustees and Centre users will, at all times, show respect and understanding for the rights, safety and welfare of all with whom we work. We will ensure that staff and volunteers know how to recognise and respond to concerns that a child or young person may be abused or neglected.

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

The Champion for Safeguarding is Claire Lording.

All staff and volunteers who have unsupervised regular direct contact with children or young people for PRYC (ie those undertaking 'regulated activity') are required to have a relevant satisfactory enhanced check through the Disclosure and Barring Service (DBS) *before* they can work unsupervised.

We review our policies and procedures on an annual basis.

Child Protection Policy

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

We will:

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

The Designated Person for Child Protection is responsible for:

- monitoring and recording concerns
- making referrals to the Access Centre without delay
- dealing with allegations against staff, and volunteers, including Trustees
- liaising with other agencies

Our Designated Child Protection Person is **Bradley Edmunds**

Procedure following a Concern, Disclosure or Incident of Abuse

This procedure should be followed if there is a concern about abuse, or a disclosure or incident of abuse.

1. Keep calm. Do not show if you are shocked or surprised.
2. Listen to the child/young person.
3. Accept what you hear without passing judgement.
4. Ask questions only for clarification, don't ask leading questions.
5. Do not investigate.
6. Do not make promises.
7. Offer support and understanding.
8. Explain that you cannot keep it secret and what may happen next (they may choose to stop telling you their information but this is OK).
9. Reassure the child/young person that they were right to talk to you.
10. Write down notes – dates, times, facts, who was involved, observations - using actual words used if possible. The form in the Appendix can be used as a template.
11. Check that, if possible, you have the following information:
 - name(s), address, date(s) of birth of the young person affected
 - parent/carer's name and contact details
 - details of the young person's GP
 - name of any other people said to be involved
 - names of any witness to the incident (if appropriate)
12. Report to the Designated Person for Child Protection as soon as possible (or immediately if you believe the matter is urgent).
13. Make notes of your conversation with the Designated Person and any advice offered.
14. Sign and date your notes and give them to the Designated Person to keep in a confidential file.
15. Act on the advice given.

ALWAYS REMEMBER:

- **IF IN DOUBT – CONSULT**
- Respect the confidentiality of everyone involved in the incident and keep the matter restricted only to those who need to know.
- Make sure support is provided for the child/young person making the disclosure and for yourself if necessary.
- Don't
 - press for explanations
 - put it off
 - leave it to someone else to help
 - be afraid to express your concerns

**Reporting a Concern to the Access Centre
(for Designated Child Protection Officer)**

The Worcestershire County Council’s Access Centre is the central contact point for Children Social Care Services in Worcestershire. Its purpose is to ensure that the most vulnerable children and young people get the help and support they need. It can give advice and information about sources of help and support within the community.

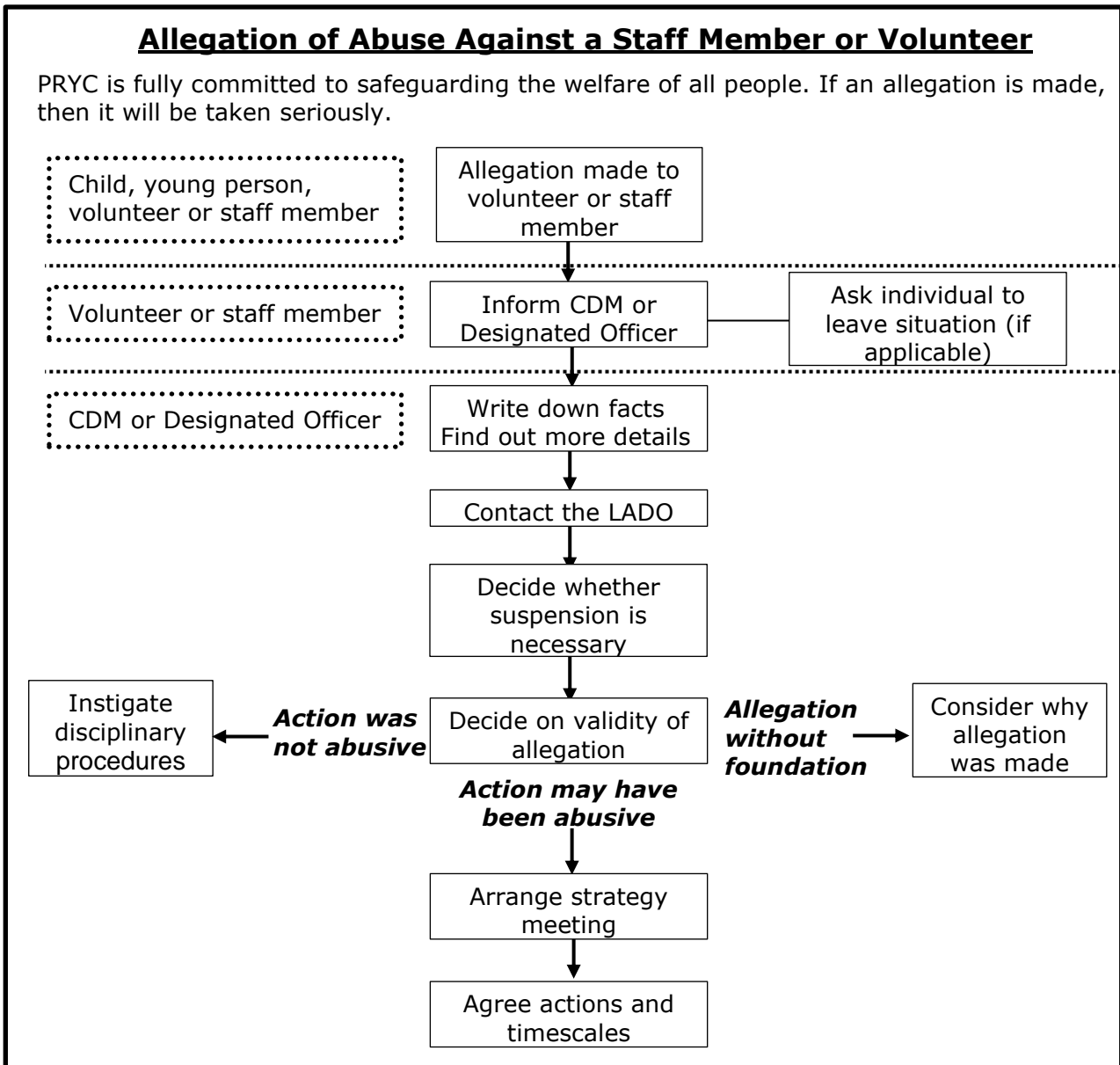
Once a decision has been made that a child/young person is likely to be at risk of significant harm you, or the Designated Person for Child Protection, should phone the Access Centre immediately. Say that you have serious concerns about a child/young person.

When making a referral the following information will be requested:

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

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

Access Centre Phone Number - 01905 768054



Staff and volunteers should follow the above procedure taking note of the following points:

- Do not immediately discuss the allegation with the individual concerned.
- The allegation should be recorded using the form in the Appendix.
- Following discussion with the LADO, the parents or carers should be informed and support offered.
- The CDM or a Trustee will inform the named individual as soon as possible and support him/her or advise him/her on how to access support.
- Every effort will be made to maintain confidentiality.
- Even if the individual resigns the allegation must still be followed up.
- A record must be kept of any allegation made and how it was followed up and resolved. This must be kept for 10 years. A copy will be given to the individual.
- If a reference is provided for an individual against whom an allegation has been made, then it must clearly state this even if it was found to be false or unproven.
- Following an allegation process, we will review our policies and procedures to help prevent similar events in the future.

[The Local Authority Designated Officer, LADO, is part of Worcestershire County Council's Children's Services and is there to coordinate information, concerns and allegations, as well as to provide advice. They can be contacted on 01905 752800 or 0845 607 2000.]

E-Safety

The Internet is a valuable resource for workers to develop programme ideas and get up-to-date information. It can also be used for children or young people to access information online as part of an activity. PRYC is fully committed to the safe and acceptable use of the internet and social media sites.

We will do this by:

- placing computers where everyone can use them and where everyone can see them, rather than out of sight in another room.
- supervising use of the internet.
- setting appropriate restrictions, reviewing and updating the security of our systems regularly. The 'family' setting blocks inappropriate sites and stores a record of all sites visited.
- supporting and encouraging service users to use the internet and mobile phones in ways which keep them safe and shows respect for others
- dealing firmly with any examples of inappropriate use of the internet or mobiles by children, young people, volunteers or staff
- ensuring that the personal information of children, young people, volunteers and staff is not published on our website
- ensuring that that images of children and young people are used only when written permission has been given
- providing information and support for volunteers and staff in their use of the internet and social media on behalf of our group/organisation
- examining and risk assessing any emerging new technologies before we make use of them.

When appropriate we will:

- talk to children and young people about what sorts of sites they can and can't visit
- inform children and young people that chat sites are open to misuse and they should be as cautious of people they meet on the internet as strangers they may meet in real life
- advise children and young people not to give out personal details over the internet, e.g. surname, address, phone number or email address
- discuss with children and young people when the taking and sending of photographs is appropriate and when it is not
- advise children and young people never to arrange a face to face meeting with anyone they come into contact with on the internet without first agreeing it with their parent/carer, and get them to come along to the first meeting, which should always be in a public place

- encourage children to report anything they come across which they feel is abusive or offensive to a worker or volunteer
- limit the amount of time children or young people spend online.

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

Positive Behaviour

PRYC believes that children and young people thrive best in a positive and supportive environment. We believe that all children and young people have a right to be treated with respect and dignity, even in those circumstances where they display difficult or challenging behaviour.

To this end we will:

- Ensure a consistent approach to promoting positive behaviour and managing unacceptable behaviour
- Promote respectful relationships and build children and young people's self esteem
- Identify and support children and young people who display signs of emotional or behavioural difficulties
- Support children and young people as they learn to resolve conflicts independently

Challenging Behaviour

Challenging Behaviour is behaviour that causes nuisance, harassment or physical threat to other people i.e. any behaviour that is detrimental to the well-being of others, or behaviour that makes it difficult to provide the person with support or a service.

In working with people who are challenging we will seek to understand the behaviour and its causes and work with the person in a structured way to help lessen the behaviour and its impact. The safety of the person and those around them will be of primary concern when managing incidents of challenging behaviour.

This policy applies to all people including the Centre Development Manager, the Board of Trustees, paid staff, volunteers and sessional staff as well as centre users and young people.

The Role of PRYC Staff and Volunteers

PRYC recognises that PRYC's staff and volunteers are sometimes faced with difficult situations or behaviour. Where staff/volunteers are working within our policies and procedures and acting in good faith, they will always be supported in their actions.

Staff/volunteers should deal with challenging behaviour in a professional way, ensuring a consistent approach to promote positive behaviour and manage unacceptable behaviour.

In all circumstances it is very important to be open about how we have responded to incidents of challenging behaviour.

Managing Challenging Behaviour

In dealing with challenging behaviours, staff and volunteers should consider the following interventions and strategies:

- Identify potential challenging behaviour through need and risk assessments, and especially situations where it can present a greater risk to staff/volunteers, such as when working one to one
- Be aware of the potential triggers for challenging behaviour
- Agree strategies with the Senior Youth Worker and other staff and volunteers to manage and mitigate challenging behaviours and the impact on the service user, staff and others
- De-escalation of a situation – e.g. by talking with the person or using a distraction
- Use of cool off periods - from activity, group or individual support sessions

- Use of individual 'contracts' or agreements as appropriate
- Seek additional/specialist support through working in partnership with other agencies to ensure a service user's needs are met appropriately

The following should never be used as a means of managing challenging behaviour

- Physical force or the threat of such
- Refusal to speak to or interact with a staff member, volunteer or service user
- Verbal intimidation, ridicule or humiliation.

The use of physical intervention should be avoided as far as possible. It should only be used in exceptional circumstances if it is necessary to prevent personal injury. If it is used, it should be undertaken in such a way that maintains the safety and dignity of all concerned. Any physical intervention must be recorded, the Trustees notified and the situation discussed for future learning.

Training and Support for Staff

PRYC will:

- Provide training to staff on working with challenging behaviour and risk management
- Provide support to staff
- Ensure the use of an incident reporting framework that requires any incidents to be followed up with actions to reduce the risk of incidents reoccurring
- Ensure that staff have access to a confidential counselling
- Offer support to staff involved in a police action after a serious incident where it is

Bullying

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

Types of Bullying

Bullying can take many forms - physical, verbal, emotional or cyber. It can often be a mix of these types and may involve others as witnesses or active participants. Bullying can include:

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

PRYC believes that any form of bullying is unacceptable and will not be tolerated.

- We will provide opportunities for people to tell us about incidents of bullying.
- We will listen to people and take seriously what they tell us about bullying.
- We will take steps to deal immediately with incidents of bullying.
- We will be aware of the potential vulnerability of specific individuals and groups.
- We will ensure that both victims of bullying and the bullies receive support. We will keep a record of any incidents of bullying, how we dealt with them and whether there is anything PRYC can do to learn from the incidents.