

# HR POLICIES & PROCEDURES

updated March 2022 v3.3.22



## Contents

<b>Policies for working with young people.....</b>	<b>2</b>
Equality Act 2010 .....	2
Health & Safety legislation .....	2
Data Protection .....	2
Safeguarding policy .....	3
Child Protection policy .....	3
E-Safety .....	4
Bullying .....	5
Recognising abuse and neglect .....	6
Allegation made by a service user.....	7
PREVENT duty .....	8
Smoking policy .....	8
Drugs and alcohol policy .....	8
<b>Recruitment and management of paid staff .....</b>	<b>10</b>
1. Vacancy or new role .....	10
2. Job description and person specification .....	10
3. Adverts .....	10
4. Application .....	10
5. Scrutinising and short-listing .....	10
6. Interviewing .....	10
7. References.....	10
8. Conditional offer of employment.....	11
9. Induction .....	11
10 .Contract, appraisals & reviews .....	11
11. Resignations .....	11
<b>Recruitment and management of volunteers .....</b>	<b>12</b>
1. Adverts .....	12
2. Role description .....	12
3. Volunteer recruitment form .....	12
4. Follow-up .....	12
5. References.....	12
6. Volunteer agreement form .....	12
7. Induction .....	12
8 .Performance reviews .....	13
11. Resignations .....	13

<b>Code of conduct.....</b>	<b>14</b>
Positive behaviour, respect & dignity .....	14
Staff, trustees and volunteers should always:.....	14
Staff, trustees and volunteers should never: .....	14
Staff and volunteers facing difficult behaviour.....	15
Training and support for staff.....	15
Use of Pershore Riverside Centre's property .....	15
Personal property .....	15
Expenses claims .....	15
<b>Issues that may arise .....</b>	<b>16</b>
Self-reporting .....	16
Disciplinary process .....	16
Appeals .....	16
Confidential reporting.....	16
Stage 1 - First warning .....	16
Stage 2 - Final written warning .....	16
Stage 3 - Dismissal or action short of dismissal ...	16
Grievance.....	17
Stage 1: Statement of grievance.....	18
Stage 2: Meeting .....	18
Appendix 1: Physical & behavioural signs of abuse and neglect .....	19
Appendix 2: Procedure following concern, disclosure or incident of abuse .....	20
Appendix 3: Recording form for a disclosure or suspicion of abuse.....	21
Appendix 4: Procedure for allegation of abuse against a staff member or volunteer .....	22
Appendix 5: Recruitment & management of paid staff.....	23
Appendix 6:Recruitment & management of volunteers.....	24
Appendix 7: Volunteer recruitment form .....	25
Appendix 8: Volunteer agreement.....	26
Appendix 9: Induction workbook for new recruits	27
Appendix 10 - Training record.....	29
Appendix 11 – Policy for recruitment of ex-offenders .....	30
Appendix 12 - Health and Safety Policy .....	32

## **Policies for working with young people**

As a youth and community centre, our policies and procedures are designed for the health and safety of all involved but particularly focused on protecting and safeguarding young people. Whilst the majority of young people will fit into the standard procedures and systems, PRC operates on an open-access basis, and some sessions are targeted at people with disabilities or learning difficulties. This means there may be occasions where parents will need to be consulted on individual special needs. The guidance given in the Children Act 1989 and the Mental Capacity Act 2005 will need to be followed. The Designated Safeguarding Officer, Youth Manager Bradley Edmunds, has the task of passing this information to the youth team through induction and training and ensuring the young peoples' wishes and needs are understood and followed where appropriate.

We review our policies and procedures on an annual basis, and will facilitate annual refresher courses in safeguarding. All policies and procedures are reviewed annually, signed off by Trustees. Managers will circulate any changes or updates to staff and volunteers, and discuss them to make sure everyone understands the relevance of the changes. As part of the recruitment process, all staff and volunteers are required to sign to say that they have read this document and, depending on impact of later changes, may be asked sign to acknowledge they have understood these. Bradley Edmunds covers this in his welcome training to ensure an understanding and allow for questions. **A copy of the latest HR Policies & Procedures document will always be available on our website Policies section.**

## **Equality Act 2010**

We are committed to equal opportunities in employment and service delivery in accordance with The Equality Act 2010. This legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it is unlawful to treat someone. The policies and practices of the centre aim to promote an environment that is free from all forms of unlawful or unfair discrimination and values the diversity of all people. At the heart of our policy, we seek to treat people fairly and with dignity and respect. We will take every possible step to ensure that no person working with the centre seeking employment with us, or any member of the public using the centres's premises or services will receive less favourable treatment (direct discrimination) or will be disadvantaged by requirements or conditions that cannot be shown to be justifiable (indirect discrimination) on the grounds of their:

- Age
- Disability
- Gender Reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual Orientation

We also recognise that other forms of discrimination can exist on the basis of appearance, class, culture, or size and seek to actively remove any forms of prejudice from the centre's activities and operations. **All staff and volunteers must adhere to our Equal Opportunities Policy at all times.**

## **Health & Safety legislation**

All staff, paid and volunteers, are covered by PYRC's Employers Liability Insurance. Staff and volunteers must operate within national health & safety legislation. See Appendix X for the Health and Safety Policies.

## **Data Protection**

We operate to a Confidentiality Statement and Data Protection Policy. All personal information will be used with the strictest confidence and always discussed in private.

## Safeguarding policy

PRYC is fully committed to safeguarding the welfare of all involved in its activities, and especially 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 have preventative measures in place to stop abuse before it happens. Raising awareness, training staff and making information easily accessible are all ways that they can demonstrate prevention measures and encourage individuals to ask for help. We cover this in mandatory training 'Induction to Riverside Provisions training' and throughout this handbook.

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 Safeguarding Champion is Trustee The Rev Canon Claire Lording. Our Safeguarding lead is Youth Manager Bradley Edmunds, who reports to Claire Lording. To report any safeguarding concerns use [safeguarding@pershoreriversidecentre.org.uk](mailto:safeguarding@pershoreriversidecentre.org.uk), which goes directly to the Safeguarding Champion.

All staff and volunteers who have unsupervised regular direct contact with children or young people for PRC (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, and will facilitate annual refresher courses in safeguarding.

All staff and volunteer must operate within our Safeguarding policies at all times, taking special care to help safeguard and promote the welfare of young people who may be living in particularly stressful circumstances. These include families:

- living in poverty
- where there is domestic violence
- where a parent has a mental illness
- where a parent is misusing drugs or alcohol
- where a parent has a learning difficulty
- that face racism and other forms of social isolation
- living in areas with a lot of crime, poor housing and high unemployment

## Child Protection policy

Pershore Riverside Centre CIO recognises that the welfare of 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. treat all young people with respect

### We will:

- 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 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

Bradley Edmunds, designated Person for Child Protection is responsible for:

- Monitoring and recording concerns
- making referrals to Family Front Door without delay

- dealing with allegations against staff, and volunteers, including Trustees
- liaising with other agencies

Anyone concerned about a particular child should contact Brad and/or another member of staff. This may be done through the session debriefing. As soon as possible, immediately note details of their concerns and email these details to [safeguarding@pershoreriversidecentre.org.uk](mailto:safeguarding@pershoreriversidecentre.org.uk).. Brad or Claire will report this through Worcester Children First, then follow up the report with them.

[https://www.worcestershire.gov.uk/info/20501/children\\_young\\_people\\_and\\_families/1842/how\\_to\\_contact\\_childrens\\_social\\_care](https://www.worcestershire.gov.uk/info/20501/children_young_people_and_families/1842/how_to_contact_childrens_social_care). This may lead to contact with another organisation, eg Family Front Door.

## E-Safety

We practice E-safety with all young people using the Centre and staff. The Centre Manager and Youth Manager have individual password-protected laptops owned by Pershore Riverside Centre, which remain in the office. These are used to store any confidential items and key documents that – with permission - can be accessed remotely by approved members of staff and Trustees. They are also the Centre's email back-up, with synchronized in-boxes for each pershoreriversidecentre.org.uk email address, except Safeguarding. As well as being password protected, these laptops are stored in a locked cabinet, in an office only accessible to staff and nominated trustee keyholders. Both work laptops are equipped with professional Microsoft Accounts and internet security, which is kept up to date.

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. Pershore Riverside Centre is fully committed to the safe and acceptable use of the internet and social media sites. We do this by establishing appropriate protocols, supervising use of IT within the Centre by service users, training young people to use the internet safely; and taking appropriate action where protocols have not been followed or users have not used the internet safely. Computer use in youth sessions is managed by time-limited wi-fi passwords issued at the start of the sessions.

### Establishing appropriate protocols:

- Setting appropriate restrictions on use of the internet through the Centre's computers and use of our monitored wi-fi. Staff being very aware of users on mobile phones, especially when sharing content with other young people.
- Reviewing and updating the security of our IT systems regularly, including checking that our internet provider's setting are sufficiently secure and that the 'family' setting blocks inappropriate sites and stores a record of all sites visited
- Ensuring that the personal information of children, young people, volunteers and staff is kept in locked cabinets with restricted access and that nothing is published on our website without express permission from the individuals concerned.
- Ensuring that images of young people are used only when written permission has been given, in accordance with GDPR. Over 16s can give permission for their own images to be used. Respecting that individuals have the right to ask for anything personal to be withdrawn if they change their mind.
- Providing information, training and support for volunteers and staff in their use of the internet and social media on behalf of Pershore Riverside Centre or one of our groups.
- Trialling and risk assessing any emerging new technologies before we make use of them or sanction their use in the Centre, providing guidelines if needed.

### Supervising use of IT within the Centre by service users

- Placing computers or laptops where everyone can use them and where everyone using them can be seen by staff.
- Ensuring that staff are supervising users who are using the internet or mobile phones while in the Centre.
- Supporting and encouraging service users to use the internet and mobile phones in appropriate ways that (a) keep them safe and (b) show respect for others.
- Limiting the amount of time children or young people spend online, other than for online education.

### Advising young people how to use the internet safely.

- Talk to young people about what sort of sites they can and can't visit, and why, eg age-related (most social media has a minimum age of 13, before this they are technically not allowed to join) or illegal (film/music streaming sites breaching copyright).
- Advise young people not to give out any personal details over the internet, eg surname, address, phone number, email address, or to use location finder, eg if there is a risk to them because of personal circumstances.
- Inform young people that chat sites are open to misuse and they should be as cautious of people they meet on the internet as they would be with strangers they may meet in real life.
- Discuss with young people when the taking and sending of photographs is appropriate and when it is not, eg when an individual's permission is needed and who needs to give this permission.
- Advise 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. Advise them always to go with a parent/carer to the first meeting, which should always be in a public place.
- Encourage children to report to a worker or volunteer, anything they come across which they feel is abusive or offensive.
- We will make every effort to safeguard against all risks but recognise that it may never be possible to eliminate them completely. If any incidents occur they will be dealt with swiftly and in accordance with our policies.

#### **Taking appropriate action:**

- Dealing firmly with any examples of inappropriate use of the internet or mobiles by children, young people, volunteers or staff, by removing access rights for an agreed period of time.

#### **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.

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 is behaviour from a person or group that's unwanted and makes you feel uncomfortable, including feeling:

- frightened ('intimidated')
- less respected or put down ('degraded')
- you're made fun of and it makes you feel uncomfortable ('humiliated')
- upset (insulted or 'offended')

#### **Managers and staff believe 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 managers and staff can do to learn from the incidents.

There is no clear dividing line between one type of abuse and another cause but an accumulation of a number of minor injuries and/or concerns should be taken seriously. As well as concerns about the young person, youth workers may also have concern about arrangements for the collection of the child or young person a parent or carer's behaviour or presentation, eg evidence of possible alcohol or drug misuse, mental health difficulties, or domestic violence. See Appendix 1 for signs for spotting different types of abuse; Appendix 2 for the procedure to use following a concern, disclosure or incident of abuse; Appendix 3's Recording form for a disclosure or suspicion of abuse.

## Recognising abuse and neglect

Staff and volunteers have a responsibility to act if they have a concern or believe a child or young person is at risk of neglect or any form of abuse. Recognising child abuse is not easy, and it is not a member of staff or volunteer's responsibility to decide whether child abuse has taken place. The following lists are not definitive but should alert you to possible causes for concern. It is important to remember that many young people will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour, such as a death, a new baby in their family, relationship problems between parents/carers etc.

### What may give cause for concern? A cluster of these signs should increase concern

- Bruising on parts of the body which do not usually get bruised accidentally, e.g. around the eyes, behind the ears, back of the legs, stomach, chest, cheek and mouth (especially in a young baby), etc.
- Burns or scald marks
- Bite marks
- Any injuries or swellings, which do not have a plausible explanation
- Bruising or soreness to the genital area
- Faltering growth, weight loss and slow development
- Unusual lethargy
- Any sudden uncharacteristic change in behaviour, e.g. child becomes either very aggressive or withdrawn
- A child or young person whose play and language indicates a sexual knowledge beyond his/her years
- A child or young person who flinches away from sudden movement
- A child or young person who gives over rehearsed answers to explain how his/her injuries were caused
- An accumulation of a number of minor injuries and/or concerns
- A child or young person who discloses something which may indicate he/she is being abused
- Concern about a parent or carer's behaviour or presentation, e.g. evidence of possible alcohol or drug misuse, mental health difficulties, or domestic violence
- Concern about arrangements for the collection of the child or young person

### Staff and volunteers should take special care to help safeguard and promote the welfare of young people who may be living in particularly stressful circumstances. These include families:

- living in poverty
- where there is domestic violence
- where a parent has a mental illness
- where a parent is misusing drugs or alcohol
- where a parent has a learning difficulty
- that face racism and other forms of social isolation
- living in areas with a lot of crime, poor housing and high unemployment

### When working with young people who are suffering or likely to suffer significant harm staff and volunteers should:

- be alert to potential indicators of abuse or neglect
- be alert to the risks of harm
- prioritise direct communication and positive and respectful relationships with young people ensuring their wishes and feelings underpin any safeguarding activities or assessments
- share and help to analyse information so that an effective assessment can be made
- contribute to whatever actions are needed to safeguard and promote the welfare of the child or young person
- work cooperatively with parents unless this is inconsistent with ensuring the safety of the child or young person

## Recognising physical abuse

Children get cuts and bruises in their normal daily life and these are likely to be in places where there are bony parts of their body, like elbows, knees and shins. Some young people, however, will have bruising that can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury, or when it appears on parts of the body where accidental injuries are unlikely eg on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern. Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken.

## Recognising emotional abuse

Emotional abuse can be difficult to identify, and often young people who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. It can also take the form of children not being allowed to mix/play with other children.

## Recognising sexual abuse

Adults who use young people to meet their own sexual needs abuse both girls and boys of all ages, including infants and toddlers. Usually, in cases of sexual abuse, it is the child or young person's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, young people who talk about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

**Female Genital Mutilation (FGM)** is violence against women and girls. Forced marriage and 'Honour' based violence are a violation against human rights and is a high priority of the national and local Violence Against Women and Girls Agenda. It is, primarily, an issue for females aged 13 -30. PRC complies with all legislative safeguarding duties, including the duty to report suspected or known cases of FGM and the duty to prevent young people from being drawn into terrorism. In conjunction with the Safeguarding Team, staff should assess the level of risk within the centre and put actions in place to reduce that risk.

## Recognising neglect

Neglect can be a difficult form of abuse to recognise, yet has some of the most lasting and damaging effects on young people.

There is no clear dividing line between one type of abuse and another, however, staff may find the lists in **Appendix 1** helpful for more physical signs and changes in behaviour that might indicate physical, emotional or sexual abuse, and may help to determine severity and frequency of abuse or neglect.

## Allegation made by a service user

Pershore Riverside Centre Trustees are fully committed to safeguarding the welfare of all people. Staff at the Centre will make sure that all services users are aware of our HR Policies & Procedures. This document, which is accessible in the Centre and online <https://pershoreriversidecentre.org.uk/policies/> provides guidance on the options available for service users. It provide details of the processes they should take to follow up their concerns, experience or allegation of abuse by a staff member. Individuals must email any concerns to the Safeguarding Champion: [safeguarding@pershorevolunteercentre.org.uk](mailto:safeguarding@pershorevolunteercentre.org.uk) then the Safeguarding officer will advise on further action. All allegations will be taken seriously. Typically, the service user's parents or carers will be informed and support offered, a member of staff or Trustee will meet the named individual as soon as possible and support them or advise them on how to access support. Staff and volunteers should record their details of the allegation and immediately, using the form in **Appendix 3**, Neither party should discuss the allegation with any other individuals concerned.

Every effort will be made to maintain confidentiality. The allegation must be followed up even if the individual resigns. A record must be kept of any allegation made and how it was followed up and resolved .This must be copied to the individual and kept on record for 10 years. 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. See **Appendix 4** for more information.

## PREVENT duty

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 to the Act, to have "due regard to the need to prevent people from being drawn into terrorism". The government has defined extremism in the Prevent strategy as: "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." This also includes calls for the death of members of the British armed forces. British values are defined as "democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs"; institutions are expected to encourage students to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

PRYC has discussed PREVENT in the management committee and with staff. It was agreed that staff at PRYC are in a position where, due to their work with young people, there may be occasions where young people may come under the influence of others and this may be spotted by staff or even disclosed to staff. The Designated Child Protection Officer, and Youth Manager Bradley Edmunds, has attended a training session and he is also the one that the young people would most likely 'disclose' to. The systems in place for co-ordinating with other authorities, the local Police and the High School, would be implemented if appropriate, and reported back to Trustees. As a small organisation, it is the trained Designated Child Protection officer who delivers the positive activities sessions. This puts PRYC in a strong and secure position to not only monitor any concerns, but to also help in an informative and constructive way. Locally, the MAF meetings are the place where concerns would be raised, as this links in with partner agencies and the Local Police. Any staff recruited to participate in any 1:1 training will be put through PREVENT training, at this time Bradley Edmunds Youth Manager would be the main facilitator.

## Smoking policy

PRYC is a non-smoking organisation and smoking is not allowed in any of its offices or work locations, nor in personal vehicles when carrying work-related passengers.

## Drugs and alcohol policy

This policy covers illegal drugs, alcohol and volatile substances. PRYC recognises that whilst some people may have involvement in drug and alcohol use, we must work within the law and in order to provide a safe environment for all people and staff, we have the following requirements:

- No-one responsible for or supervising, young people should be under the influence of alcohol or illegally using drugs. Staff or volunteers must not use any controlled or non-prescribed drug during working hours. Such use will be a serious disciplinary issue and may result in dismissal.
- Service users, staff, volunteers and members of the community must not bring illegal drugs or alcohol onto our premises or where PRYC is conducting activities (this includes the building, surrounding areas and any vehicles).
- Prescription medication or legal painkillers must be kept locked in the office at all times.
- Staff and volunteers should provide accurate information and advice about drug use when appropriate. This may include referral to other organisations, giving leaflets and signposting to websites.
- If any person is found in possession of, or using, illegal drugs, alcohol or volatile substances on the premises or at activities, they will be asked to leave. If they do not leave, the police will be called and the incident reported. Personal safety of staff and other service users is most important and staff should only intervene if it is safe to do so. If in doubt, the police must be called.
- If staff or volunteers find or are handed, an illegal drug (or something they suspect to be an illegal drug), they can either: dispose of it safely (by flushing down the toilet in front of another staff member) or take it to the police station for destruction (if the quantity of drug suggests supply). If taking to the police, the police must be informed before setting off that the staff member is coming in. Under no circumstances can staff hand any illegal substances back. All incidents must be recorded in the incident book.
- If staff or volunteers are concerned that a person may be supplying drugs on the premises, they should first discuss this with the Youth Manager who may choose to speak to the person. If they are still concerned that the person is continuing to supply drugs, they should inform the police.

- Anyone under the influence of alcohol or drugs will not be allowed onto the premises. If the person is unconscious, confused, disorientated, having trouble breathing or has taken a harmful toxic substance, this will be treated as a medical emergency. An ambulance will be called, first aid given and next of kin informed. Immediately after the incident, staff should record the incident in the incident book and discuss it with the Senior Youth Worker and/or Centre Development Manager.
- PRYC, its staff and volunteers will co-operate with the police. It does not include volunteering information about a person's drug use as, apart from when there are safeguarding concerns, information given is treated confidentially. PRYC have a great relationship with the local police, and work closely with the staff. This includes allowing the young people 'space' at PYRC and they deliberately stay out of the building unless invited in. However, staff will not actively obstruct the police or hamper a police enquiry as this can result in prosecution. Any queries must be discussed with PYRC Development Manager and/or Senior Youth Worker.

## **Recruitment and management of paid staff**

PRYC will pursue a safer recruitment approach to recruitment and selection for all paid staff, employed on a temporary basis or via an agency. All personal data will be kept in line with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

### **1. Vacancy or new role**

When a paid role becomes vacant or a new role arises, staff will seek approval from Operations Group to fill the post.

### **2. Job description and person specification**

All job descriptions and the personal specifications will clearly describe the role, responsibilities, accountabilities, knowledge, skills and experience required for the role. The person specification will highlight the issues relating to safeguarding and promoting the welfare of young people, which will be considered at the interview stage (role dependent).

### **3. Adverts**

Adverts for paid roles are routinely placed on Indeed.com, shared on our website and social media platforms, and may also be advertised in the local press. The advert will include details of the post, salary and qualifications required, and a statement of PRYC's commitment to safeguarding and promoting the welfare of young people. For roles in which the successful applicant will require an Enhanced Disclosure from the Disclosure and Barring Service (DBS), this will be stated in the advert.

### **4. Application**

PRYC will use the application process provided by Indeed.com where they must fill in personal information and the number of years' experience they have in the role being advertised, attach their CV, and a cover letter detailing why they are applying to PRYC. Applicants unable to access Indeed.com may apply in writing to PRYC directly. In some cases we may accept applications in person at the Centre but this is not guaranteed.

### **5. Scrutinising and short-listing**

We will ensure a fair recruitment process by removing names and ages from applications before considering them. All applications will be scrutinised to ensure they are fully and properly completed; that the information provided is consistent and does not contain any discrepancies; and to identify any gaps in employment history. Issues, eg frequent changes in employment, a move from a higher-paid role, or change from permanent employment to temporary or supply work will not disadvantage applicants but may be raised at interview to seek clarification of suitability for the role at this time. Shortlisted candidates will be invited to interview at the Centre, or remotely if necessary. We will not discriminate against circumstances that will not impact on their role as advertised.

### **6. Interviewing**

All interviews will be carried out by a minimum of 2 members of the management team. A role that involves working directly with young people will have at least one interviewer who is knowledgeable and experienced in safeguarding issues and may include a young person to provide feedback. The opportunity will be taken verify details in the application, explore pertinent elements of previous roles, and to question applicants on employment circumstances or other areas that have not been answered fully. Specific questions or scenarios relating to safeguarding issues will form part of the standard selection process. Following all interviews, the panel will agree on a preferred candidate (or short-list). The person appointed will have the record of their interview placed in their personnel file.

### **7. References**

References are an important part of PRYC's safer recruitment process, their purpose being to obtain objective and factual information to support appointment decisions. References for the preferred candidate(s) will always be sought and obtained directly from the referee. Information provided will be shared with the initial interviewers to compare with details in the original application and interview; in order to make a final decision on the preferred candidate. References and evidence of employment history form part of required pre-

employment checks. If all questions have not been answered or the reference is vague or unspecific, the referee will be contacted and asked to provide written answers or further information as requested. We will not rely on references and testimonials provided by the candidate or open references and testimonials.

If a candidate is not currently working with children or young people but has worked in the past with children/young people - a reference must be sought from that former employer. Refusal or reluctance by an applicant for a former employer to be contacted should be explored further. For those who have not worked before, we will consider obtaining a reference from any voluntary organisation they have volunteered with or from someone in authority such as a lecturer or headteacher.

## **8. Conditional offer of employment**

Once a final decision is made, the applicant will be notified of their success and given an opportunity to visit the Centre!

Any conditional offer of employment will be made subject to the following pre-employment checks: evidence of identity (passport or birth certificate), qualifications and right to work. All youth work roles also require an enhanced DBS check, registered with the update service (paid by the individual). DBS certificates will need to be seen by management, the number kept on file and annual record of the update report noted. We will take advise on any disclosures, and not discriminate again issues unless they would have impact on safeguarding or their role as advertised. The Conditional offer of employment will include the start date, salary/pay scale, hours of work and other key requirements. Once these pre-employment checks are satisfactorily completed a formal Contract of Employment will be made.

## **9. Induction**

An employee's first day at the Centre includes a formal induction, to meet colleagues, familiarise themselves with arrangements, read the relevant handbook sections, and sign to confirm they agree to abide with the Centre's policies & procedures. This is the opportunity to confirm arrangements and paperwork, including emergency contact information. We ask all staff and volunteers to provide details of who to contact in the case of emergency while on PRYC premises or activities, any relevant medical details etc. This information will be held confidentially in your personal file, in line with GDPR guidelines, and only used in emergency situations. Staff are required to inform the management of any changes to these details. **See Appendix 9**

## **10 .Contract, appraisals & reviews**

Once issued, the formal employment contract and job description provide the basis of working arrangements. All staff and volunteers will have an annual review where training opportunities are considered and implemented. All paid staff will have a review with their line manager after the first month, then once or twice within the year to make sure the set outcomes are on task (around 3 & 6 months after starting). A formal annual appraisal will take place after 12 months, carried out by the management team, to review performance, assess any training needs or career development opportunities, and to make plans for the following year. This is an opportunity for individuals to raise issues and make suggestions about their area of work, which will help PRYC to make improvements where needed. This may also include a salary review, the outcome of which should be implemented within a month of the appraisal.

Centre managers will each have a formal appraisal every 12 months carried out by two trustees. The purpose of this is to assess progress of performance related activities, make plans and agree achievable targets for the following year. Performance-related pay progression will be dependent on the outcome of the annual appraisal. **Training Record See Appendix 10**

## **11. Resignations**

When a paid member of staff chooses to leave the Centre, they are required to put this in writing to their line manager, in accordance with any notice period in their contract. A member of staff or Trustee will contact them to arrange an Exit Interview so that both parties can benefit from positive feedback and the opportunity to learn from the individual's time with PRYC. In the event of a resignation arising from dissatisfaction, we encourage the member of staff to talk to their line manager, another colleague, or Trustee before taking it further, to provide an opportunity to clarify the issues and make changes as required. Resignation arising from disputes, grievances etc, will be handled in accordance with our procedures.

## **Recruitment and management of volunteers**

PRYC will pursue a safer recruitment approach to recruitment and selection. All personal data will be kept in line with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

### **1. Adverts**

Volunteer roles are promoted through the PRYC website & our social media, via Pershore Volunteer Centre and local media. Speculative drop in enquiries are also welcome.

### **2. Role description**

The role description will describe the activities and support we are looking for, with an indication of the responsibilities, accountabilities, knowledge, skills and experience that would be helpful for the role. There are no set qualifications for any voluntary roles though in some cases prior experience would be useful.

### **3. Volunteer recruitment form**

All potential volunteers will be encouraged to fill in a basic application form to assess their areas of interest and preferred ways of volunteering; and help to find or create something suitable. **See Appendix 7**

### **4. Follow-up**

Following an application of interest, a member of staff will arrange to meet a potential volunteer to discuss the work of the Centre, show them round the building and explore which areas of work appeal to the volunteer and what they would like to offer. Administrators can spend time with the Centre Manager to see what aspects of the work interest them. Potential Trustees will be invited to meet the Chair to discuss the role. Volunteers interested in youth work, mentoring etc will be invited to attend a youth session. A youth group volunteer will need to be aware of issues relating to safeguarding and promoting the welfare of young people, and the possible requirement to apply for a (free) Enhanced Disclosure from the Disclosure and Barring Service (DBS). When volunteers bring new skills or interests, new roles may be created to fit!

### **5. References**

References are an important part of PRYC's safer recruitment process, their purpose being to obtain objective and factual information to support volunteer placements. For volunteer roles, references may be from former employers, supervisors of other voluntary roles, or personal references from someone who has known them for a number of years. References will always be sought and obtained directly from the referee. If a potential volunteer has worked in the past with children/young people, it would be helpful to include them as one of the referees. Young volunteers who have not worked before, can nominate a referee from any voluntary organisation they have volunteered with or from someone in authority such as a lecturer or headteacher.

### **6. Volunteer agreement form**

When a volunteer and Centre staff have agreed on a suitable role, both parties will sign a Volunteer Agreement to clarify the role and expectations. The Centre requires evidence of identity (passport or birth certificate) and any qualifications pertinent to the role. For volunteer roles that require an enhanced DBS check, Centre staff will help with the (free) application. Where volunteers are already registered, staff need to see a current certificate, keep the number on record and update the records each time the annual notification is received by the volunteer. **See Appendix 8** We will take advise on any disclosures, and not discriminate again issues unless they would have impact on safeguarding or their role as advertised. (**See Appendix 11**)

### **7. Induction**

A volunteer's first day at the Centre includes a formal induction, to meet colleagues, familiarise themselves with arrangements, read the relevant handbook sections, and sign to confirm they agree to abide with the Centre's policies & procedures (checklist provided). We ask all staff and volunteers to provide details of who to contact in the case of emergency while on PRYC premises or activities, any relevant medical details etc. This information will be held confidentially in your personal file, in line with GDPR guidelines, and only used in emergency situations. Staff are required to inform the management of any changes to these details. **See Appendix 9**

## **8 .Performance reviews**

The Volunteer Agreement and role description provide the basis of ongoing working arrangements. All volunteers will have a review with a member of staff or Trustee after the first, third and sixth months. They also have the option of an annual review to celebrate achievements, assess any training needs or development opportunities, and to make plans for the following year. This is an opportunity for individuals to raise issues and make suggestions about their area of work, which will help PRYC to make improvements where needed.

## **11. Resignations**

When a volunteer chooses to leave the Centre, a member of staff or Trustee will contact them to arrange an Exit Interview so that both parties can benefit from positive feedback and the opportunity to learn from the individual's time with PRYC. In the event of a resignation arising from dissatisfaction, we encourage the member of staff to talk to their line manager, another colleague, or Trustee before taking it further, to provide an opportunity to clarify the issues and make changes as required. Resignation arising from disputes, grievances etc, will be handled in accordance with our procedures.

## **Code of conduct**

Welcome to the team of supporters, staff, volunteers and friends at PRYC. Thank you for being part of the team, giving your time and commitment to PYRC and most importantly thank you for the direct benefits this will have on young people's lives and the local community. Everything we do is for the young people and we are dependent on the generous hours put in by the staff and volunteers to ensure the charity can continue to provide into the future. The Trustees are committed to supporting everyone involved, directly or through line managers, so please let us know if you have any questions or concerns, or if you would like to get involved with any of the other activities or roles at PYRC.

We at PRYC are proud of our good reputation and the positive relationship we have with our service users, staff, volunteers, members, the local community and partner agencies. In order to maintain and develop this relationship, we expect everyone follow our code of conduct and operate within the policies and procedures that are necessary in any employment situation, especially those relating to young people. Youth Work team members are expected to listen to the young people and set things up that are right for them. This helps PYRC provide the right activities and also gives the young people genuine ownership over what goes on and over PYRC itself. **Together we can provide the best possible experiences and services for the Young People.**

### **Positive behaviour, respect & dignity**

PRYC believes that young people thrive best in a positive and supportive environment. We believe that all 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 young people's self esteem
- Identify and support young people who display signs of emotional or behavioural difficulties
- Support young people as they learn to resolve conflicts independently

### **Staff, trustees and volunteers should always:**

- Treat everyone with respect and dignity
- Respect and be sensitive
- Act as a good role model
- Respect a young person's right to privacy
- Risk assess all situations, activities, building and trips to ensure all potential dangers have been identified and the risk minimised
- Take any allegations, suspicions or concerns about abuse made by a young person seriously (including those against staff) and report them following our procedures
- Provide an environment for young people to have the confidence to talk freely and challenged attitudes or behaviours that may be discriminatory.
- Show understanding and sensitivity when dealing with emotional issues
- Avoid physical contact unless necessary, for example, in demonstrating a skill, or to assist a young person with a disability, or wanted by a child who is upset. Use common sense, keep it impersonal and short.
- Adhere to Health and Safety policies and procedures.

### **Staff, trustees and volunteers should never:**

- Permit or accept abusive and discriminatory behaviour or peer-led activities (e.g. initiation ceremonies, bullying, taunting)
- Engage in inappropriate language use, behaviour or contact (e.g. physical, verbal, sexual including horseplay)
- Allow or encourage others (staff, trustees, volunteers or young people) to engage in inappropriate behaviour, including sexual contact and engaging in relationships outside the centre (unless explicitly discussed with the management team)
- Give personal money

- Invite young people to individual homes
- Show favouritism to anyone
- Jump to conclusions without checking the facts
- Use alcohol, drugs or other substances when working or just prior to working
- Smoke around young people
- Undermine or criticise others
- Deliberately put yourself or others in compromising or potentially dangerous situations
- Promote your religious or political ideas or beliefs
- Believe 'it could never happen to me' or trivialise abuse

### **Staff and volunteers facing difficult behaviour**

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.

### **Training and support for staff**

Mandatory Training consists of 'Induction to Riverside Provisions training' which Bradley Edmunds Youth manager delivers. It goes over everything in the handbook, and introductory measures to the Centre. After this any additional training needed is assessed individually, as part of staff/manager regular reviews.

PRYC will assess regularly training needs and include references, inductions, and appraisals. We will also continue to;

- 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

### **Use of Pershore Riverside Centre's property**

Staff and volunteers are responsible for all PRYC property used in the pursuit of their work, and staff and volunteers are expected to demonstrate due care for the use of our property. This includes property in our offices and items such as computers and telephones issued personally to staff and volunteers in order to do their work. Staff and volunteers are required to return to PRYC all of our property on their final day of attending work. This includes keys and PRYC owned equipment that has been borrowed or lent out for PRYC activities.

### **Personal property**

Staff and volunteers have responsibility for the safe keeping and care of any personal property they bring to PRYC premises, activities or while carrying out PRYC work. We will not be held responsible for any loss or damage to personal property unless it can be proven that we have been negligent in our security or health and safety responsibilities. Parking while at work is the staff/volunteer's responsibility and PRYC will accept no liability for loss of or damage to vehicles.

### **Expenses claims**

Staff and volunteers may incur expenditure when doing PRYC work. This will be reimbursed subject to agreement in advance with the manager and production of a receipt. Expenses claim must be made within 60 days of incurring the expenditure otherwise they will not be paid.

## Issues that may arise

### **Self-reporting**

There may be occasions when an individual worker or volunteer has a personal difficulty, perhaps a physical or mental health problem, which they recognise to be impinging on their competence. That individual has a responsibility to discuss the situation with their line manager so that appropriate support can be offered. It may be that the individual is required to remove themselves from their work setting for a period. While such reporting will remain confidential in most instances, this cannot be guaranteed where personal difficulties raise concerns about the welfare and safety of young people. **All staff have free access to Martha, the Centre's volunteer councillor.**

### **Disciplinary process**

PRYC's aim is to encourage improvement in individual conduct or performance. This procedure sets out the action which will be taken when disciplinary rules are breached. It is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated and at every stage staff and volunteers will have the opportunity to state their case and be represented or accompanied, if they wish, at the hearings by a trade union representative or a work colleague. A staff member/volunteer has the right to appeal against any disciplinary penalty.

### **Appeals**

A staff member/volunteer who wishes to appeal against any disciplinary decision must do so organisation within 5 working days. PRYC will hear the appeal and decide the case as impartially as possible.

### **Confidential reporting**

Confidential Reporting (previously known as whistleblowing) is described as the disclosure of wrongdoing, abuse or unethical behaviour by a staff member or volunteer within a group/organisation and reporting them to those in positions of authority. Staff and volunteers have an individual responsibility to bring to the attention of their line manager or a member of the Trustees, any concern, suspicion, or allegation so that the matter can be investigated. The concern, suspicion or allegation may be about the behaviour of another staff member/volunteer, a member of the management committee or a representative of a partner organisation. The person voicing a concern is not expected to prove the truth of an allegation but will need to demonstrate sufficient grounds for the concern.

Any member of staff, including a volunteer, raising such a concern will be listened to and treated respectfully and their concerns taken seriously. When a person has reported concerns they will be protected from any harassment or unfair treatment and be informed about the progress. If you become aware of something that makes you feel uncomfortable then you should discuss the incident with your line manager or the Designated Person for Child Protection as appropriate. We will support and will provide protection for anyone confidentially reporting a concern. We undertake to investigate robustly any concern raised.

### **Stage 1 - First warning**

If conduct or performance is unsatisfactory, the staff member/volunteer will be given a written warning or performance note. Such warnings will be recorded, but disregarded after 6 months of satisfactory service. The staff member/volunteer will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, it may be justifiable to move directly to a final written warning)

### **Stage 2 - Final written warning**

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within a reasonable specified time scale, action at Stage 3 will be taken.

### **Stage 3 - Dismissal or action short of dismissal**

If the conduct or performance has failed to improve, the staff member/volunteer may suffer demotion, disciplinary transfer, loss or seniority (as allowed in the contract) or dismissal.

If a staff member/volunteer faces dismissal, or action short of dismissal such as loss of pay or demotion, the minimum statutory procedure will be followed. The employee will be reminded of their right to be accompanied. Dismissal involves:

- a written note sent to the employee setting out the allegation and the basis for it
- a meeting to consider and discuss the allegation
- a right of appeal including an appeal meeting

This disciplinary process covers matters including, but not limited to, the following:

#### **Poor performance:**

- Incapability
- Incompetence
- Lack of application

#### **Misconduct:**

- Failure to comply with reasonable and lawful instructions
- Failure to comply with PRYC's policies, procedures, rules or working practices
- Unauthorised and/ or unreasonable absence or consistently poor time keeping
- Damage to property
- Negligence or irresponsibility in carrying out duties
- Abuse of status or responsibilities
- Use of or copying of unauthorised computer software
- Intransigent or unreasonably negative attitude to management or fellow staff/volunteers
- Inappropriate use of foul or abusive language in the work place
- Failure to comply with sickness notification and certification procedures

#### **Gross misconduct**

If, after investigation, it is confirmed that an employee has committed an offence of gross misconduct (as listed above, though the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice: While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation. Gross misconduct covers matters including, but not limited to, the following: Theft or fraud

- Physical violence or bullying
- Deliberate or serious damage to property
- Serious misuse of an PRYC's property or name
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Serious insubordination
- Unlawful discrimination or harassment
- Bringing PYRC into serious disrepute
- Serious incapability at work brought on by alcohol or illegal drugs
- Causing loss, damage or injury through serious negligence
- A serious breach of health and safety rules
- A serious breach of confidence

#### **Grievance**

There is a grievance procedure that staff members must invoke if they wish subsequently to use the grievance as the basis of certain applications to an employment tribunal. Staff members wishing for the Standard Procedure to be followed are asked to make this clear. We aim to resolve most grievances through an informal discussion and deal with them as quickly as possible. If a grievance cannot be settled informally, we

will follow the following procedure. The Chair will consider the grievance and notify the staff member/volunteer of the decision. If the individual requests, the decision of the Chair of Trustees will be referred to a committee of the Trustees, who may ask for the grievance in writing. The committee of the Trustees will consider the grievance and notify the individual of the decision.

### **Stage 1: Statement of grievance**

The staff member/volunteer should set out the grievance in writing and send the statement to the Chair of Trustees.

### **Stage 2: Meeting**

The Chair will invite the individual to attend a meeting to discuss the grievance. The meeting will take place when the individual has informed the Chair what the basis for the grievance and the Chair has had a reasonable opportunity to consider the grievance. After the meeting, the Chair will inform the individual of their decision and notify them of the right to appeal against the decision if they are not satisfied with it.

*Stage 3: Appeal* - If the individual wishes to appeal, they must inform the Chair of Trustees. They will be invited to attend a further meeting. After the meeting the Chair will inform the individual of their final decision.

## **Appendix 1: Physical & behavioural signs of abuse and neglect**

<b>Possible indicators of PHYSICAL abuse</b>	
<b>PHYSICAL SIGNS may include:</b> <ul style="list-style-type: none"> <li>• Unexplained bruising, marks or injuries on any part of the body</li> <li>• Bruises that reflect hand marks or fingertips (from slapping or pinching)</li> <li>• Cigarette burns</li> <li>• Bite marks</li> <li>• Broken bones</li> <li>• Scalds</li> </ul>	<b>BEHAVIOURAL CHANGES may include:</b> <ul style="list-style-type: none"> <li>• Fear of parents being approached for an explanation</li> <li>• Aggressive behaviour or severe temper outbursts</li> <li>• Flinching when approached or touched</li> <li>• Reluctance to get changed or covering up, eg wearing long sleeves in hot weather</li> <li>• Depression</li> <li>• Withdrawn behaviour</li> <li>• Running away from home</li> <li>• Over-rehearsed answers about how injuries were caused</li> </ul>
<b>Possible indicators of EMOTIONAL abuse</b>	
<b>PHYSICAL SIGNS may include:</b> <ul style="list-style-type: none"> <li>• A failure to thrive or grow</li> <li>• Sudden speech disorders</li> <li>• Developmental delay, either in terms of physical or emotional progress</li> </ul>	<b>BEHAVIOURAL CHANGES may include:</b> <ul style="list-style-type: none"> <li>• Inconsistent behaviour eg hair twisting, rocking</li> <li>• Being unable to play</li> <li>• Fear of making mistakes</li> <li>• Self-harm</li> <li>• Fear of parents being approached regarding their behaviour</li> </ul>
<b>Possible indicators of SEXUAL abuse</b>	
<b>PHYSICAL SIGNS may include:</b> <ul style="list-style-type: none"> <li>• Pain or itching in the genital/anal areas</li> <li>• Bruising or bleeding near genital/anal areas</li> <li>• Sexually transmitted disease</li> <li>• Vaginal discharge or infection</li> <li>• Stomach pains</li> <li>• Discomfort when walking or sitting down</li> <li>• Pregnancy</li> </ul>	<b>BEHAVIOURAL CHANGES may include:</b> <ul style="list-style-type: none"> <li>• Sudden or unexplained changes in behaviour eg becoming aggressive or withdrawn</li> <li>• Fear of being left with a specific person or group of people</li> <li>• Running away from home</li> <li>• Sexual knowledge that is beyond their age or developmental level</li> <li>• Sexual drawings or language</li> <li>• Having nightmares</li> <li>• Bedwetting</li> <li>• Eating problems such as overeating or anorexia</li> <li>• Self-harm or mutilation, sometimes leading to suicide attempts</li> <li>• Saying they have secrets they cannot tell anyone about</li> <li>• Substance or drug abuse</li> <li>• Suddenly having unexplained sources of money</li> <li>• Not being allowed to have friends (particularly in adolescence)</li> <li>• Acting in a sexually explicit way towards adults</li> </ul>
<b>Possible indicators of NEGLECT</b>	
<b>PHYSICAL SIGNS may include:</b> <ul style="list-style-type: none"> <li>• Unexplained constant hunger, sometimes stealing food from other children/young people</li> <li>• Constantly dirty or "smelly"</li> <li>• Loss of weight, or being consistently underweight</li> <li>• Inappropriate dress for the conditions</li> </ul>	<b>BEHAVIOURAL CHANGES may include</b> <ul style="list-style-type: none"> <li>• Complaining of being tired all the time</li> <li>• Not requesting medical assistance and/or failing to attend appointments</li> <li>• Having few friends</li> <li>• Mentioning that they are often left alone or unsupervised</li> </ul>

## Appendix 2: Procedure following 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.

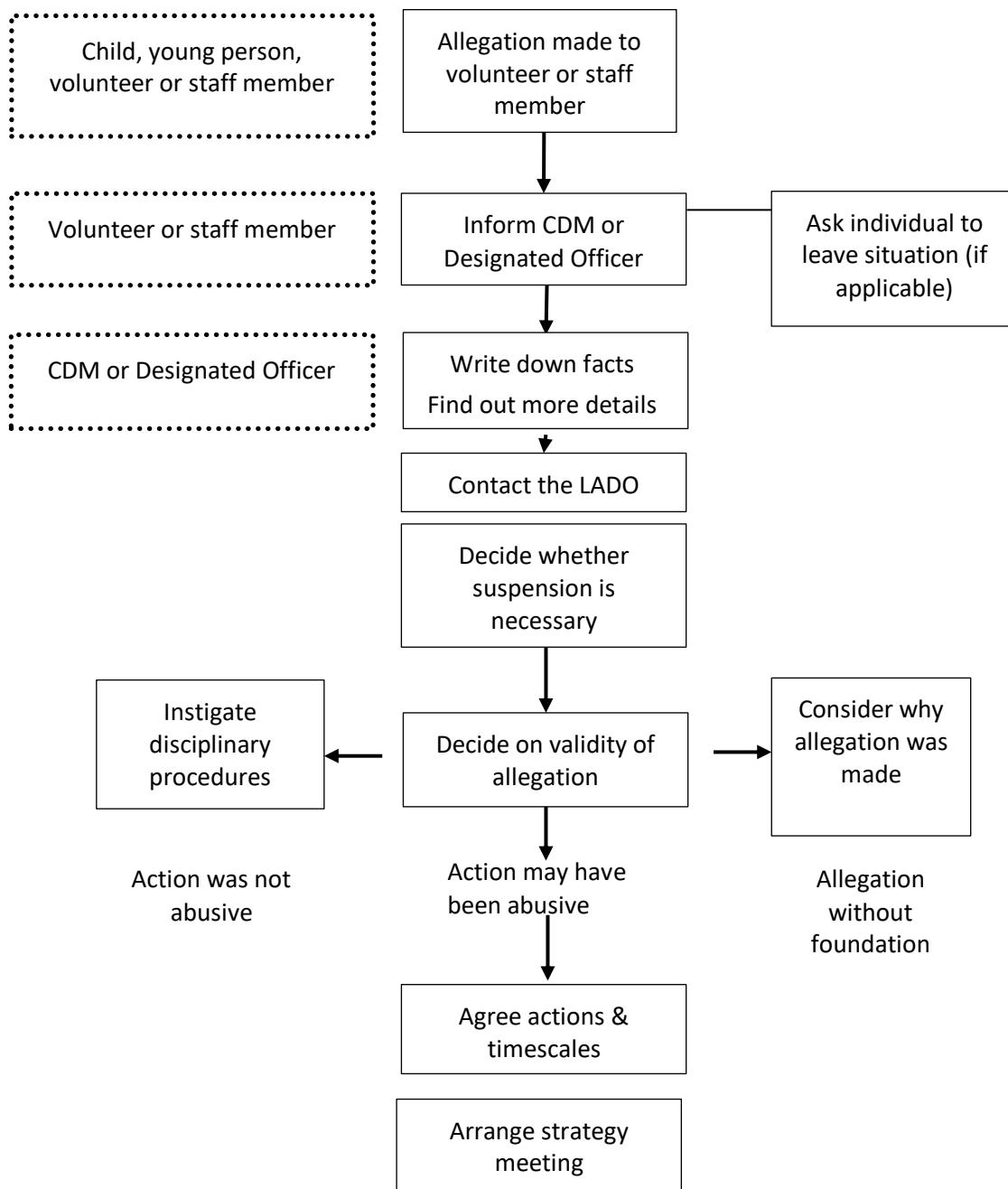
1. Keep calm. Do not show if you are shocked or surprised.
2. Listen to the child/young person.
3. Accept what you hear without passing judgement.
4. Ask questions only for clarification, don't ask leading questions.
5. Do not investigate.
6. Do not make promises.
7. Offer support and understanding.
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 3 can be used as a template.
11. Check that, if possible, you have the following information:
12. name(s), address, date(s) of birth of the young person affected
13. parent/carer's name and contact details
14. details of the young person's GP
15. name of any other people said to be involved
16. names of any witness to the incident (if appropriate)
17. Report to the Designated Person for Child Protection as soon as possible (or immediately if you believe the matter is urgent).
18. Make notes of your conversation with the Designated Person and any advice offered.
19. Sign and date your notes and give them to the Designated Person to keep in a confidential file.
20. Act on the advice given.

### **Appendix 3: Recording form for a disclosure or suspicion of abuse**

Name of child/young person:	Date of Birth:	Age: .....
Home address:		
Telephone Home:	Mobile:	
<b>Details of disclosure or suspicion</b>		
Date:	Time:	
Place:		
Occasion:		
Nature of Concern:		
<b>Actions already taken</b>		
Child/Young Person spoken to? Yes/No	Date:	
Outcome:		
Parent(s)/ Carer spoken to? Yes/No	Date:	
Outcome:		
Designated Person for Child Protection contacted? Yes/No		
Outcome		
Signature:		Date:
<b>Referral to Access Centre/Police</b>		
Name of Access Centre/Police Contact:		
Position:		
Date:		
Feedback:		
<b>Staff member/volunteer(s) details</b>		
1. Name:	Role:	
Signature:	Date:	
2. Name:	Role:	
Signature:	Date:	

Use extra blank pages if necessary but remember to put the child/young person's name and the date on each page. When completed this form should be stored in a confidential

## Appendix 4: Procedure for allegation of abuse against a staff member or volunteer



[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 846221 or call the main Worcestershire County Council contact telephone number of 01905 765765]

## Appendix 5: Recruitment & management of paid staff

ROLE:	Initials	Date
1. <b>Vacancy</b> or new role approved by Ops Group or Trustees		
3. <b>Job Description and Person Specification</b> completed		
3. <b>Advert</b> placed Indeed.com PRYC website PRYC social media Local Press		
4. Application closing date ..... Number received		
5. Scrutinising and <b>short-listing</b>		
6. <b>Interviews Who?</b>		
7. <b>References</b> requested - References received -		
8. <b>Conditional offer of employment</b> sent to successful applicant subject to satisfactory DBS		
9. <b>DBS</b> completed - DBS received and number noted in file - Enrolled in Update Service -		
10 . <b>Contract</b> awarded & signed <span style="color:red">START DATE</span>		
11. <b>Induction Uniform, codes, keys etc issued</b>		
<b>1-month Review</b>		
<b>3-month Review</b>		
<b>6-month Review</b>		
<b>Annual appraisal</b> – end of Year 1 <span style="color:red">ACTION</span>		
DBS check update received:		
<b>Annual appraisal</b> – end of Year 2 <span style="color:red">ACTION</span>		
DBS check update received:		
<b>Annual appraisal</b> – end of Year 3 <span style="color:red">ACTION</span>		
DBS check update received:		
<b>Annual appraisal</b> – end of Year 4 <span style="color:red">ACTION</span>		
DBS check update received:		
<b>Resignation</b> received		
Exit interview		
Keys returned, P45 requested etc		

## Appendix 6: Recruitment & management of volunteers

ROLE	Initials	Date
1. <b>Role Description</b> completed & agreed with Trustee		
2. <b>Advert</b> placed PRYC website PRYC social media Pershore Volunteer Website Local Press		
3. <b>Enquiries/Volunteer Recruitment Forms</b> received - Number received		
4. Scrutinising and <b>short-listing</b> Who?  <b>Interviews</b> Who?		
5. <b>References</b> requested  References received		
6. <b>Volunteer Agreement</b> awarded & signed <b>START DATE</b>		
7. <b>DBS</b> completed - DBS received and number noted in file - Enrolled in Update Service -		
8. <b>Induction</b> Uniform, codes, keys etc issued		
9. Performance reviews <b>1 month Review</b> ACTION		
<b>3-month Review</b> ACTION		
<b>6-month Review</b> ACTION		
<b>Year 1 Annual Review</b> – If they choose ACTION		
<b>Year 2 Annual Review</b> – If they choose ACTION		
<b>Year 3 Annual Review</b> – If they choose ACTION		
Annual Review – If they choose ACTION		
9. <b>Resignation</b> received Exit interview (who?) Keys returned etc		

## Appendix 7: Volunteer recruitment form

First Name		Surname	
Phone		Email	
Employment status		Date of Birth (DD/MM/YY)	
What sparked your interest in volunteering at the moment?			

**Where did you hear of us?**

**Are you familiar with the Riverside Centre or any of its activities, eg youth support, room hire, watersports?**

If so, what might interest you? If not, what area of work is most familiar to you?

**Youth work:** Monday club / Sunday club / 13yrs+ clubs / Summer Activity Weeks

**Activities:** Cooking / IT / Music / Art / Crafts / Fitness / Sports / Watersports

**Communicating:** Social media / Website / Publicity / Events

**Research:** Fundraising / Marketing / Risk assessment

**Profession:** Decorator / Electrician / Plumber / IT / HR / Manager

If other please tell us more:

**Please tell us a little about you:** any work, studying or volunteering that you have done, or are doing, that may be relevant to your application.

**Quick-fire questions! As a volunteer, what would you most enjoy? All are equally needed.**

Regular day/time-slot <b>OR</b> Discrete projects	Short-term <b>OR</b> Long-term
Small team <b>OR</b> Independent	Hands-on <b>OR</b> Admin
Young people <b>OR</b> Adults	Finishing <b>OR</b> Starting
Teaching <b>OR</b> Learning	Open-ended <b>OR</b> Time-limited
Supporting <b>OR</b> Leading	IT <b>OR</b> Not

**References** Please give the name and contact details of 2 people that we can ask for a reference. If you are interested in working directly with young people, it would be helpful if one of your referees has some knowledge of how you relate to or have worked with, young people. For other roles, choose someone who can provide a character reference with a bearing on the sort of work you are interested in doing for the Centre.

Referee 1 <b>Name:</b>	Email	Phone number
Referee 2 <b>Name:</b>	Email	Phone number

## Appendix 8: Volunteer agreement

Volunteers are an important and valued part of Pershore Riverside Centre CIO and this agreement demonstrates how we value our volunteers and their contribution to our organisation. We are dedicated to ensuring a high-quality volunteer experience that is productive and rewarding for everyone and maintains high standards for our service users. This agreement tells you what you can expect from us, and what we expect from you.

At Pershore Riverside Centre CIO, we will:

- Introduce you to how the organisation works and your role in it;
- Provide you with adequate information and training to carry out your role;
- Provide a named point of contact and regular informal support meetings;
- Allow for a 6-week trial period after which we will arrange a feedback session to discuss your performance, ensure the role is right for you, and provide additional support if required;
- Ensure that you are dealt with in accordance with our equal opportunities policy;
- Reimburse any expenses incurred by you in doing your voluntary work as agreed in advance;
- Provide adequate insurance cover while you undertake voluntary work for the volunteer centre in line with your role description;
- Implement good health and safety practices to provide a safe workplace for you;
- Endeavour to resolve in a fair and just manner any problems, grievances or difficulties you encounter while volunteering with us and, in the event of an unresolved problem, we will offer an opportunity to discuss the issues.

As a Volunteer, you agree to:

- Work reliably to the best of your ability, giving ample notice of when you are not available so that we can maintain our client services;
- Follow your role description and the rules and procedures of Pershore Riverside Centre CIO, including health and safety, equal opportunities and confidentiality;
- Supply details of 2 individuals to provide references and agree to a police check (DBS - Disclosure and Barring Service) being carried out where necessary.
- Undertake any training relevant to your role and attend any external courses arranged for you to carry out your specific role – on the understanding that if you fail to attend a pre-arranged course, you will be responsible for reimbursing any costs incurred.

Name: .....

Role: .....

Signature: .....

Date: .....

PRYC Staff member: .....

This volunteer agreement is binding in honour only and is not intended to be a legally binding contract between the volunteer and the organisation. Neither party intends any employment relationship to be created now or at any time in the future. This agreement may be cancelled at any time at the discretion of either party.

Pershore Riverside Centre CIO (no 1156413) King George's Way, Pershore, Worcestershire WR10 1QU

## Appendix 9: Induction workbook for new recruits

Recruit's name ..... Start date .....

Firstly, welcome to Pershore Riverside Centre CIO, we are so pleased that you have decided to join us and we are sure you will soon feel settled in with the support from the Centre's team. As part of your induction, it is important that we ensure you are equipped with some basic information about the organisation. We also need to ensure you are familiar with some Health & Safety regulations on your first day of induction so that you, our clients and others in the Centre are safe. Supported by the Centre & Youth Managers, all staff and volunteers are required to complete these 2 worksheets, ideally within the first week of starting work with us. Use the tick boxes when you have completed an activity. The completed sheet will be kept with your personnel records.

### GETTING STARTED

**Signing into the Centre:** It is important that an accurate record is kept of who is in the building, eg in the event of a fire so please remember to sign in & out. This record is also used to calculate the hours of paid staff. If you are on the rota to attend and cannot do so, notify the Session Leader, Centre Manager or Youth Manager know as soon as you can so that they can make alternative arrangements.

Locate the appropriate signing-in sheet & sign in for today!

Find out how to contact the Managers if you are unable to attend a session.

**Emergency Contact details.** Please ensure that you keep us informed of your current contact details at all times. If you change your phone number or address it is important that you inform the Centre Manager or Youth Manager so that we can maintain accurate records. Paid staff members also need to make sure that they notify us of any changes to bank account details so that they continue to receive their payments.

Check that you have read, and agree with, the Centre's GDPR Policy, which is on our website

Check that the personal details we hold for you are up to date.

**Personal Possessions** It is the owner's responsibility to ensure they protect their property. When working at the Centre, all personal belongings should be locked away in the Office, and the Office key should be held for the evening by the senior staff member. Any items confiscated from Centre users, for whatever reason, should also be locked in the Office for safe keeping. The office must remain locked during youth sessions. There are 2 key safes within the Office, one for keys used by youth workers, the other restricted to the Centre Manager and Youth Manager.

Locate the Office & key safes. Check which members of staff have access to the Office keys.

### HEALTH & SAFETY

**Fire exits and routes.** There are many ways out of the Centre. Find out how many are fire doors and check you

know how to open them. Fire routes should be kept clear at all times.

Check how you get to the nearest fire exit to where you are now, then open & close it securely.

**Evacuation Assembly Point.** Details are displayed in the foyer and around the building. Check how to get there

from all available fire exits.

Find where the Evacuation Assembly Point is and check whether any routes may be unsuitable for less-able clients, or inaccessible for other reasons, eg from the back exit doors

**Fire alarms.** Locate the fire alarm points around the building so you know where they are in the event of a fire.

Ensure fire alarm points remain visible and are not covered, even temporarily. The Centre has emergency lighting that will be activated in the case of a fire. **Try to find all fire alarm points in the building.**

**Fire extinguishers.** These are noted on the building's health & safety plan. They are regularly serviced.

There are 9 fire extinguishers within the building they must remain visible and accessible at all times. **Try to find all fire extinguishers in the building. How many types are there? Check what the types of different extinguishers/fire blankets are used for.**

**Panic Alarm.** There are two panic alarms located in the TV room, and office in case of emergency. The alarm

will alert people in the rest of the centre to come to your aid, or you to go to help someone else.  
**Find where the panic alarms are** and ideally how to reset them after an incident.

**First Aid kits, PPE.** The Centre's First Aid Kit & PPE bag are in the Kitchen. Everyone should know exactly where it is located and make sure it is always visible. Replacement items are stored in the Office. PPE is available for treating injured parties, and for Covid-19 protection.

**Find the First Aid Kit & check everything on the list inside is still available. If not, find spares top up the items are missing. Find out what to do if something is out of stock.**

**Accident Reporting.** If you or a Centre User injures themselves, you should report it to the senior person on site, and enter the details in the Accident Book. This is stored in the Office. Details are monitored so that we can continue to provide a safe working environment. Following an accident, make sure the First Aid kit is re-stocked and that your report has been followed-up by the Manager.

**Find out where the Accident Book is kept, how to complete it & what happens then.**

**Slipping & Tripping Hazards.** It's common sense that there should not be loose balls, trailing cables, clutter, ladders, equipment etc left lying around, especially as some of our user groups have additional needs. Spillages should be dealt with immediately and wet floor signs should be used until the area is safe. Rubbish must be disposed of carefully in the kitchen bins or outside dumpsters – noting that we operate a strict recycling policy. Everyone should take responsibility for clearing up to ensure a clean, safe environment for all our users.

**Familiarise yourself with the storage cupboards in the hall, locate the Wet Floor warning signs and cleaning materials in the Cleaner's cupboard.**

**Employer's Liability Insurance Certificate & Employment Law poster.** These certificates are issued annually and displayed on a noticeboard in the Centre for your information.

**Locate both certificates.**

**Electrical Safety.** All appliances should be safe to use. Check that appliance cables, plugs and units are in good condition. Let the Centre Manager know if any electrical appliances or other equipment is damaged. Also report any broken lights, switches or other well-mounted electrical equipment.

**SECURITY Alarms & codes.** Security is very important. If your job requires to let yourself into the building, find out how to unlock the front door, turn off and/or reset the alarm, secure windows etc & lock up.

**Make sure you are very clear about the processes, codes & what to do in an emergency.**

**UNIFORM** All of the youthwork team are given a fleece, hoodie, t-shirt with Pershore Riverside Branding. It is important that you wear this when coming to work & when you are on duty – whether in the Centre or on Outreach. This reflects that we are a professional team and makes it easy for new young people, parents, visitors, other professionals etc to identify the leaders. Younger centre users find it reassuring too.

**Find out what is available & let Abi or Brad know which size & uniform item you would prefer and which size. Then wear it with pride & an occasional wash!**

**STAFFING POLICIES** Most of what you need to know is in our Policies & Procedures. A paper copy is kept in the office. It is also available on our website. <https://pershoreriversidecentre.org.uk/policies/>

**Download your own copy and tick to say you've read it.**

Finally, if you haven't done so already, find out the names of your colleagues, where to make a drink and where the toilets are!

**Welcome to the team, enjoy your new role and feel proud to be part of Pershore Riverside Centre.**

## **Appendix 10 - Training record**

### **Staff Member:**

Training	Funded by	Date Started	Expected Completion	Actual Completion
Youth Work level 2				
Youth Work level 3				
Youth Work level 6				
Safeguarding				
First Aid				
Level 2 Food Safety & Hygiene				
SEND Qualification				

### Other Qualification

## Appendix 11 – Policy for recruitment of ex-offenders

What is covered in this document:

1. Aims of the Policy
2. Pershore Riverside Youth Centre mission and aims
3. Our Commitment
4. Monitoring and Review

### Introduction

Pershore Riverside Youth Centre is committed to safeguarding and promoting the welfare of young people and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment to ensure that only suitable candidates are employed to work or volunteer with young people. Our Safer Recruitment procedures and practice help ensure the safety of the young people we work with, and our staff and volunteers.

#### 1. Aims of the policy

- 1.1. Pershore Riverside Youth Centre is committed to creating an environment in which individual differences and the contributions of all our staff, volunteers and beneficiaries are recognised and valued.
- 1.2. As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order this policy sets out our commitment to fully comply with the Code of Practice for Disclosure and Barring Service (DBS) Persons. It also demonstrates our commitment to treat all applicants with an offending background fairly.
- 1.3. The policy is designed to complement our Equal Opportunities, Safer Recruitment, Safeguarding and Child Protection and Volunteer Policies, which are available on request

#### 2. Pershore Riverside Youth Centre

- 2.1. Pershore Riverside Youth Centre is a registered charity working with vulnerable young people aged 7 to 24 years old across Worcestershire. We offer a programme of indoor and outdoor activities and challenging experiences. Young people take part in a series of activities including:

- Open access youth groups
- Holiday Clubs
- Targeted work
- Mentoring

- 2.2. The aim is to help to develop young people's confidence, self-esteem, communication, and social skills through day-to-day activities. Young people are encouraged to take ownership of their decisions, responsibility for their behaviour and demonstrate an increasing self-reliance. We aim to inspire young people, build their resilience, and develop their life skills to help them fulfil their potential and lead more positive lives.

- 2.3 We are understanding that different young people may build working professional relationships with certain staff members through the positive activities or sessions they provide. It is an aim that the charity provides staff/volunteers with different skills and attributes to captivate young people's learning. These can include:

- Specialist activities. (eg sports)
- Specialist interest areas for youth work (eg: drug/alcohol misuse, sexual health, Female/male gender targetted work, LGBTQ+.)
- The understanding of a Youth workers' background being a keen interest in their youth work career.

#### 3. Our Commitment

- 3.1. PRYC undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.
- 3.2. PRYC can only ask an individual to provide details of convictions and cautions that they are legally entitled to know about.
- 3.3. PRYC can only ask an individual about convictions and cautions that are not protected.

- 3.4. PRYC is committed to the fair treatment of its staff and volunteers, potential staff and volunteers, and users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- 3.5. PRYC actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records.
- 3.6. PRYC select all candidates/volunteers based on their skills, qualifications, experience and motivations to get involved.
- 3.7. For positions requiring a criminal record check all application forms, adverts, recruitment briefs and role descriptions will contain a statement that an application for a DBS certificate will need to be submitted.
- 3.8. PRYC ensures that all those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.
- 3.9. PRYC ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders.
- 3.10. At interview, or in a separate discussion, PRYC will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.
- 3.11. PRYC will discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment or volunteering.
- 3.12. This policy is made available to all applicants at the start of the recruitment process and all applicants will also be made aware of the existence of the Code of Conduct for DBS Registered Persons.
- 3.13. PRYC employs the services offered by Young Solutions, an umbrella registered body responsible for processing and submitting applications for DBS products. Young Solutions is recognised by the Disclosure and Barring Service as a Responsible Organisation for Basic Checks and a Registered Umbrella Body for Standard and Enhanced Checks.

#### **4. Monitoring and Review**

- 4.1. The Youth Manager (Bradley Edmunds), alongside the Safeguarding Champion (Claire Lording) will be responsible for ensuring that this policy is monitored and evaluated.
- 4.2. This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant with the law
- 4.3. Policy Last Reviewed and Updated: May 2021 By: Bradley Edmunds, Youth Work manager.



## Appendix 12 - Health and Safety Policy

### Purpose of policy

1. Pershore Riverside Centre CIO (the **Employer**) takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities and attending its premises. This policy is intended to help the Employer achieve this by clarifying who is responsible for health and safety matters and what those responsibilities are.
2. This is a statement of policy only and does not form part of your contract of employment. This policy may be amended at any time by the Employer in its absolute discretion. The Employer will review this policy at regular intervals to ensure that it is achieving its aims effectively.

### Who is responsible for workplace health and safety?

3. Achieving a healthy and safe workplace is a collective task shared between the Employer and staff. This policy and the rules contained in it apply to all staff of the Employer, irrespective of seniority, tenure and working hours, including all employees, directors and officers, consultants and contractors, casual or agency staff, trainees, homeworkers and fixed-term staff and any volunteers. Specific responsibilities of staff are set out in the section headed "Responsibilities of all staff" below.

### Employer responsibilities

4. The Employer is responsible for:
  - a. taking reasonable steps to safeguard the health and safety of staff, people affected by the Employer's business activities and of people visiting its premises;
  - b. identifying health and safety risks and finding ways to manage or overcome them;
  - c. providing a safe and healthy place of work and safe entry and exit arrangements, including during an emergency situation;
  - d. providing and maintaining safe working areas, equipment and systems and, where necessary, appropriate protective clothing;
  - e. providing safe arrangements for the use, handling, storage and transport of articles and substances;
  - f. providing adequate information, instruction, training and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. The Employer will give you the opportunity to ask questions and advise who best to contact in respect of those questions, if you are unsure about how to safely carry out your work;
  - g. ensuring any health and safety representatives receive appropriate training to carry out their functions effectively;
  - h. providing a health and safety induction and appropriate safety training to your role, including:
    - manual handling;
    - control of substances hazardous to health (COSHH);
    - electrical safety;
    - the use of personal protective equipment (PPE);
  - i. promoting effective communication and consultation between the Employer and staff concerning health and safety matters and will consult with staff directly relating to health and safety;
  - j. if an epidemic or pandemic alert is issued, providing instructions, arrangements and advice to staff as to the organisation of business operations and steps to be taken to minimise the risk of infection; and
  - k. regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.
5. Board of Trustees has overall responsibility for health and safety and has appointed Centre Manager as the Principal Health and Safety Officer with day-to-day responsibility for health and safety matters.
6. Any concerns about health and safety matters should be notified to the Principal Health and Safety Officer.

### Responsibilities of all staff

#### **General staff responsibilities**

7. All staff must:
  - a. take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions;
  - b. co-operate with the Principal Health and Safety Officer and the Employer generally to enable compliance with health and safety duties and requirements;
  - c. comply with any health and safety instructions and rules, including instructions on the safe use of equipment;
  - d. keep health and safety issues in the front of their minds and take personal responsibility for the health and safety implications of their own acts and omissions;

- e. keep the workplace tidy and hazard-free;
- f. report all health and safety concerns to the Principal Health and Safety Officer promptly, including any potential risk, hazard or malfunction of equipment, however minor or trivial it may seem; and
- g. co-operate in the Employer's investigation of any incident or accident which either has led to injury or which could have led to injury, in the Employer's opinion.

***Staff responsibilities relating to equipment***

8. All staff must:
  - a. use equipment as directed by any instructions given by representatives of management or contained in any written operating manual or instructions for use and any relevant training;
  - b. report any fault with, damage to or concern about any equipment (including health and safety equipment) or its use to the Principal Health and Safety Officer, who is responsible for maintenance and safety of equipment;
  - c. ensure that health and safety equipment is not interfered with; and
  - d. not attempt to repair equipment unless suitably trained and authorised.

***Staff responsibilities relating to accidents and first aid***

9. All staff must:
  - a. promptly report any accident at work involving personal injury, however trivial, to the Principal Health and Safety Officer so that details can be recorded in the Accident Book and cooperate in any associated investigation;
  - b. familiarise themselves with the details of first aid facilities and trained first aiders, which are displayed on the sign outside the office ;
  - c. if an accident occurs, dial 01386 554713 and ask for the duty first aider, giving name, location and brief details of the problem.
  - d. The Principal Health and Safety Officer is responsible for investigating any injuries or work-related disease, preparing and keeping accident records, and for submitting reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where required.

***Staff responsibilities relating to Coronavirus (COVID-19)***

10. Given the outbreak of Coronavirus (COVID-19), it is important that all staff members follow these guidelines to ensure maximum safety and minimise the risk of infection. We will review these guidelines regularly to ensure they are kept up-to-date with government guidance. Please see the section below on returning to work in light of Coronavirus (COVID-19) for further details.

***Staff responsibilities relating to emergency evacuation and fire***

11. All staff must:
  - a. familiarise themselves with the instructions about what to do if there is a fire which are displayed on the notice board in Centre entrance;
  - b. ensure they are aware of the location of fire extinguishers, fire exits and alternative ways of leaving the building in an emergency;
  - c. comply with the instructions of fire wardens if there is a fire, suspected fire or fire alarm (or a practice drill for any of these scenarios);
  - d. co-operate in fire drills and take them seriously (ensuring that any visitors to the building do the same), fire drills will be held at least once every 12 months;
  - e. ensure that fire exits or fire notices or emergency exit signs are not obstructed or hidden at any time;
  - f. notify the Principal Health and Safety Officer immediately of any circumstances (for example, impaired mobility) which might hinder or delay evacuation in a fire. This will allow the Principal Health and Safety Officer to discuss a personal evacuation plan for you, which will be shared with the fire wardens and colleagues working near to you
12. On discovering a fire, all staff must:
  - a. immediately trigger the nearest fire alarm and, if time permits, call Centre Manager and notify the location of the fire; and
  - b. attempt to tackle the fire ONLY if they have been trained or otherwise feel competent to do so. Nominated members of staff will be trained in the use of fire extinguishers.
13. On hearing the fire alarm, all staff must:
  - a. remain calm and immediately evacuate the building, walking quickly without running, following any instructions of the fire wardens;
  - b. leave without stopping to collect personal belongings;
  - c. remain out of the building until notified by a fire warden that it is safe to re-enter.

The Principal Health and Safety Officer is responsible for ensuring fire risk assessments take place and changes made where required, and for making sure there are regular checks of fire extinguishers, fire alarms, escape routes, signage and emergency lighting.

#### **Risk assessments, hazardous substances, display screen equipment and manual handling**

14. Risk assessments are simply a careful examination of what in the workplace could cause harm to people. The Employer will assess any risks and consider measures to best minimise any risk. The Employer will carry out general workplace risk assessments when required or as reasonably requested by staff. Managers must ensure that any necessary risk assessments take place and the resulting recommendations are implemented. The Principal Health and Safety Officer is responsible for workplace risk assessments and any measures to control risks.
15. The use of hazardous substances at work will be avoided where possible and less hazardous alternatives will be used where available. Training on the control of substances hazardous to health (COSHH) will be provided where required.
16. Personal Protective Equipment (PPE) is provided where risks cannot be otherwise effectively controlled.
17. Staff who use a computer for prolonged periods of time should try, where possible to organise short breaks every few hours away from the computer screen, but may request a workstation assessment and/or an eye test by an optician by contacting the Principal Health and Safety Officer. The Principal Health and Safety Officer will then provide you with more details and make arrangements if you would like to proceed.
18. Guidance on manual handling (for example, lifting and carrying heavy objects) can be obtained from the Principal Health and Safety Officer and where necessary training will be provided by the Employer, but the Employer will try to minimise or avoid the need for manual handling where there is a risk of injury.

#### **Staff returning to work - Coronavirus (COVID-19)**

19. Ensure you familiarise yourself with the guidelines provided here alongside the government guidance.
20. All staff must work from home where possible.
21. If your role is considered a critical role (as defined by the government guidance), you will be informed of such and we will make arrangements for your return to the physical office or work location.

#### **Social distancing**

22. Where you are required to return to the physical office or work location, you will be required to maintain social distancing wherever possible. To achieve this, you must stay 2 metres away from other individuals, while at work and when travelling between sites (eg from different office locations).
23. Social distancing must be followed at all times, including in common areas, break rooms, canteens, meeting rooms and reception areas. If individuals are found to not be following social distancing rules or if the space does not allow for social distancing, we will implement staggered breaks or other measures to maintain social distancing.
24. We may change your arrival and departure times in the office or work location to reduce crowding into and out of the workplace and will ensure that we discuss this with you first to accommodate your needs as far as possible.
25. We will take into account the impact of any measures on individuals with protected characteristics as defined by the Equality Act 2010, namely sex, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. This means we will ensure our measures do not adversely affect one group over another.
26. We may also implement new seating or desk arrangements to maintain social distancing. We will review any current seating or desk arrangements to ensure that workstations are assigned to an individual and are not shared and may use floor tape, paint or signs to mark areas to help you keep a 2 metre distance.
27. Where social distancing guidelines cannot be followed in full in relation to a particular activity, we will consider whether that activity needs to continue.
28. In the event of an accident or emergency, you are not expected to follow social distancing rules if it would be unsafe to do so. You will be given instructions in the event of an emergency on what you should do.

#### **Travelling to and from work**

29. We recommend that staff minimise travel. If staff must travel, we urge staff to avoid using public transport where possible. We also recommend staff that the number of people travelling together in any one vehicle is restricted to only those necessary.

#### **Hygiene practices at work**

30. Staff must follow all hygiene measures which we implement, and may include increased frequency of hand washing, wearing protective clothing, sanitising workstations and desks.

31. We will provide adequate handwashing facilities (or hand sanitiser where not possible) at entry/exit points and expect all staff to use these facilities frequently whenever entering and exiting the workplace.
32. We encourage staff to bring their own food if required and to use their own utensils and drinking containers.
33. We also expect staff to apply good hygiene practices generally, such as covering their mouths or faces when coughing or sneezing, not shaking hands or touching other people and to dispose of any waste, such as used tissues or hand wipes, responsibly.
34. Staff are expected to wipe down surfaces at their desk regularly. We will provide adequate cleaning equipment to enable you to clean the surfaces that you have touched, such as keyboards, computer screens and telephones, and we will make sure there are adequate disposal arrangements.

#### **Meeting rooms**

35. Where possible, staff are expected to stay 2 metres apart in meetings and to not face directly opposite each other.
36. Meetings should be restricted to a maximum of 2 participants, or only those who are strictly necessary.

#### **Protective clothing and face coverings**

37. Where you are already using PPE in your work activity to protect against non-Coronavirus (COVID-19) risks, you should continue to do so.
38. In line with government guidance, we recommend against the precautionary use of extra PPE to protect against Coronavirus (COVID-19) outside clinical settings or when responding to a suspected or confirmed case of Coronavirus (COVID-19).
39. We may require staff to wear a face covering as a precautionary measure to protect others. If you do wear a face cover, it must cover your mouth and nose. However a face covering is not a substitute or replacement for general hygiene practices.
40. If you choose to wear a face covering, we encourage the following steps:
  - Wash your hands regularly with soap and water for 20 seconds or use hand sanitiser before putting the face cover on, and after removing it.
  - Avoid touching your face or face covering to prevent contamination.
  - Change and wash your face covering daily if it is washable or dispose of it responsibly.

#### **Mental health whilst working during Coronavirus (COVID-19)**

41. We take the health of our staff seriously, including their mental well-being. Whether you are working remotely or returning to the workplace, we strongly encourage you to speak to your line manager, a colleague or a member of the HR team regarding any concerns or issues you may have.
42. If you are working remotely from home or returning to the workplace, we encourage staff to:
  - Connect with their fellow colleagues for informal chats or video calls;
  - Get regular exercise and sunlight outdoors;
  - Take regular breaks away from their workstation; and
  - Ensure they are drinking sufficient water and eating properly.

#### **Non-compliance with health and safety rules**

43. Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, in accordance with the Employer's disciplinary policy, up to and including immediate dismissal.