

---

# HOPE2FAMILIES SAFEGUARDING POLICY

---

**Safeguarding policy**

70 Long Commons Coleraine  
Coleraine, BT52 1LH  
07856201383  
wildfireministrys@gmail.com

## Table of Contents:

<u>The purpose and scope of this policy statement:</u>	<u>4</u>
<u>Policy Basis:</u>	<u>5</u>
<u>Major focuses of our safeguarding policy statement:</u>	<u>10</u>
<u>Recruiting and selecting staff and volunteers:</u>	<u>11</u>
<u>Training, Management &amp; Oversight:</u>	<u>12</u>
<u>Photographing and filming policy statement:</u>	<u>14</u>
<u>Online Safety:</u>	<u>19</u>
<u>Having a conversation:</u>	<u>23</u>
<u>Disciplinary action:</u>	<u>25</u>
<u>Auditing our safeguarding policy consistently:</u>	<u>28</u>
<u>Behaviour Code:</u>	<u>29</u>
<u>Reporting concerns:</u>	<u>32</u>
<u>Responding to an emergency phone call:</u>	<u>36</u>

<a href="#">Planning activities: Our guidance on this:</a>	38
<a href="#">Plans and procedures:</a>	38
<a href="#">Consent:</a>	38
<a href="#">Health and safety:</a>	38
<a href="#">Supervision:</a>	38
<a href="#">Overnight accommodation</a>	39
<a href="#">Residential:</a>	40
<a href="#">Hiring out spaces to other groups:</a>	43
<a href="#">Safeguarding and child protection policies and procedures</a>	43
<a href="#">Risk assessment:</a>	43
<a href="#">Shared facilities and toilets:</a>	44
<a href="#">Child protection records retention and storage guidelines:</a>	44
<a href="#">When to share information:</a>	49
<a href="#">Getting Consent:</a>	50
<a href="#">Allegations against Staff or Volunteers:</a>	51
<a href="#">Our Health and safety, Fire safety and food hygiene:</a>	54
<a href="#">Contact details:</a>	57
<a href="#">Find out more about all our safeguarding policies:</a>	58

---

## **The purpose and scope of this policy statement:**

The overall aims of our charity is to:

- 1) Through professional expertise and practical experience we want to offer our help and support to walk alongside those suffering, whether personally or within their own family circles.
- 2) Our team and board of governors come from a variety of backgrounds and denominations, and our goal is to show genuine christian care and concern for body AND soul to those suffering.
- 3) Our Youth: We have a specific branch within our charity devoted to our youth: This is called Wildfire.
- 4) We have a focus of igniting men and women of God into a deeper discipleship with Christ.

More about Hope2Families can be found on our website below

<https://hope2families.com>

More about Wildfire can be found on our website, via our mission statement here...

<https://www.wildfireministries.online/post/our-mission-statement-as-it-stands>

- To protect children and young people who receive Hope2Families services from harm, this includes the children of adults who use our services
- To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.
- This policy applies to anyone working on behalf of Hope2Families, including our leaders, paid staff and volunteers.
- As followers of Jesus we believe that the Bible is the inspired word of God! And it is clear how God values his creation!

**Supporting materials can be found in our safeguarding tab via this link:**

---

## Policy Basis:

This policy builds on and incorporates legislation, government expectations and other best practice guides for safeguarding including:

- The Children (NI) Order 1995
- Co-operating to Safeguard Children and Young People in Northern Ireland (2016)
- Keeping Children Safe: Our Duty to Care (2017)
- Safeguarding Vulnerable Groups (NI) Order 2007
- Protection of Freedoms Act 2012
- SBNI Child Safeguarding: Learning and Development Strategy and Framework 2015 - 2018
- ACCESSNI Checks: Working with children in the charity/voluntary sector
- No Harm Done: Recognising and responding to self-harm
- National Vetting Bureau (Children and Vulnerable Persons) Act 2012
- NSPCC

**\*It will be reviewed every two years and approved by the Board of Trustees\***

## Board of Trustees

The promotion and oversight of excellence in safeguarding within Hope2Families by ensuring adherence to and updating of this policy in line with current legislation and best practice.

## Designated safeguarding officers: Head and deputy

- ... will act as the Lead Trustee for safeguarding.
- ... will act as the deputy Trustee for safeguarding.
- ... will act as another deputy for safeguarding.

## To lead the key aspects in safeguarding with Hope2families including:

**Guiding** the trustees and wider organisation of safeguarding matters, staying knowledgeable about safeguarding issues and undertaking training relevant to the role.

---

**Publishing** safeguarding principles and practice within Hope2Families.

**Managing** people and processes to ensure the charities safeguarding policy and procedures are followed.  
Ensuring appropriate training for all staff and volunteers.

**Responding** to incidents or concerns and ensuring appropriate response, record keeping and reporting  
**co-operating** with other agencies, as appropriate.

The **Deputy Designated officers** provide the primary point of first contact for incidents and the **lead officer** is responsible for coordinating and managing responses, providing advice to officers and the board and ensuring safeguarding delivery is followed in Hope2Families.

<b>Policy written by:</b>	Luke Taylor	<b>Policy reviewed on:</b>	21 March 2022
<b>Approved by:</b>	Hope2Families Trustees	<b>Effective From:</b>	21 March 2023
<b>For the attention of and action by:</b>	Members of the board of trustees. staff, interns, volunteers; children and young people, parents, carers and visitors.	<b>For the attention of and action by:</b>	staff, interns, volunteers; children and young people, parents, carers and visitors.
<b>Review due on:</b>	21 March 2024	<b>Designated Officers:</b>	Marc Taylor (Head) <a href="mailto:wildfireministrys@gmail.com">wildfireministrys@gmail.com</a> 07856201383 Luke Taylor (Deputy) <a href="mailto:wildfireministrys@gmail.com">wildfireministrys@gmail.com</a> 07856201383

### **We believe that:**

- 1) All mankind is made in the image of God and is of incredible value
- 2) We are called to Love God with all our heart, soul, mind and strength, as well loving our neighbours as we love ourselves
- 3) Doing to others what we would have them do to us
- 4) valuing others more highly than ourselves

Therefore, we want to protect our young people with the safety, care and protection they deserve and God requires.

### **We do this through:**

1. Our safeguarding policies
2. Teaching excellence in our safeguarding and how we carry it out
3. Providing clarity on procedures that relate to recognising and dealing with concerns
4. Being thoughtful and pragmatic in our recruiting
5. Ensuring our leaders and volunteers receive the appropriate training
6. Supervising and overseeing measures are being met to the standard laid out by our organisation

### **Legal framework:**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Northern Ireland. A summary of the key legislation and guidance is available below:

<https://learning.nspcc.org.uk/child-protection-system>

### **We believe that:**

Children and young people should never experience abuse of any kind

We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

### **We recognise that:**

The welfare of children is paramount in all the work we do and in all the

Decisions we make working in partnership with children, young people, their parents, carers and other agencies are essential in promoting young people's welfare.



All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.

Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

### **We will seek to keep children and young people safe by:**

Valuing, listening to and respecting them appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding.

Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.

Developing and implementing an effective online safety policy and related procedures that provide effective management for staff and volunteers through supervision, support, training and quality assurance measures, so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.

---

## Major focuses of our safeguarding policy statement:

Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made, recording, storing and using information professionally and securely, in line with data protection legislation and guidance *[more information about this is available from the Information Commissioner's Office: [ico.org.uk/for- organisations.](http://ico.org.uk/for-organisations)]*

Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions.

Making sure that children, young people and their families know where to go for help if they have a concern.

Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.

Using our procedures to manage any allegations against staff and volunteers appropriately, creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.

Ensuring that we have effective complaints and whistleblowing measures in place.

Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance

Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

---

## Recruiting and selecting staff and volunteers:

1. We have clear person specifications and role descriptions for all posts
2. Advertise all posts with a clear safeguarding or child protection statement
3. Provide an information pack for people interested in each post
4. Use a standard application form
5. Ask applicants to complete a separate self-disclosure form
6. Have a process for shortlisting candidates for selection, involving more than one person
7. Have a face-to-face interview or meeting with a panel of more than one person

## Checks and references:

1. Ask applicants to provide at least two references before appointment and for one of these to be from the most recent place worked or volunteered (assuming they have worked or volunteered before)
2. Ask them to provide proof of identity and original copies of qualifications
3. Complete all the checks that are relevant for the role. These may include right to work checks, criminal record checks, overseas checks and checks relevant to specific sectors/professions
4. All staff, volunteers, leaders are required to complete a Self-Disclosure Form and Access NI Check

## Inducting staff and volunteers:

1. Have an induction process for all new staff and volunteers
2. Provide safeguarding or child protection training for all staff and volunteers during their induction
3. Have a trial period for staff and volunteers, with a review before they are confirmed in post.
4. Ongoing support and management of staff and volunteers
5. Provide regular supervision, support and annual appraisal for all staff and volunteers

[Click here to see our self-disclosure forms...](#)

[Click here to find out more on how we carry out our recruitment...](#)

---

## **Training, Management & Oversight:**

We will ensure that staff and volunteers receive adequate and appropriate training for their role. We will maintain structures of supervision and accountability for safeguarding from board level through to staff and volunteer management.

## **Trustees:**

Trustees of Hope2Families are required to apply for an Enhanced Disclosure and barred list check from ACCESSNI.

Trustees of Hope2Families are also required to complete a self-disclosure form.

**Safeguarding will appear as a standing item on all trustee meetings and include a summary of incidents arising or ongoing.**

Our Lead Trustee for Safeguarding will be involved in all significant safeguarding incidents or issues as they arise.

## **Induction:**

All staff and volunteers will receive adequate induction to prepare them for their new role within Hope2Families

**This will cover:**

1. Overview of Hope2Families - vision, history, values, personnel and structures.
2. The Role & relevant expectations including safeguarding
3. Support structures and processes.
4. Practical Information & Systems e.g. claiming expense

## **Probation:**

**This will cover:**

1. All new staff will have to complete a satisfactory probationary period of at least 6 months before a full contract is confirmed. Completion of this will include a review
2. New volunteers will be viewed as being in an informal trial period for their first 2 months

## Training:

All staff and volunteers will receive particular skills and safeguarding training appropriate to their job or role. This should include:

1. An awareness and understanding of safeguarding issues
2. Recognising the possibility of abuse
3. Responding to and reporting concerns, disclosures or allegations
4. Dealing with issues such as confidentiality and code of behaviour
5. Hope2Families own safeguarding children and young people policies, procedures and guidelines
6. Designated Officers should receive their own specific training in line with the required outcomes identified in the **SBNI Child Safeguarding: Learning and Development Strategy and Framework 2015 - 2018**.

Update training will take place at least every three years in order to keep skills and knowledge relevant. A record of all training including safeguarding will be kept for all staff and volunteers

## Line Management & Supervision:

1. All staff, leaders and volunteers will be provided with a line manager, with whom they can discuss their role on a frequent basis (at least once a month). As well as covering support and encouragement for ongoing ministry this should also ensure the delivery of excellence in safeguarding.

/Line manager for Hope2Families = Marc Taylor

/Line manager for Wildfire = Luke Taylor

/Line managers will work alongside Head and deputy Safeguarding Trustees

2. All staff, leaders and volunteers will receive an annual appraisal and volunteers working with young people will have the opportunity to give feedback and review their involvement at least once a year (September review). These will all include an opportunity to raise issues around safeguarding.

/Line manager for Hope2Families = Marc Taylor

/Line manager for Wildfire = Luke Taylor

/Line managers will work alongside Head and deputy Safeguarding Trustees

---

## **Photographing and filming policy statement:**

### **We recognise that:**

1. Sharing photographs and films of our activities can help us celebrate the successes and achievements of our young people, provide a record of our activities and raise awareness of our charity
2. The welfare of the children and young people taking part in our activities is paramount
3. Children, their parents and carers have a right to decide whether their images are taken and how these may be used, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation
4. Consent to take images of children is only meaningful when children, their parents and carers understand how the images will be used and stored, and are fully aware of the potential risks associated with the use and distribution of these images
5. There are potential risks associated with sharing images of children online.

### **We will seek to keep children and young people safe by:**

- Always asking for written consent from a child and their parents or carers before taking and using a child's image
- Always explaining what images will be used for, how they will be stored and what potential risks are associated with sharing images of children
- Making it clear that if a child or their family withdraw consent for an image to be shared, it may not be possible to delete images that have already been shared or published
- Changing the names of children whose images are being used in our published material whenever possible (and only using first names if we do need to identify them)
- Never publishing personal information about individual children and disguising any identifying information (for example the name of their school or a school uniform with a logo)

- Making sure children, their parents and carers understand how images of children will be securely stored and for how long (including how we will control access to the images and their associated information)
- Reducing the risk of images being copied and used inappropriately by:
- Only using images of children in appropriate clothing (including safety wear if necessary)
- Avoiding full face and body shots of children taking part in activities such as swimming where there may be a heightened risk of images being misused
- Using images that positively reflect young people's involvement in the activity
- We will also develop a procedure for reporting the abuse or misuse of images of children as part of our child protection procedures. We will ensure everyone involved in our organisation knows the procedures to follow to keep children safe

### **Photography and/or filming for personal use:**

When children themselves, parents, carers or spectators are taking photographs or filming at our events and the images are for personal use, we will publish guidance about image sharing in the event programmes and/or announce details of our photography policy before the start of the event. This includes:

- Reminding parents, carers and children that they need to give consent for us to take and use their images
- Asking for photos taken during the event not to be shared on social media or asking people to gain permission from children, their parents and carers before sharing photographs and videos that include them
- Recommending that people check the privacy settings of their social media account to understand who else will be able to view any images they share
- Reminding children, parents and carers who they can talk to if they have any concerns about images being share

---

### **Photography and/or filming for Hope2Families use:**

**We recognise that our group leaders may use photography and filming as an aid in activities.**

**However, this should only be done with Hope2Families permission and using our equipment.**

**Children, young people, parents and carers must also be made aware that photography and filming is part of the programme and give written consent.**

**If we hire a photographer for one of our events, we will seek to keep children and young people safe by:**

- Providing the photographer with a clear brief about appropriate content and behaviour ensuring the photographer wears identification at all times
- Informing children, their parents and carers that a photographer will be at the event and ensuring they give written consent to images which feature their child being taken and shared
- Not allowing the photographer to have unsupervised access to children
- Not allowing the photographer to carry out sessions outside the event or at a child's home
- Reporting concerns regarding inappropriate or intrusive photography following our child protection procedures

### **Photography and/or filming for wider use:**

If people such as local journalists, professional photographers (not hired by Hope2Families) or students who wish to record one of our events and share the images professionally or in the wider world, they should seek permission in advance.

They should provide:

- The name and address of the person using the camera



- The names of children they wish to take images of (if possible)
- The reason for taking the images and/or what the images will be used for
- A signed declaration that the information provided is valid and that the images will only be used for the reasons given
  - Hope2Families will verify these details and decide whether to grant permission for photographs/films to be taken. We will seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent.

At the event we will inform children, parents and carers that an external photographer is present and ensure the photographer is easily identifiable, for example by issuing them with a coloured identification badge.

If Hope2Families is concerned that someone unknown to us is using their sessions for photography or filming purposes, we will ask them to leave and (depending on the nature of the concerns) follow our child protection procedures.

### **If consent to take photographs is not given:**

If children, parents and/or carers do not consent to photographs being taken, we will respect their wishes. We will agree in advance how they would like to be identified so the photographer knows not to take pictures of them, and ensure this is done in a way that does not single out the child or make them feel isolated.

We will never exclude a child from an activity because we do not have consent to take their photograph.

### **Storing images:**

We will store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law.

We will keep copies of images or electronic images in a protected folder with restricted access. Images will be stored for a period of a year before reviewing whether to extend.

We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones.

Hope2Families does not permit staff and volunteers to use any personal equipment to take photos and recordings of children. Only cameras or devices belonging to Hope2Families should be used.

[Charities that store and use photographs to identify children and adults for official purposes, such as identity cards, should ensure they are complying with the legal requirements for handling personal information. Further guidance can be found from the **Information Commissioner's Office**].

### **Related policies and procedures:**

This policy statement should be read alongside our organisational policies and procedures, including:

- Safeguarding and child protection policy and procedures
- Code of conduct for staff and volunteers
- Online safety policy and procedures for responding to concerns about online abuse

### **Photography and images co-ordinator:**

Name: Luke Taylor

Name: ...

---

## **Online Safety:**

Hope2Families works with children and families as part of its activities. These include youth nights, events and different activities.

The purpose of this policy statement is to:

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- Provide staff and volunteers with the overarching principles that guide our approach to online safety
- Ensure that, as a charity, we operate in line with our values and within the law in terms of how we use online devices

The policy statement applies to all staff, volunteers, children and young people and anyone involved in Hope2Families activities.

## **Legal framework:**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England/Northern Ireland/Scotland/Wales [select the relevant nation]. Summaries of the key legislation and guidance are available on:

- **online abuse**
- **bullying**
- **child protection.**

## **We believe that:**

- Children and young people should never experience abuse of any kind
- Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times

### **We recognise that:**

- The online world provides everyone with many opportunities; however it can also present risks and challenges
- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- We have a responsibility to help keep children and young people safe online, whether or not they are using Hope2Families network and devices
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse

### **We will seek to keep children and young people safe by:**

- Appointing an online safety coordinator [this may or may not be the same person as your nominated child protection lead]
- Providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- Supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- Supporting and encouraging parents and carers to do what they can to keep their children safe online

- Developing an online safety agreement for use with young people and their parents or carers
- Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- Reviewing and updating the security of our information systems regularly
- Ensuring that usernames, logins, email accounts and passwords are used effectively
- Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used within the charity

### **If online abuse occurs, we will respond to it by:**

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- Providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying or cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our charity as a whole into account
- Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term

## **Related policies and procedures:**

This policy statement should be read alongside our organisational policies and procedures, including:

- Child protection
- Procedures for responding to concerns about a child or young person's wellbeing
- Dealing with allegations of abuse made against a child or young person
- Managing allegations against staff and volunteers
- Code of conduct for staff and volunteers
- Anti-bullying policy and procedures
- Photography and image sharing guidance.

---

## **Having a conversation:**

Whether you're talking to a group or an individual, there are some general principles that will help you discuss sensitive subjects with children and young people. We want to ensure that the young people who we are leading feel safe and know what we are doing to make that happen, so we will have conversations that will allow them to input what they think will help create a safe environment.

### **Help them feel comfortable**

Acknowledge that the topic isn't easy to talk about but explain why it's important to talk about it.

### **Show you're listening**

Encourage children to talk openly and make it clear that you value their opinions. We set ground rules, such as not interrupting and respecting other people's points of view.

### **Give them time**

Allow children to set their own pace - don't push them to say more than they want to. They may need time to process certain topics – so we make sure they know they can come back to you another time if they need to.

### **Stay neutral**

Avoid displaying strong emotions such as shock or embarrassment in response to something a child or young person says. This might discourage them from sharing their experiences with you.

### **Be open and honest**

Encourage children and young people to ask questions. Answer them as honestly as possible, whilst taking into consideration their age and emotional maturity.

### **Get your facts straight**

If we don't know the answer to a question, say so – don't provide young people with information that's incorrect. We could look for the answer together, recommend where they can find information or research and share what you have found next time you meet.

If we are talking about something like coronavirus where the situation may change quickly, we will explain this and let children know how to stay updated as things progress.

### **Use the right language**

We will make sure children understand the terminology associated with the topic and that it is age-appropriate. Avoid using euphemisms. Look at the language used on resources developed by and for children such as the Childline website.

### **Be clear about confidentiality**

It's important that children feel able to share their experiences with us. But if we have any concerns about their wellbeing we must make a report following your child protection procedures. We will never promise to keep things a secret and explain that you have a responsibility to tell people who can help.

> Find out more about information sharing

### **Put support in place**

Following our conversation, children may have further questions or want to talk more about the issue. We will make sure they know who they can talk to.

We will let parents know what we have been talking about (where appropriate), so that they can provide further support at home. Children and young people can also contact Childline if they need support afterwards.

We will set some time aside as a follow-up session to give children the opportunity to discuss their thoughts and feelings.



---

## **Disciplinary action:**

It is expected that behaviour of the young people/children we lead will not meet the expectations, criteria or standard that we as a charity have laid out. In these situations, staff volunteers and leaders should follow the below disciplinary procedure:

1. Recognise the problem. Put into perspective what the incident is; highlighting the severity will then dictate the response
2. Address the problem.
  - If minor, the incident can be resolved in the presence of the child/young person with two leaders
  - If major, set up a meeting with the parent/guardian with two leaders/ child protection officers if circumstances warrant it
3. Mitigate the problem. Issue may be resolved with young/person child, issue may be resolved with parent/guardian following agreed disciplinary actions, if issue is unresolved the behaviour continues, parent/guardian will be brought in to decide further action
4. Journey with the person, we desire that every situation is resolved and the young person/child can act in a manner that is appropriate and is worthy of the gospel

## **Additional Guidance for Dealing With Difficulties**

1. Pray
2. Do not conduct a formal disciplinary meeting one-to-one.
  - There should always be another staff member or volunteer present (at least one of the same gender as the young person) as well as a parent or guardian of any individual who is under 18.
  - If on a team placement, parents should be informed and involved in the conversation via telephone. Those over 18 should be encouraged to have someone with them.
3. Keep others (staff, designated person) informed and involved.
4. Never use force, 'put-downs' or humiliation or threaten actions that will not be approved by Hope2Families, or followed through.

5. Record any disciplinary events, meetings and actions.

### **Physical Restraint:**

Sometimes restraint may need to be applied to a child in order to protect him/her from harming themselves or others, or seriously damaging property. The priority at all times must be to protect all children from harm.

1. Only the minimum force necessary to prevent injury or damage should be applied.
2. Leaders should never try to restrain a young person on their own; another leader may act as an assistant or as a witness.
3. Restraint should be an act of care, not punishment.
4. Following an incident when restraint has been used, a report should be inserted in an accident/incident report form and parents/carers should be notified.

### **Media and communication:**

#### **Communication**

Staff and volunteers should avoid exclusive or intensive one-to-one private messaging or correspondence and should only have mobile numbers of under 18s if the nature of their involvement requires them to phone or text them.

Parents will be informed within the consent form as to how Hope2Families and its staff or volunteers will contact young people directly as part of the programme they are involved in. We will use group communication (group texts, e-mails, facebook groups) as much as possible.

**If using direct texts, email or social media for specific reminders or encouragements leaders should:**

1. Keep a full record of all correspondence.
2. Avoid moving from communication to conversation.
3. A leader can suggest discussing the subject further at the next event or, if they are concerned about the young person, arrange to meet up to talk further (within the safeguarding parameters).

## **Social Networking:**

Staff and Volunteers should:

1. Think carefully before adding a child or young person in Hope2Families as a friend or follower on a personal social networking site
  - Only for young people who have joined a Hope2Families programme and have parental permission for communication.
  - Only for the purpose of communication about the opportunity (rather than friendship)
2. Delete or 'untag' any photos in which they are depicted, in what could possibly be construed as, compromising situations
3. No photographs of young people, anywhere on the internet, unless they have written parental consent
4. Consider comments online the same as if they were made in a public place
5. If a child discloses something to a leader via a social networking site, then the disclosure must be dealt with by following the normal reporting process

[Click here to access the document we use to record conversations/incidents...](#)

---

### **Auditing our safeguarding policy consistently:**

We want to ensure that our safeguarding policy is constantly evolving and being refined to ensure the safety of the young people that we are leading.

So we will constantly be reviewing, amending and refining our safeguarding policy.

### **Ensuring our team knows that they can raise concerns and know how to raise concerns:**

We want to make sure that every member of our team knows that they can:

- Approach us with any problem
- That they know how to approach us
- That they know who to approach
- They know what they have approached us with will be dealt with safely and promptly.

---

## **Behaviour Code:**

### **Responsibility of staff and volunteers:**

- Prioritising the welfare of children and young people
- Providing a safe environment for children and young people ensuring equipment is used safely and for its intended purpose
- Having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- Following our principles, policies and procedures staying within the law at all times
- Modelling good behaviour for children and young people to follow
- Challenging all inappropriate behaviour and reporting any breaches of the behaviour code to...
- Reporting all concerns about abusive behaviour, following our safeguarding and Child protection procedures, this includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age

### **Respecting children and young people:**

- Listen to and respect children at all times
- Value and take children's contributions seriously, actively involving them in planning activities wherever possible
- Respect a young person's right to personal privacy as far as possible  
- if you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity

### **Appropriate relationships:**

- Promote relationships that are based on openness, honesty, trust and respect
- Avoid showing favouritism
- Be patient with others
- Exercise caution when you are discussing sensitive issues with children or

### **Inappropriate behaviour/ When working with children and young people, you must not:**

- Allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with children and young people
- Make inappropriate promises to children and young people
- Engage in behaviour that is in any way abusive
  - including having any form of sexual contact with a child or young person
- Let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- Doing things of a personal nature that children/young people can do themselves
- Promising to keep secrets
- Act in a way that can be perceived as threatening or intrusive patronising or a way that belittles children and young people

- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.
- Sharing or showing of media - (music, photographs videos etc.) with inappropriate content such as nudity, swearing, violence or discrimination
- Spending excessive amounts of time alone with a child/ young person
- Taking children alone on car journeys
- Taking children home without another approved member of Hope2Families

If unavoidable, they should only occur with the full knowledge and consent of a member of the Hope2Families leadership team and the child or young person's parent/ guardian.

### **Upholding this code of behaviour:**

Hope2Families should always follow this code of behaviour and never rely on your reputation or that of our charity to protect you. If anyone has behaved inappropriately, they will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave Hope2Families. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If we become aware of any breaches of this code, we must report them to our line managers and safeguarding officers. If necessary, our leaders should follow our whistleblowing procedure and safeguarding and child protection procedures.

---

## Reporting concerns:

Any concern about someone's behaviour with children and young people should be reported following our charity's procedures. The person we report to will decide how best to respond. This might include talking to the person involved and helping them change their behaviour, or making a child protection referral to the local authority.

- Ensure children who have been impacted by the abuse are given appropriate support
- Provide the child or young person who is alleged to have displayed abusive behaviour with the appropriate help
- Manage any risks to children's safety and take appropriate steps to keep all children safe
- Make sure our charity's response to any allegations is proportionate, fair and consistent.

## What is bullying?

Bullying includes a range of abusive behaviour that is

- Repeated
- intended to hurt someone either physically or emotionally.

Bullying is unacceptable and is completely intolerable within Hope2Families.

## Legal framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in the UK. NSPCC Learning provides summaries of the key legislation and guidance on:

- Bullying and cyberbullying
- Online abuse
- Child protection in each nation of the UK



## **We will seek to prevent bullying by:**

- Developing a code of behaviour that sets out how everyone involved in our charity is expected to behave, in face-to-face contact and online, and within and outside of our activities
- Holding regular discussions with staff, volunteers, children, young people and families who use our charity about bullying and how to prevent it
- Providing support and training for all staff and volunteers on dealing with all forms of bullying, including racist, sexist, homophobic, transphobic and sexual bullying
- Putting clear and robust anti-bullying procedures in place.
  - Our regular discussions with staff, volunteers, children, young people and families will focus on:
- Group members' responsibilities to look after one another and uphold the behaviour code
- Practising skills such as listening to each other
- Respecting the fact that we are all different
- Making sure that no one is without friends
- Dealing with problems in a positive way
- Checking that our anti-bullying measures are working well.
- Ensuring that there is an environment for young people to have regular discussions about bullying
- Ensuring that we treat all people with equality, celebrating diversity

## **Responding to bullying:**

We will make sure our response to incidents of bullying takes into account:

- The needs of the person being bullied
- The needs of the person displaying bullying behaviour
- Needs of any bystanders

- Our charity as a whole.

We will review the plan we have developed to address any incidents of bullying at regular intervals, in order to ensure that the problem has been resolved in the long term.

### **Incidents of self-harm:**

- Warning signs include:
  - Secrecy or disappearing at times of high emotion
  - Long or baggy clothing covering arms or legs even in warm weather
  - Increasing isolation or unwillingness to engage
  - Avoiding changing in front of others (may avoid PE, shopping, sleepovers)
  - Absence or lateness
  - General low mood or irritability
  - Negative self-talk – feeling worthless, hopeless or aimless

- Following a Disclosure or Concern about Self Harm

In line with the wider policy all staff and volunteers should remember:

**\*Concerns about a young person's immediate safety are an absolute priority and should be treated as an urgent safeguarding issue\***

### **Response:**

If we think a young person is at risk, they should not be left alone.

1. All discussions should be recorded and shared with the safeguarding officer, as well as possible  
Steps that might be directed by a Designated Officer
2. Informing adults who need to know in order to keep the young person safe. This will usually include parents or carers
3. Visiting the GP to seek further support and guidance

4. Organising access to a counsellor and or trusted adult who can provide practical support and guidance
5. Information about wound care or access to a trained first aider or medical professional who can assess and dress any wounds
6. Supporting Young People who are Self Harming Hope2Families staff or volunteers are not expected to be the primary point of support for young people who are self harming but if they find themselves in this place some things that are helpful can include:
  - Listening – provide a safe space for non-judgmental, supportive listening. Even a few minutes of high quality listening can make a huge difference to how supported a young person feels.
  - Addressing stressors – work with the young person to understand their triggers and stressors. Working through a typical day and highlighting the tough bits can be a great way to start and then think creatively of ways you might address these
  - Finding Alternatives – work with the young person to collect a range of different things they can use to distract or soothe themselves when they feel the urge to self-harm. This might include music, colouring, books, bubbles, photographs or inspirational quotes
  - Signposting - safe sources of further information – such as in [Self Harm UK](#)

[Click here to access the document we use to record conversations/incidents...](#)

---

## Responding to an emergency phone call:

### Initial Response:

1. Stay Calm
2. Be helpful - this is a stressful situation for a young person, team leader and next of kin - the role is to facilitate & ease.
3. Establish key facts
  - Who is involved/injured?
  - Age of individual(s) involved.
  - Is there any immediate risk?
  - If medical attention is required/ what is needed/ where is the hospital
4. When did the incident occur?
5. What has happened since then/is happening currently/current condition?
6. What decisions have to be made at this point?
7. Who is at home and best to contact?
8. Identify key issues to be addressed and decisions required.
9. If possible, talk to the individual involved – reassure them and hear directly from them.

### Action:

1. Advise or direct on immediate action if straightforward or urgent.
2. Alternatively seek advice and then give advice or direction.
3. Advice should be sought from the 2nd on call to review decisions or weigh options.
4. In the case of serious incidents, insurance company may have to be consulted re treatment, evacuation may be preferred for treatments that can be delayed.
5. Any pause for advice or direction should include a clear time frame when a decision will be made (usually minutes rather than hours).

6. Agree instructions on the phone, text confirmation to prevent misunderstandings.

#### Communication:

1. Inform next of kin as soon as is practicable
  - With a low risk and an experienced leader this can come straight from the leader.
  - Get consent to any procedures/decisions.
  - Arrange that the individual involved can converse with them (as appropriate).
2. Only involve those that need to be involved - keep decision making circles small, also reduces the number of parties needing information and prevents cross information.

#### Ongoing:

1. Keep up to date with the situation and communicate to key persons. Record incident on incident log, including follow ups
2. Communicate and mark incident closed once incident is concluded

---

## **Planning activities: Our guidance on this:**

When planning an event or trip there are a number of things to consider to make sure children are kept safe.

### **Plans and procedures:**

We will liaise with our charity's nominated child protection lead to draw up a safeguarding and child protection plan for the event which sets out your policies and procedures for keeping children safe.

> Read more about running safer activities and events via the NSPCC website

### **Consent:**

We will get written consent from parents or carers and ask children and young people if they want to be involved. We will use the consent form to get emergency contact information and check any medical conditions, allergies, disabilities or other vulnerabilities of the children or young people. We will also let parents know the itinerary.

### **Health and safety:**

We will make sure the necessary health and safety measures are in place including first aid, fire safety and insurance.

> Read more about running safer activities and events via the NSPCC website

### **Supervision:**

Ensure there are enough adults to supervise the children involved in the event or trip. The appropriate ratio of adults to children will depend on many things including:

- The age of the children
- The behaviour and abilities of your group

- The type of activity you are doing.

> Read more about adult to child ratios via the NSPCC website

All staff and volunteers who will be working with children will go through a safer recruitment process to make sure they are suitable.

Everybody who has responsibility for or comes into contact with children in our charity should undergo child protection training to be able to recognise and respond to child abuse and child protection concerns.

### **Overnight accommodation**

At events where children will be sleeping over, separate sleeping facilities will be provided for each gender and age group. Adults should sleep in separate, nearby facilities.

> Read more about overnight stays via the NSPCC website

---

## Residential:

In order to provide the best possible experience, the leaders of that specific group should ensure:

1. Parents'/carers' consent has been obtained and they have clear details of timings, locations and activities.
2. Groups adhere to the rules, regulations and schedule of the location they stay in and respect the property of one another and their hosts.
3. The accommodation

Has suitable facilities for their groups' particular needs and activities.

- An individual leader should not sleep in the same room as one individual who is under 18, but may share a room if there is more than one young person. If one team member has to stay alone in a room, the leader must be nearby so as to monitor activity in the sleeping quarters.
- Male and Female sleeping facilities are segregated, with clear rules as to when, if ever, males can be in the female rooms, and vice versa.
- Toilets and washing facilities should be segregated for male and female group members. If this is not possible, separate times should be established for washing.
- They have considered any hazards or risks and all activities are in line with the general health and safety guidelines.
- Group members are briefed on what to do in the case of a fire or emergency.
- There is to be no smoking in the accommodation at any time and no group member should consume any alcohol or narcotic substances at any point.
- A record of sleeping arrangements is kept detailing the names of children and leaders who stayed over and where they slept.
- The entire group is in the accommodation at the end of the day.
- Any activities 'off site' are carried out in groups of 3 or more.



## Teams staying with families:

When groups stay with a host family, the Hope2Families leaders should ensure they:

1. Are committed Christians, members of a local church and in sympathy with the ethos and values of Hope2Families
2. Have been recommended by their local church and will care well for the young people
3. Never drink alcohol around team members or offer them alcohol regardless of age
4. Will contact the placement host if they have any concerns about team members or their behaviour and call the local emergency services if there is an emergency
5. That no young person/child is over alone with one of these family members, but rather is with a leader or group

## Transport:

When young people/children are being transported for Hope2Families events, safety must be a central priority.

Drivers must:

1. Be suitably competent and qualified for the vehicle they are using
2. Check before hiring self-drive vehicles with more than 8 seats
3. Avoid using inexperienced drivers in international settings
4. Ensure the vehicle is in a road-worthy condition before use. If in doubt, the vehicle should not be driven
5. Know what to do in the event of a breakdown or accident
6. Ensure that they have adequate and up to date insurance cover to carry children in their car
7. Drive carefully and within National speed limits
8. Ensure passengers wear seatbelts

## Vehicles:

1. Should provide a single seat and seat belt for each child/young person

2. On public transport leaders should sit among the young people and be dispersed in the vehicle; aiming to keep group members in sight of a leader at all times

---

## Hiring out spaces to other groups:

### Safeguarding and child protection policies and procedures

If we rent out our space on our premises to other organisations we have a responsibility to make sure they are taking the right steps to keep children safe. This applies regardless of the size of the room(s) people are using and whether they are paying to use the space.

### We can ensure groups are keeping children safe by:

- Asking them to share their safeguarding and child protection policy with you and checking it is adequate
- Sharing our charity's safeguarding and child protection policy with the group and asking them to sign an agreement stating they will comply with it
- Making sure groups have carried out risk assessments
- Letting groups know if other people will be using the premises at the same time

We will also set out procedures in case anything goes wrong, for example if a child gets lost and goes to the wrong room, or if someone notices a member of another group behaving inappropriately around children.

We will make sure all the organisations using your space have the contact details of our charity's nominated child protection lead. We will get organisations to subscribe to our code of conduct, which will set out how you expect people to behave when using your premises to help avoid any inappropriate behaviour.

### Risk assessment:

Our charity needs to consider what risks children might be exposed to at your venue and take steps to mitigate those risks. This could include checking if the people in our charity are safe to work with children, and putting rules in place to make sure children are properly supervised by the groups that use our venue. Everyone who works with children should have been through a safer recruitment process and have had the

appropriate checks. We will check that any groups using our venue have followed safer recruitment procedures. We should also consider any risks that may arise from the area around the venue. For example, think about street lighting, car parks and what we can do to make these areas safer.

### **Shared facilities and toilets:**

**If it isn't possible to have separate facilities such as toilets for children and adults, groups will be notified of this before they start to use your premises.**

Groups will be advised to wait until adults have left the bathroom before children and young people use them and vice versa.

When going to the toilet, younger children should be supervised by an adult of the same gender who has had the appropriate checks. Make sure the groups hiring your facility have enough adults to supervise their activity and take children to the bathroom. For older children, our charity should carry out a risk assessment and consider if it is appropriate for them to go to the bathroom unsupervised. The child's age, ability and development stage and the location of the bathroom should be taken into consideration.

---

## Child protection records retention and storage guidelines:

If an organisation needs to hold records about a child or adult for any reason, it must have policies and procedures in place regarding the retention and storage of that information.

### Our charity must:

- Know the reason why you're keeping records about children and/or adults (for example, because they relate to child protection concerns)
- Assess how long you need to keep the records for
- Have a plan for how and when the records will be destroyed.  
To keep personal information secure, you should:
- Compile and label files carefully
- Keep files containing sensitive or confidential data secure and allow access on a 'need to know' basis
- Keep a log so you can see who has accessed the confidential files, when, and the titles of the files they have used. If we are creating records about the children and/or adults that take part in your services or activities, we need to make sure they understand what records we hold, why we need to hold them and who you might share their information with (for example as part of a multi-agency child protection team) (Information Commissioner's Office, 2021). If we are keeping records for child protection reasons, we don't necessarily need to get consent from the adults and/or children concerned.

### We must keep an accurate record of:

- The date and time of the incident/disclosure
- The date and time of the report

- The name and role of the person to whom the concern was originally reported and their contact details
- The name and role of the person making the report (if this is different to the above) and their contact details
- The names of all parties who were involved in the incident, including any witnesses
- The name, age and any other relevant information about the child who is the subject of the
- Concern (including information about their parents or carers and any siblings)
- What was said or done and by whom
- Any action taken to look into the matter
- Any further action taken (such as a referral being made)
- The reasons why our charity decided not to refer those concerns to a statutory agency (if relevant). We will make sure the report is factual. Any interpretation or inference drawn from what was observed, said or alleged should be clearly reported as such. The record should always be signed and dated by the person making the report. We have created a standard form for recording concerns. This ensures all the necessary information is collected consistently.

### **How we keep our records:**

Electronic files should be password protected and stored on computers with protection against hackers and viruses.

- Information about child protection concerns and referrals should be kept in a separate child protection file for each child, rather than in one 'concern log'. The child protection file will be started as soon as we become aware of any concerns.

- It's good practice to keep child protection files separate from a child's general records. We will mark the general record to indicate that there is a separate child protection file.
- If we need to share records (within your own charity or externally), we will make sure they are kept confidential. Use passwords and encryption when sharing electronic files
- If our staff and volunteers use their personal computers to make and store records, we need a clear agreement to ensure the records are being stored securely.
- If the person responsible for managing our child protection records leaves our charity, we will make sure we appoint somebody to take over their role and arrange a proper handover.

### **Recording concerns about adult behaviour:**

- Sometimes concerns might be raised about an adult who works or volunteers with children. This could be because they've:
  - Behaved in a way that has harmed, or may have harmed, a child
  - Committed a criminal offence against, or related to, a child
  - Behaved in a way that indicated they are unsuitable to work with young people.

### **In response to future requests for a reference:**

- If a future employer asks for clarification about information disclosed as part of a vetting and barring check
- If allegations resurface after a period of time.

### **Storing records relating to adults:**

Records relating to concerns about an adult's behaviour should be kept in the person's confidential personnel file (not in a central 'concerns log') and a copy should be given to the individual.

## **Retention periods: concerns about adults:**

If concerns have been raised about an adult's behaviour around children, the general rule is that we should keep the records in their personnel file at least until they reach their normal retirement age or for 10 years – whichever is longer (IRMS, 2019; Department for Education, 2021). This applies to volunteers and paid staff.

For example:

- if someone is 60 when the investigation into the allegation is concluded, keep the records until their 70th birthday
- if someone is 30 when the investigation into the allegation is concluded, keep the records until they are aged 65.

We will keep records for the same amount of time regardless of whether the allegations were unfounded. However, if we find that allegations are malicious we should destroy the record immediately.

## **We must keep clear and comprehensive records of all allegations made against adults working or volunteering with children, including:**

- What the allegations were
- How the allegations were followed up
- How things were resolved
- any action taken
- Decisions reached about the person's suitability to work with children.

Keeping these records will enable us to give accurate information if we are ever asked for it.



---

## When to share information:

Timely information sharing is key to safeguarding and promoting the welfare of children.

People who work with children, whether in a paid or voluntary role, may need to share information about the children and families they are involved with for a number of reasons. These include:

- We are making a referral to arrange additional support for someone in the family
- Someone from another agency has asked for information about a child or family
- Someone in the family has asked to be referred for further help
- A statutory duty or court order requires information to be shared
- We are concerned that a child or a member of their family may be at risk of significant harm
- We think a serious crime may have been committed or is about to be committed which involves someone in the family.

We must always have a clear and legitimate purpose for sharing a child's personal information. Keep a record of the reasons why we are sharing or requesting information about a child or their family.

We should also make sure you are not putting a child's safety and welfare at risk by sharing information about them.

Some professionals have a legal duty to share information relating to safeguarding concerns. More information about this is available in the mandatory reporting tab.

We always seek consent to share information about a child and their family. However, if consent isn't given, we can still share information with relevant professionals under certain circumstances, for example if we are protecting a child from significant harm. The Data Protection Act 2018 and General Data Protection Regulation (GDPR) do not affect this principle.

## What information to share:

We need to decide what specific information is appropriate to share and who to share it with.

- Prioritise the safety and welfare of the child and anyone else who may be affected by the situation
- Make sure we share the information quickly and securely. The sooner we report our concerns the better. This means the details will be fresh in our mind and action can be taken quickly
- Identify how much information should be shared. This will depend on the reasons for sharing it
- Use language that is clear and precise. Different agencies may use and understand terminology differently
- Make sure the information we are sharing is accurate. Make it clear what information is factual and what is based on opinion (yours or other people's)

### **Getting Consent:**

It's important that children and families understand the reasons why we might need to share information to help keep children safe.

We should always seek consent to share information and it's important to get consent in writing.

### **What to do when wanting to see personal information: link below:**

<https://www.nspcc.org.uk/globalassets/documents/terms-and-conditions/accessing-your-personal-information>

---

## Allegations against Staff or Volunteers:

In the instance of an allegation of abuse against a member of staff or volunteer, Hope2Families has a dual responsibility to both the young person and the individual being accused and so both safeguarding and discipline procedures should occur in parallel.

### Designated Officer:

1. Record allegations in writing and pass to the heads of Hope2Families.
2. Follow the process for reporting concerns.
3. Inform the individual of the allegation (with one other person)
4. Offer an opportunity to respond
  - Ensure their response is recorded
5. If necessary, consult with the relevant statutory authorities, then confirm what further action needs to be taken. In cases where a criminal investigation is instigated by the police, Hope2Families should not conduct its own internal investigation or gather further evidence that could prejudice the criminal investigation.
6. Take all protective measures necessary to ensure that no child is exposed to unnecessary risk. This may involve transferring the individual to another post without contact with children and young people, or suspension 'without prejudice', as there should be no assumption of guilt during a period of investigation.
  - These measures should not unreasonably penalise the staff member or volunteer unless to protect a child or young person. If it is necessary to suspend a staff member or volunteer, the allegation should be dealt with as quickly as possible.
7. Record all information at each stage regardless of whether or not a referral has been made to statutory services. If it is decided that no referral will be made at this point, the decision not to refer should be recorded and the reasons for this decision, including a record of any discussions with Health and Social Care Gateway Team staff. In all circumstances, the situation should be monitored so that a referral can be made if the situation deteriorates.

8. Progress the internal investigation sensitively and quickly through to completion ensuring that anxieties expressed or demonstrated by children, young people, parents or any other member of staff or volunteer are acknowledged and addressed.

### **As a result of the investigation there are 4 possible investigation outcomes:**

#### **Allegation of harm/risk of harm substantiated – the individual is removed from regulated activity.**

If the investigation finds that an allegation has been substantiated - that is, harm or risk of harm to a child or young person has occurred and the individual is removed from regulated activity - Hope2Families is then under a statutory duty to refer to the Disclosure and Barring Service (DBS) under the SVG (NI) Order 2007, as amended by the Protection of Freedoms Act 2012.

Referral to the DBS should be at the point that Hope2Families determines that harm/risk of harm has occurred and there has been a decision made to permanently remove the staff member or volunteer from regulated activity. This may happen at any stage during the disciplinary process and not necessarily when the process concludes. If the staff member or volunteer resigns or retires at any point during the investigation process, the investigation should still be concluded and a referral made to the DBS if it is found that harm or risk of harm to a child or young person has occurred.

#### **Allegation of harm/risk of harm substantiated – the individual is reinstated to regulated activity.**

It is possible that the investigation finds that the allegation is substantiated, but the circumstances of the case are such that the individual can be reinstated to their job/role subject to appropriate disciplinary sanctions, training and support and supervision arrangements being implemented. Despite the finding that harm/risk of harm has occurred, the decision to return the individual to the post/role means that referral to the DBS is not required.

#### **Allegation of harm/risk of harm unsubstantiated – but there are ongoing concerns.**

In a situation where the investigation concludes that the allegation is unsubstantiated and that the individual has not harmed a child or young person or placed them at risk of harm, but Hope2Families has

ongoing concerns about the conduct of the staff member or volunteer, Hope2Families may conclude that the individual can be reinstated with additional support, supervision and training/retraining.

**Allegation of harm/risk of harm unsubstantiated – there are no ongoing concerns.**

In an instance where the internal investigation finds that the allegation is unsubstantiated, that is, that the individual has not harmed or placed at risk of harm a child or young person, the staff member or volunteer may be reinstated and provided with support to reintegrate. Training and supervision may be necessary depending on the nature of the allegation and findings of the investigation.

**Following an Investigation:**

An investigation into a staff member or volunteer will raise issues for staff, volunteers, children, young people and parents. These may include:

1. Possible reactions of other members of staff and volunteers of anger, disbelief, doubt, fear, guilt, shock, anxiety;
2. The effects of internal proceedings, an official safeguarding investigation or criminal investigation on the individual against whom the allegation has been made;
3. The reactions of staff, volunteers and other children towards a child who has been abused or whose allegation is being investigated;
4. The reactions of parents and other family members.
5. The reputation of the organisation and reaction within the wider community.

**\*Hope2Families is committed to identifying and addressing these issues as they may arise in relation to the different groups affected\***

---

## **Our Health and safety, Fire safety and food hygiene documents can be accessed via the links below:**

### **About this policy**

It is the policy of Hope2Families to pursue and promote all measures which shall aim to ensure and protect the health and safety of all volunteers and any other persons connected with our operations.

### **Status of this policy**

We have consulted with staff members in respect of the creation and implementation of this policy.

### **Our Health and safety standards**

This implementation of this policy will fulfil any legislative requirements which we are subject to through ensuring:

- That all reasonable and practical steps and measures are taken to safeguard the health, safety and welfare of all staff and volunteers.
- That the safety and health of any members of the public, or any other persons who may visit sites and locations where we carry out any operations, is protected so far as is reasonably practicable.
- That sufficient members are implemented by us to prevent accidents and cases of work related ill health by managing the health and safety risks in the workplace.
- Provision of clear and adequate information, instructions and training to all staff members to ensure that they are competent to carry out their work in a responsible and safe manner.
- Implementation of emergency procedures in case of significant events, such as fires etc, which threaten the health and safety of staff members and others.
- That we maintain safe and healthy working conditions, provides and maintains all necessary equipment and any other goods or tools which are necessary for staff members to carry out the duties of their role with us.

### **Health and safety information**

Health and safety officer

The person who has the overall responsibility for overseeing our health and safety duties is MARC TAYLOR

### **Risk assessments**

Relevant risk assessments shall be completed and actions arising out of those assessments shall be implemented where necessary. Where working habits or conditions change, risk assessments shall be reviewed. This shall be the responsibility of MARC TAYLOR.

### **Training**

Staff members shall be given necessary health and safety inductions and provided with appropriate training and personal protective equipment where necessary, we will ensure suitable training and relevant arrangements are in place to cover staff members engaged in work that is remote from our main site.

This shall be the responsibility of MARC TAYLOR

### **Fire safety**

Staff members and volunteers should be familiarised with our fire safety procedures.

All relevant and necessary signage and fire equipment for the protection and safety of all staff members and any other persons entering and present on our premise will be displayed clearly and updated/maintained as necessary. Escape routes shall be well signed and kept clear at all times. Evacuation plans and procedures will be tested from time to time and updated as necessary. We shall ensure that our safety risk assessments are kept up to date regularly.

The person with overall responsibility for fire safety is MARC TAYLOR

### **First-aid and accidents**

We shall ensure that any work-related injuries or accidents are dealt with properly and investigated as appropriate. We shall ensure that full records are kept of any incidents.

First aid boxes can be located at the kitchen and front desk. Our first-aid notice contains relevant information in relation to first aid. First aid notice is located in the kitchen and front desk. All accidents or workplace injuries should be reported to our first aid point of contact.

First aid point of reference is MARC TAYLOR  
Public health emergencies and infectious diseases

We shall always ensure that our working environment and spaces which are accessible to the public are kept clean and properly ventilated. Staff members are reminded to regularly wash hands and maintain good standards of hygiene in order to minimise the spread of infectious diseases. In the event of any public health emergency, we shall adjust working conditions accordingly and shall consult all applicable government advice.

All matters relating to the prevention of infectious diseases and any public health emergency shall be the responsibility of MARC TAYLOR.

### **Public facilities**

All relevant facilities shall be provided and maintained by us. We shall ensure that these facilities are always safe to use through system routine inspection and cleaning and will take appropriate action where any defects are uncovered.

This shall be the responsibility of MARC TAYLOR

### **Duties of staff members**

All staff members and volunteers have a duty to cooperate in the implementation of this policy and to assist in ensuring that we maintain a safe working environment. All staff members and volunteers have a duty to:

- Work and conduct themselves in a manner that promotes and ensures their own safety and the safety of others.
- Follow and obey procedures and practices that have been designed and implemented by us to ensure safe and healthy working conditions.
- Report any accident, injury or other condition which they believe to be unsafe or of immediate danger to the appropriate person (as described above).
- Use any equipment with relevant care as laid out by the instructions.

Assist with any necessary investigation of accidents with the aim of introducing new measures to prevent reoccurrence.



---

**Contact details:**

**Nominated child protection lead:**

Marc Taylor

**07514993163**

**wildfireministrys@gmail.com**

**Deputy child protection lead:**

Heather Taylor

**07856201383**

**wildfireministrys@gmail.com**

**NSPCC Helpline**

**0808 800 5000**

**We are committed to reviewing our policy and good practice annually:**

**This policy was last reviewed on:**

..... **20th September 2022** .....(date)

**Signed:** ..... *Marc Taylor* .....

***[this is signed by the most senior person with responsibility for safeguarding in our organisation, our safeguarding lead on our board of trustees].***

---

**Find out more about:**

<https://learning.nspcc.org.uk/safeguarding-child-protection/children-from-black-asian-minoritised-ethnic-communities>

<https://learning.nspcc.org.uk/safeguarding-child-protection/deaf-and-disabled-children>

<https://learning.nspcc.org.uk/safeguarding-child-protection/lgbtq-children-young-people>

<https://learning.nspcc.org.uk/safeguarding-child-protection-schools/safeguarding-children-with-special-educational-needs-and-disabilities-send>

<https://learning.nspcc.org.uk/media/1079/safeguarding-standards-and-guidance.pdf>