

## **Young Ladies Club Safeguarding Policy and Procedures**

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## 1 General

### 1.1 Application

- 1.1.1 This policy is applicable to all staff and volunteers at Young Ladies Club.
- 1.1.2 Young Ladies Club is committed to creating an environment in which young people involved in our work are safe from abuse and any suspicion or allegation of abuse is taken seriously, treated in confidence and appropriately and promptly dealt with.
- 1.1.3 Young Ladies Club requires all staff and volunteers to be aware of this policy, support it and act with the interests of young people as paramount. Young Ladies Club staff and volunteers should, at all times, show respect and understanding for the rights, safety and welfare of the children and young people they are working with. Safeguarding awareness will be a required part of the induction process and Managers must ensure all new staff working directly with young people receive, read and understand this policy, which will be reviewed biennially. Appropriate training and support will be given to staff to enable them to deal with safeguarding issues effectively.

### 1.2 Review of this policy

- 1.2.1 This policy will be reviewed biennially, or upon material changes in practice, or changes in regulation or legislation.

### 1.3 Policy Breaches

- 1.3.1 Breaches of this policy will be reported to the Safeguarding Lead, Melissa McIntyre

### 1.4 Associated Policies and Related Documents

- 1.4.1 This policy should be read in conjunction with the following documents:

Health and Safety Policy  
Confidentiality Policy  
Data Protection Policy  
Domestic Violence and  
Abuse Policy  
Whistleblowing Policy  
Equality Policy

### 1.5 Definitions

- 1.5.1 **Designated Safeguarding Lead** The person responsible for dealing with any safeguarding concerns within Young Ladies Club.
- 1.5.2 **Children/Young People** Persons aged 18 or under.
- 1.5.3 **DBS** Disclosure and Barring Service
- 1.5.4 **LSCB** London Safeguarding Children's Board
- 1.5.5 **Staff** Permanent or sessional workers who are paid employees of Young Ladies Club
- 1.5.6 **Volunteers** Unpaid workers including but not limited to Trustees, mentors, intermittent office support workers and fundraisers

1.5.7 **Workers** People who work with young people, whether as a staff member or volunteer mentor.

1.5.8 **Adult at risk** Adult who is experiencing or is at risk of abuse or neglect; has needs for care and support and as a result of those needs is unable to protect herself against the abuse or neglect or the risk of it.

## 2 Introduction

2.1.1 This policy adheres to the HM Government guide *Working Together to Safeguard Children, March 2018*.

2.1.2 The guide states that safeguarding children and protecting them from harm is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.

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

2.1.3 Staff and volunteers working at Young Ladies Club are responsible for ensuring that they fulfil their role and responsibilities in a manner consistent with the statutory duties of Young Ladies Club.

## 3 Objectives

3.1.1 Young Ladies Club is committed to child protection and to safeguarding young people's welfare.

3.1.2 Young Ladies Club believes that all children and young people regardless of their sexuality, race, nationality or country of origin have the same right to protection.

3.1.3 Young Ladies Club defines child abuse as neglect; physical, sexual or emotional harm; bullying; and racial or cultural abuse.

3.1.4 Young Ladies Club staff and volunteers should, at all times, show respect and understanding for the rights, safety and welfare of the children and young people they are working with.

## 4 Aims

4.1.1 To set out the principles and procedures that Young Ladies Club should follow to meet their responsibilities to safeguard children and young people involved with their services, maximise protection from abuse and to ensure that anyone who has been abused receives support and protection from further abuse.

To ensure that all staff and volunteers are familiar with the government's definition of

safeguarding children, understand their responsibilities and how to recognise and minimise the risk of abuse.

- 4.1.2 To ensure staff and volunteers are aware of the appropriate recording, reporting and information retention procedures for safeguarding issues.
- 4.1.3 To ensure a multi-agency approach is followed when dealing with safeguarding incidents or alleged incidents.

## **5 Minimising Risk**

- 5.1.1 Young Ladies Club will ensure it safeguards young people in the following way:

### **5.2 Staff**

- 5.2.1 Ensuring that all Young Ladies Club staff and volunteers are carefully selected as per London Safeguarding Children Board Safe Recruitment Minimum Expectations
- 5.2.2 Ensuring that all Young Ladies Club staff and volunteers working with young people undergo an enhanced DBS check, which shall be repeated every 3 years, and are not barred from working with young people under the Safeguarding Vulnerable Groups Act (SVGA) 2006.
- 5.2.3 Ensuring that all Young Ladies Club staff and volunteers receive appropriate safeguarding training.
- 5.2.4 Giving appropriate staff at all venues we visit information about what we do and what can be expected from us and them and where appropriate ensuring seamlessness between their safeguarding policies and procedures and our own or clarity of process where different procedures apply between or amongst different organisations.
- 5.2.5 Ensuring that all Young Ladies Club staff and volunteers are aware of what constitutes appropriate and inappropriate behaviour with and towards young people.
- 5.2.6 All posts working with children and young people will be exempt from the Rehabilitation of Offenders Act 1974.
- 5.2.7 Other people (including interns, volunteers and Trustees,) wishing to assist directly or indirectly in work with young people must be prepared to undertake a DBS check (and where and when appropriate provisions are in place and compulsory according to law, must register with the DBS under the Vetting and Barring Scheme). This will be clearly explained to all those expressing a wish to volunteer.

### **5.3 Training**

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

## **6 Categories of Abuse**

### **6.1 Definitions of Abuse**

6.1.1 Abuse and the main categories of abuse, as defined in *Working together to safeguard children, March 2018*, are included below.

#### **6.1.2 Abuse**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

#### **6.1.3 Physical Abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

#### **6.1.4 Emotional Abuse**

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

#### **6.1.5 Sexual Abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

#### **6.1.6 Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect

may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## 6.2 Indicators of Abuse

6.2.1 Brief examples of signs and indicators of the main categories of abuse are included below.

6.2.2 Although these signs do not necessarily indicate that a young person has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be considered if a young person shows a number of these symptoms, or any of them to a marked degree.

6.2.3 Physical Abuse

- Unexplained recurrent injuries or burns
- Improbable excuses or refusal to explain injuries
- Wearing clothes to cover injuries, even in hot weather
- Refusal to undress for gym
- Bald patches
- Chronic running away
- Fear of medical help or examination
- Self-destructive tendencies
- Aggression towards others
- Fear of physical contact - shrinking back if touched
- Admitting that they are punished, but the punishment is excessive (such as being beaten every night to 'make him study')
- Fear of suspected abuser being contacted

6.2.4 Emotional Abuse

- Physical, mental and emotional development lags
- Sudden speech disorders
- Continual self-depreciation ('I'm stupid, ugly, worthless, etc')
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ('I deserve this')
- Neurotic behaviour (rocking, hair twisting, self-mutilation)
- Extremes of passivity or aggression

6.2.5 Sexual Abuse

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the young person's age



- Medical problems such as chronic itching, pain in the genitals, venereal diseases
- Other extreme reactions, such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia
- Personality changes such as becoming insecure or clinging
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a babysitter or child minder
- Starting to wet again(day or night), nightmares
- Become worried about clothing being removed
- Suddenly drawing sexually explicit pictures
- Trying to be 'ultra-good' or perfect; overreacting to criticism

#### 6.2.6 Neglect

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Emaciation
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies

6.2.7 Note: A young person may be subjected to a combination of different kinds of abuse. It is also possible that a young person may show no outward signs and hide what is happening from everyone.

### 6.3 Other forms of harm

6.3.1 Staff and volunteers should also be alert to and report concerns about the following forms of harm.

6.3.2 **Bullying/ Cyber Bullying** - Bullying that happens online, using social networks and mobile phones, is often called cyberbullying. A child can feel like there's no escape because it can happen wherever they are, at any time of day or night.

6.3.3 **Child Sexual Exploitation (CSE)** - Child sexual exploitation (CSE) is a type of sexual abuse in which children are sexually exploited for money, power or status. Children or young people may be tricked into believing they're in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs.

6.3.4 **Child Trafficking**- A child, considered to be merchandise, can be moved from one country to another or within a country's own borders for the purposes of exploitation.

- 6.3.5 **Female Genital Mutilation (FGM)**- Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision, cutting or sunna. Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence. There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.
- 6.3.6 **Radicalisation** - Terrorism/extremism can take many forms; far right fascist groups, Islamic fundamentalism, or any kind of politically/culturally motivated acts of violence. *Prevent* is part of the Government counter-terrorism strategy. It is designed to tackle the problem of terrorism at its roots, preventing people from supporting terrorism or becoming terrorists themselves. Our role is to be vigilant in spotting signs that might indicate a young person is being radicalised or influenced towards acts of violence.

## 6.4 Adult abuse

- 6.4.1 **Physical Abuse**- Including assault, misuse of medication, restraint or inappropriate physical sanctions;

**Sexual Violence** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual pornography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.

**Psychological abuse** - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse**- Including coercion to take extortionate loans and threats to recover debt, theft fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery**- encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude, inhumane treatment.

**Self-neglect**- this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm.

**Domestic abuse**- Including psychological, physical, sexual, financial, emotional abuse; and 'honour-based' violence.

## 7 How to Respond to Signs and Suspicions

## **7.1 Responding appropriately to suspicions of abuse**

- 7.1.1 If abuse is reported to, suspected, alleged or witnessed by any member of staff or volunteer, they must follow the reporting procedures below and record the incident using the form attached as Appendix B.
- 7.1.2 If a child, young person or adult is at immediate risk, the emergency services may also need to be contacted.

## **7.2 Keeping appropriate records**

- 7.2.1 Confidential records on young people relating to safeguarding incidents will be kept safely at the office in a secured facility or password protected electronic file with restricted access.

## **7.3 Support to families**

- 7.3.1 Young Ladies Club will provide appropriate information to parents and families so they understand our role and responsibilities in relation to safeguarding and promoting the wellbeing of young people we work with.
- 7.3.2 Where abuse at home is suspected or under investigation, we will continue to work with the young person, parents or adult while investigations continue, with the proviso that the safety of the young person or adult must always be paramount.

## **7.4 Recognising abuse**

- 7.4.1 All staff, volunteers and those working directly with young people and adults at Young Ladies Club have a responsibility to be aware of possible signs / symptoms of abuse and a duty to report immediately any concerns they may have for any reason with respect to any person.
- 7.4.2 All staff and volunteers should be alert to any concerns relating to the wellbeing of the young people or adult they are working with, not only signs of abuse or neglect. They should also be vigilant to the channels through which young people or adult could be exposed to risks, such as through social media or the internet.
- 7.4.3 You may become aware of potential abuse in a number of ways:
- The young person's or adults behaviour and / or appearance give rise to concern. They have physical or other injury which could possibly have been caused through abuse.
  - The young person, adults or another person makes an allegation of abuse. You may directly witness abuse.
  - Abuse may come up in conversation. In this situation, you must stop the conversation and involve the appropriate person (your Project Leader or Designated Safeguarding Lead) and let the child or adult know.
- 7.4.4 Please refer to section 6 for definitions of abuse and common indicators.
- 7.4.5 YOU MUST ACT ON ANY CONCERNS NO MATTER HOW SMALL.

## **7.5 Responding to a young person who make an allegation of abuse**

- 7.5.1 A young person may make an allegation of abuse against a parent, carer, another child, school teacher, mentor, Project Leader, or anyone else.
- 7.5.2 Guidelines for responding to a young person who makes an allegation of abuse are set out below.

### 7.5.3 General Points

- Keep calm – do not appear shocked or disgusted
- Accept what the young person or adult says without passing judgement (however unlikely the disclosure may sound)
- Look directly at the young person
- or adult
- Be honest
- Let them know you will need to tell someone else, don't promise confidentiality  
Be aware the young person or adult may have been threatened and fear reprisals for having spoken to you
- Never push for information or question them as this can undermine any subsequent criminal investigation.
- If at any point a young person or adult decides not to continue, accept that and let them know that you are ready to listen should they wish to continue at anytime.

### 7.5.4 Helpful things to say or show

- Show acceptance of what the young person says
- "I take what you are saying very seriously"
- "I am pleased that you have told me. Thank you for telling me" •  
If appropriate, "It isn't your fault and you are not to blame at all"
- "I am sorry that happened to you"
- "I will help you"

#### Things not to say

- "Why didn't you say something before?"
- "I really can't believe it"
- "Are you sure this has happened?"
- "Why?" "Where?" "When?" "Who?" "What?" "How?"
- Don't make false promises to them – like confidentiality – be honest now, any lies will be further abuse and betrayal
- Never make statements such as „I am shocked!“ or „don't tell anyone else“ .

### 7.5.5 Concluding the conversation

- Reassure the young person or adult that they were right to tell you
- Let them know what you are going to do next and tell them that you will let them know what is happening at each stage.

## 7.6 What to do after the conversation

### 7.6.1 Make notes about the conversation as soon as possible after the discussion.

- Record exactly what the young person or adult said, using their words. Record when he or she said it and what was happening immediately beforehand e.g. (description of the activity).
- Note the time, date and place of the conversation and the name of any other person present.
- If the initial note is handwritten, keep it if it is subsequently typed up.

### 7.6.2 If you are a parent/carer, you should inform the Designated Safeguarding Lead, (see section 11 for contact details) as soon as possible of any concerns.

- 7.6.3 If you are a volunteer mentor you should then inform your Project Leader of any concerns immediately if possible or otherwise before leaving the project and always within 24 hours. You should provide all relevant written records.
- 7.6.4 If you are a member of Young Ladies Club staff you should inform your Manager immediately if possible of any concerns or otherwise before going off duty and always within 24 hours. You should provide all relevant written records.
- 7.6.5 The Project Leader or the Manager (as the case may be) should then inform the Designated Safeguarding Lead (see section 11 for contact details) as soon as possible.
- 7.6.6 The Designated Safeguarding Lead should;
- 7.6.6.1 Inform the Child Protection Officer at the school where the child attends and / or contact the local Social Services office (see section 11 for contact details).
- 7.6.6.2 The Designated Safeguarding Lead should also contact the Local Authority Designated Officer if allegations are against staff or volunteers, (see section 11 for contact details).
- 7.6.7 NOTE: Whilst allegations or suspicions of abuse will normally be reported ultimately to the Designated Safeguarding Lead who will follow the procedure set out above, the absence of that person or any person in the reporting chain should not delay a referral to Social Services direct by the person to whom the disclosure has been made or who has the concern over safety (e.g. a mentor). In other words, if there is a
- 7.6.8
- “I really can’t believe it”
  - “Are you sure this has happened?”
  - “Why?” “Where?” “When?” “Who?” “What?” “How?”
  - Don’t make false promises to them – like confidentiality – be honest now, any lies will be further abuse and betrayal
  - Never make statements such as „I am shocked!“ or „don’t tell anyone else“ .
- 7.6.9 Concluding the conversation
- Reassure the young person that they were right to tell you
  - Let them know what you are going to do next and tell them that you will let them know what is happening at each stage.

## **7.7 What to do after the conversation**

- 7.7.1 Make notes about the conversation as soon as possible after the discussion.
- Record exactly what the young person said, using their words.
  - Record when he or she said it and what was happening immediately beforehand e.g. (description of the activity).
  - Note the time, date and place of the conversation and the name of any other person present.
  - If the initial note is handwritten, keep it if it is subsequently typed up.
- 7.7.2 If you are a parent/carer, you should inform the Designated Safeguarding Lead, (see section 11 for contact details) as soon as possible of any concerns.
- 7.7.3 If you are a volunteer mentor you should then inform your Project Leader of any concerns immediately if possible or otherwise before leaving the project and always within 24 hours. You should provide all relevant written records.

- 7.7.4 If you are a member of Young Ladies Club staff you should inform your Manager immediately if possible of any concerns or otherwise foregoing off duty and always within 24 hours. You should provide all relevant written records.
- 7.7.5 The Project Leader or the Manager (as the case may be) should then inform the Designated Safeguarding Lead (see section 11 for contact details) as soon as possible.
- 7.7.6 The Designated Safeguarding Lead should;
- 7.7.6.1 Inform the Child Protection Officer at the school where the child attends and / or contact the local Social Services office (see section 11 for contact details).
- 7.7.6.2 The Designated Safeguarding Lead should also contact the Local Authority Designated Officer if allegations are against staff or volunteers, (see section 11 for contact details).
- 7.7.7 NOTE: Whilst allegations or suspicions of abuse will normally be reported ultimately to the Designated Safeguarding Lead who will follow the procedure set out above, the absence of that person or any person in the reporting chain should not delay a referral to Social Services direct by the person to whom the disclosure has been made or who has the concern over safety (e.g. a mentor). In other words, if there is a break in the reporting chain the person involved immediately before the break in the chain should take action.
- 7.7.8 Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the Designated Safeguarding Lead as to the appropriateness of a referral to the Social Services, that person retains a responsibility as a member of the public to report serious matters to the Social Services, and should do so without hesitation.
- 7.7.9 Do not be tempted to try to investigate the claims further– this could lead to contamination of the evidence and could jeopardize any Police investigation and criminal prosecution activity.

## 7.8 Recording

- 7.8.1 Where abuse is suspected or witnessed, it is important to record information accurately and fully on the form attached as Appendix B. (If you do not have access to the form you should still record the information immediately either by hand or a password protected word document.)
- 7.8.2 You should take the following steps:
- Any discussion(s) with the young person should be noted accurately and as soon after the discussion as possible.
  - Where the allegation involves a member of staff/volunteer, it is preferable that two members of staff or a senior member of staff is present when taking details of the allegation.
  - Remember that an allegation of child abuse may lead to a criminal investigation so don't do anything that may jeopardise a police investigation such as asking leading questions or attempting to investigate the allegations of abuse.
  - Communicate with the young person in a way that is appropriate to their age, understanding and preference. This is especially important for children / young people with special needs and when the preferred language is not English.

- Where concerns arise as a result of information given by a child / young person, it is important to reassure the young person but not to promise confidentiality.

7.8.3 Every incident should be recorded in the Safeguarding Incident Record Sheet as soon after the incident is reported as possible. The Designated Safeguarding Lead should review the sheet weekly to ensure that all incidents are being recorded and dealt with appropriately. The Safeguarding Incident Record Sheet is presented to the Board of Trustees at each Trustee meeting as part of the Safeguarding board paper.

## **8 Young Ladies Club Designated Safeguarding Lead**

8.1.1 The Designated Safeguarding Lead for Young Ladies Club is named and contact details provided in section 11.

8.1.2 In addition to responsibilities outlined in reporting procedures below, the named person will deal with any concerns raised by parents, police, Social Services or the Board of Trustees.

### **8.2 Liaison with other bodies**

8.2.1 The Designated Safeguarding Lead or appropriately trained DSL deputies at Young Ladies Club will liaise with schools, Social Services teams and other professionals as appropriate to ensure co-ordinated approaches and actions.

### **8.3 Additional Reporting procedures**

8.3.1 The Project Manager or Manager (as the case may be, depending on whether the person reporting the concern or abuse is a volunteer or member of staff) is responsible for liaising with the Young Ladies Club Designated Safeguarding Lead and should forward relevant records including the registration form of the young person or adult at risk.

8.3.2 It is the duty of the Designated Safeguarding Lead receiving reports of safeguarding concerns to ensure that the steps and guidance outlined in this policy, local procedures and procedures on record keeping are followed. In the absence of the Designated Safeguarding Lead, then the CEO will take on the responsibility of this role.

8.3.3 The Designated Safeguarding Lead will gather all relevant information or observations in order to create a confidential log. The log should be factual and each entry include times and dates.

8.3.4 Written notes should be taken at any meetings held including any action to be taken with responsibilities and timescales defined.

8.3.5 If parents / carers have been involved in the meeting, a copy of the notes should be agreed with and shared with them.

8.3.6 The exception to this is in cases where there is a concern that the young person may run away or be put in or be in fear of significant danger where it is appropriate that no consultation with the parents or carers takes place.

8.3.7 The Project Manager or Manager (as appropriate) will inform the Designated Safeguarding Lead of all concerns and action taken. They will make a joint decision about any subsequent action including referral to Social Services with the young People's needs remaining paramount.

- 8.3.8 If concerns remain that there is a safeguarding issue, the local Social Services office will be informed via a phone conversation and the relevant Social Services referral form. Contact details can be found in section 11.
- 8.3.9 In general, concerns should be shared with the child / young person as appropriate to their age and understanding and with parents / carers and agreement sought for referral to Social Services unless it is felt that this discussion would place the young person at risk of significant harm.
- 8.3.10 Social Services then have a legal duty to make further enquiries and conduct any investigations required.
- 8.3.11 If at any time it is felt that the young person is in immediate danger, staff or volunteers should seek assistance from police or other emergency assistance by dialling 999.
- 8.3.12 You should ensure that you follow Young Ladies Club policy on confidentiality and record keeping and information is shared on a „need to know basis“ to ensure the safety of the young person.
- 8.3.13 ALL RECORDINGS RELATED TO SAFEGUARDING ISSUES MUST BE MADE ON THE APPROPRIATE FORM (SEE APPENDIX B). NO REFERENCE SHOULD BE PUT ON ANY GENERAL MONITORING FORMS / RECORD SHEET, WHICH ARE NORMALLY OPEN TO A LARGE NUMBER OF PEOPLE. SUBSEQUENT INFORMATION SHOULD BE ADDED AS WRITTEN NOTES AND KEPT TOGETHER WITH THE CONFIDENTIAL LOG.

#### **8.4 Allegations involving members of staff (paid and voluntary)**

- 8.4.1 If abuse by a member of staff or volunteer is reported to, suspected, alleged or witnessed by any member of staff or volunteer, they must report the matter immediately to the Designated Safeguarding Lead.
- 8.4.2 If the Designated Safeguarding Lead is absent or is the subject of the allegation, reports should be made to the Chief Executive.
- 8.4.3 The Designated Safeguarding Lead or CEO will inform the Social Services team, including the Local Authority Designated Officer, immediately of allegations made against staff. Where the allegation is made out of hours, the report should be made to the emergency duty team or the police. If neither the Designated Safeguarding Lead nor the CEO is available and the matter is urgent the member of staff or volunteer should contact Social Services or the Police direct (Section 11).
- 8.4.4 The person to whom the allegation is first made should make a written record of the information (where possible in the young person's /adult's own words) using the format Appendix B.
- 8.4.5 Where a volunteer is the subject of the allegation, they may be suspended from any further contact with Young Ladies Club until such time as the matter has been dealt with and a Manager has reached a final decision.
- 8.4.6 In the case of staff, consideration may be given to suspension under Young Ladies Club Disciplinary Procedures. It should be considered in any case where:
- There is cause to suspect a young person is at risk of significant harm; or
  - The allegation warrants investigation by the police; or
  - The allegation is so serious that it might be grounds for dismissal.



8.4.7 If the allegations were confirmed, it would be deemed gross misconduct.

8.4.8 Young Ladies Club will follow guidance agreed at any safeguarding strategy meetings that are called.

### **8.5 Substantiated allegations**

8.5.1 If the allegation is substantiated and the person is dismissed, the employer ceases to use the person's services, or the person resigns or otherwise ceases to provide their services, Young Ladies Club should agree with Social Services further action to be taken and by whom.

### **8.6 Staff and Volunteer behaviour in relation to children and young people**

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

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

### **8.7 Whistleblowing**

8.7.1 Whistleblowing is when an employee raises a concern about malpractice or a dangerous activity that they are aware of through their work. Young Ladies Club encourages staff to raise concerns about safeguarding young people with us in the first instance.

8.7.2 Staff should follow Young Ladies Club procedures on whistle blowing with their Manager. Please see the relevant policy for more information.

### **8.8 Staff and Volunteer behaviour in relation to children and young people**

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

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- Staff should avoid direct physical contact i.e. cuddling, kissing, patting on knee, etc with / young people.
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- First Aid should normally only be administered while an adult witness is present.

### **8.9 Whistleblowing**

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- 8.9.2 Staff should follow Young Ladies Club procedures on whistle blowing with their Manager. Please see the relevant policy for more information.

## 9 Good Practice Guidelines

### 9.1 Planning and Organising the Work

#### 9.1.1 More Than One Worker

- 9.1.1.1 There should always be more than one worker for any regular activity with young people aged 16 and under, including group work, no matter how small the group.
- 9.1.1.2 At least one worker must be 18 years old.
- 9.1.1.3 Workers should avoid situations where they are on their own with a child / young person, out of sight of other adult workers. This is important during indoor work, where workers are running activities in different rooms, when moving a group from one room to another and at the beginning and end of the activity.

#### 9.1.2 Worker / Young Person Ratios

- 9.1.2.1 The following guidelines are absolute minimums. When assessing how many workers are needed, workers' safety, young people's and the general public's safety must be taken into consideration first and then the ability to look after property/buildings being used and workers increased appropriately to ensure this.
- 9.1.2.2 Recommended numbers of workers to young people according to their age:
- 9.1.2.3 In a building:  
  
For young people aged 9 to 15 years old – 2 workers for the first 14 young people followed by 1:10

#### 9.1.2.4

### 9.2 Work Activities

- 9.2.1 If a young person needs to speak to a worker privately, this request should usually come from the young person and the worker should assess it carefully; e.g. is it attention-seeking behaviour, or is it because they want to discuss something important, which would be difficult in a busier place? In the event that a worker considers it appropriate to speak with a young person alone, they should FIRST inform their Project Leader and make sure a worker „keeps an eye out“ or looks in on them occasionally, to check whether they need any help / support.
- 9.2.2 1:1 meetings should be conducted in as public a place as possible, preferably in view of another worker or of other adults.
- 9.2.3 Occasionally, young people or young adults may invite staff into their home, e.g. when staff drop off trip consent forms, or visit to chat with a parent. If there are two staff together, and there are other adults in the house, then the staff may accept the invitation. If staff are on their own, they should not accept the invitation. If staff enter a young person's house at the invitation of a young person, they should be sensitive

to how other family members might respond to this invitation. They should only enter communal rooms, and should under no circumstances enter a young person's bedroom.

- 9.2.4 If the young person is alone in the house, staff should decline an invitation into the house, unless, in an extreme circumstance, staff consider it is more dangerous to leave the young person in the house on their own. If the young person is 14 and over and wants to talk, then staff may suggest meeting in a more public venue, suggesting the young person informs their parents as to their whereabouts.
- 9.2.5 If a young adult/parent invite staff into the house, they should be alert to the possibility that there may also be children in the house and, if they are on their own, they should ensure they are not left alone in a room with a child.

### **9.3 Administration of Activities, Consent and Medical Information**

#### 9.3.1 Consent: For Trips and Residentials

- 9.3.1.1 Young people aged 15 and under MUST have a consent form and medical information form signed by a parent or guardian to participate in project activities involving trips out or residential trips. A young person is NOT permitted to go on a trip or residential with the project without written parental/guardian consent and medical information.
- 9.3.1.2 Young people aged 16 and over MUST provide a completed and signed medical information and consent form, signed either by their parent / carer, or by themselves, for trips in the local area.
- 9.3.1.3 Young people aged 17 and under must have a consent and medical information form signed by parents or guardians for hazardous activities, trips outside of their local area and its environs and for residential trips. Good practice would suggest that even when consent is not required, workers make every effort to check that parents / guardians know that their sons / daughters are on a trip with Young Ladies Club.

#### 9.3.2 Consent: For Activities in a Building

- 9.3.2.1 Ideally, young people attending building-based activities should have completed consent and medical information forms. However, for advertised activities in a local building, where requesting full consent forms is not appropriate, young people should register their attendance and should provide the following;
- name
  - date of birth
  - address
  - home phone number
  - name of parent / carer and contact details
  - their signature.
- 9.3.2.2 An attendance register should be completed for all young people in the building, as they enter, for Health and Safety purposes. Staff might also want to consider asking young people to agree to working co-operatively and within building guidelines, through adding an appropriate sentence which young people sign agreement with.

## **9.4 Medical Information and First Aid**

9.4.1 All young people regularly participating in project activities must have completed and signed medical information form before they can attend trips, hazardous activities and residential trips. If 18+, this can be signed by themselves, if under 18, it must be signed by a parent/guardian. The medical information should include:

- young person's name
- parent's/carer's name
- home address

- phone number
  - emergency contact name and phone number
  - date of birth
  - name and address of doctor
  - and specific medical information, including any illness, disability, allergies, information pertinent to operations (eg. HIV status, medication being taken etc.).
- 9.4.2 It must include a section giving permission for workers to take appropriate action in the event of a medical emergency, including authorising emergency surgery / operations in the event of an accident.
- 9.4.3 Staff MUST take medical information forms when going off-site. Young people with infectious illnesses should not attend organised activities.
- 9.4.4 All medical information shall be kept confidential to project staff and appropriate medical staff. Volunteer mentors will be informed on a need to know basis (i.e. it may be necessary for a mentor to be aware of their own mentee" s medical condition, but not another, while the Project Leader will be aware of information for the whole group.)
- 9.4.5 All staff must be aware of any allergies or serious medical conditions. Spare medication should be kept if appropriate or staff should be clearly aware of how to access spare epi-pens/ inhalers etc. e.g. where school keeps spare epic-pen etc. On residential/ trips away staff MUST carry a spare in date inhaler/ epi pen or any other life-saving medication and the child must also carry their own i.e. there must be 2 sets.
- 9.4.6 Medical information forms must be renewed annually.
- 9.4.7 A first aid kit should always be available and its location must be well-known. No medication should be administered without prior written parental consent, or if that is not available, verbal consent on the phone.
- 9.4.8 A first-aider should be available for each activity.
- 9.4.9 All Project staff (Project Leaders,Officers etc.) should be first aid trained and this should be renewed annually.

## **9.5 Attendance Registers and Emergency Identification**

- 9.5.1 For all trips out, residential trips, and building based work, workers should keep an attendance register, which must be easily accessible in an emergency. This should identify who is in charge, which workers and young people are on the trip / in the building and any extra personnel (e.g. drivers, visitors etc.). For trips out and residential trips, this list should be duplicated, along with trip details, and should be left with project staff or their representative in the local office, with a member of staff's mobile phone number, in case of emergency. Workers should carry ID with them at all times.

## **9.6 Insurance**

- 9.6.1 Young Ladies Club has insurance which covers project work and non-hazardous trips. Staff should liaise with the Manager about taking out any other insurance necessary for residential trips and hazardous activities, in consultation with the

Trustees.

## **9.7 Critical Incidents and Accidents**

- 9.7.1 All incidents where a young person or worker has sustained injury, trauma or harm during Young Ladies Club work, whether accidental or deliberate, must be recorded in the Accident Report Book. This should always be kept in the Young Ladies Club local Office. This should be done in addition to any session recording.
- 9.7.2 Records must include; who was involved, when and where the incident took place, what led up to the incident, what happened during and after the incident, whether the young person was supervised and by whom, whether the child had permission to be doing what they were doing, the worker responsible for the session, interventions made by any workers, any first aid given and by whom.
- 9.7.3 All entries must be dated and signed with the full signature of the worker/s who supervised/ dealt with the incident, by the staff member in charge and by the person who administered first aid. A copy should be provided to the parent or guardian if requested.
- 9.7.4 Any critical incidents which a worker considers of note, involving workers and / or children and / or members of the public, must be reported to the Manager and a critical incident report written in full as soon after the incident as possible.
- 9.7.5 Parents should be made aware of the incident before the young person leaves Young Ladies Club supervision, and immediately if it is critical.

## **9.8 General Health and Safety of Activities**

- 9.8.1 In any work setting, workers should read the risk assessment for the activity and familiarise themselves with the venue / area and consider emergency exit strategies / where their nearest emergency exit is in the case of fire or other critical incident.
- 9.8.2 Staff should always carry their mobile phone with them and have the appropriate phone numbers for emergencies stored on it.
- 9.8.3 Workers should also familiarise themselves with Young Ladies Club Health and Safety Policy.

## **9.9 Transport**

- 9.9.1 Workers should refer to the Young Ladies Club Transport Policy (section 10) for guidance on organising transport with young people

## **9.10 Premises Requirements**

- 9.10.1 When hiring or using premises / equipment (e.g. building / residential centre/ minibus) for work, workers should check that
- premises / equipment is appropriate for work / use for which it is required
  - everything is in working order and that there are no risks, hazards, dangers
  - terms and conditions of use of building / equipment and any relevant information have been reviewed
  - there is appropriate insurance cover

- they know fire drill procedures / exits / location of extinguishers
- special needs can be catered for if required
- activities are registered with the appropriate body (eg. Holiday clubs with Social Services) if required

9.10.2 A Risk Assessment for the venue should be obtained and a copy made.

## **9.11 Volunteers & Casual Visitors**

9.11.1 Volunteers particularly those under the age of 18, should never work unsupervised and should be given clear guidance and support. Appropriate application procedures should be followed as outlined in the Safeguarding policy.

9.11.2 Casual adult visitors to project sessions etc., including parents/guardians/older siblings, i.e. those who have not been authorised as staff or volunteers, should not have access to young people without the presence of a worker who is deemed to be responsible for the work.

## **9.12 Relationships with Young People & Colleagues**

9.12.1 Workers should treat all young people with respect and dignity at all times, expecting, hoping for and looking for the best in young people; holding them in unconditional positive regard, even if the workers are not receiving the same treatment in return. Workers convey this through the way they use their bodies, their language and the way they listen to and work with young people.

### **9.12.2 Body Language & Touch**

9.12.2.1 Workers communicate respect of young people firstly through body language. Workers should be aware of the way they use their bodies, the attitudes they convey through their body language and how they locate themselves physically in relation to young people. The worker's aim is to communicate their interest in, availability and willingness to listen to young people, without being intrusive or threatening. Whilst with young people, workers should seek to give their undivided attention and interest to young people, reflecting the positive regard in which we hold them.

9.12.2.2 Workers should never block a young person's exit from a room, or corner a young person in what could be perceived as a threatening or domineering way. A worker should not use their size to threaten a young person.

9.12.2.3 Touch is an important part of human relationships: for example, it can be necessary to stop a young person from hurting themselves or others; it can also be a natural way of responding to someone in distress or in celebration. Workers should be sensitive to what both they and the young person / young people may consider is appropriate physical contact in each situation, both in general terms, and in relation to a specific individual. Workers need to be conscious of situations in which their actions, however well intended, could be harmful or misconstrued by others. Where possible and in an appropriate way, a worker should introduce how they are going to touch with a young person and should seek permission (either verbally or non-verbally) where possible.

- 9.12.2.4 If a young person sends out any kind of signal that they are uncomfortable with the contact a worker is engaged in with them, it is really important that the worker refrain from contact immediately, however foolish this may make the worker feel / appear, except in the case where a worker is restraining a young person from harming someone else.
- 9.12.2.5 Generally, workers should seek to minimise and not prolong any physical contact with young people and they should not encourage young people to engage in prolonged physical contact with them.
- 9.12.2.6 Workers should not instigate rough game playing with young people and should seek to limit and extricate themselves from any such games instigated by young people, whilst recognising that this is a natural part of young male identity development in particular.
- 9.12.2.7 Workers should NEVER enter into sexually provocative games with young people.
- 9.12.2.8 Workers may use no more than reasonable force in order to protect a young person or worker in a critical situation. This should be recorded in the incident book.

### 9.12.3 Use of Language

- 9.12.3.1 How we speak can be more important than what we say, so in general conversation, workers need to consider the tone of their voice, keeping it calm, not shouting/ raising their voice in anger, but keeping it low, speaking slowly and in a controlled manner. Worker should ensure that the language they use is easily understood by the young people they are working with, and they should not use language that is sarcastic, threatening or superior.
- 9.12.3.2 Workers should not engage in any of the following:
- invading the privacy of young people through intrusive questioning
  - making sexually suggestive comments about or to a young person, even in fun;
  - any scapegoating, ridiculing, sarcasm, or rejecting a young person, or making them look stupid;
  - allowing young people to involve us in excessive attention seeking through long conversation.
- 9.12.3.3 Workers should be aware of making personal comments to a young person, either as a joke, or in a way which is intended as supportive, but which the young person might misconstrue, find upsetting or take offence at.

## 9.13 Managing Conflict

- 9.131 Workers should learn to manage difficult situations through negotiation and discussion and without using physical contact, abusive violent language or raised voices. In tense situations, or where a young person is upset or angry, it is important for workers to remain calm, to be a calming influence, and to promote a calming environment. Workers should never respond aggressively to a young person and should „take time out“ if necessary, alerting another worker to their need to do this.



- 9.13.2 Workers should not let young people involve them in excessive attention seeking that is overtly sexual or physical in nature.
- 9.13.3 If a disagreement between young people escalates to violent physical contact between the young people, workers must carefully consider the risks to the young people and themselves of any intervention they may make to stop the fight / violence. Workers may use no more than reasonable force in order to protect a young person or worker in a critical situation. This should be recorded in the incident book.

#### **9.14 Communicating with children and young people**

- 9.14.1 Staff who work with children and young people are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motives and intentions.
- 9.14.2 All communication by staff via any form of online communication will be for professional purposes only.
- 9.14.3 All communication by staff via any form of online communication will be for professional purposes only.
- 9.1.4.4 All communication should acknowledge and maintain expected professional boundaries and be transparent and open to scrutiny.
- 9.1.4.5 Staff should obtain parental permission for online communication with children and young people.
- 9.1.4.7 Staff should not share their personal contact details with young people; this includes personal mobile numbers, email addresses and social networking profiles.
- 9.1.4.8 Staff should record and report without delay any situation where they feel the actions of themselves / others (including young people) may have compromised the organisations or their own professional standing. Such incidents should be reported to their manager.

#### **9.15 Online Safety**

- 9.15.1 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 Young Ladies Club's network and devices. All children and young people, have the right to equal protection from all types of harm or abuse. The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

9.151.2 Content: being exposed to illegal, inappropriate or harmful material – This includes but is not limited to:

- (a) violent pornography or sexual images of children;
- (b) material promoting harmful behaviours such as self-harm or eating disorders;
- (c) propaganda or material promoting extremism, radicalisation and/or terrorism;
- (d) material showing or depicting extreme violence or brutality; and
- (e) social media such as Facebook and Instagram which can provide students with distorted and unrealistic images of others' lives, causing some students to feel inadequate or distressed about their own lives.

**Contact:** being subjected to harmful online interaction with other users – This includes but is not limited to:

- (a) cyber-bullying; and
- (b) contact from individuals seeking to groom students for the purposes of sexual abuse or radicalisation.

**Conduct:** personal online behaviour that increases the likelihood of, or causes, harm – This includes but is not limited to

- (a) responding to and engaging with individuals seeking to groom or abuse students;
- (b) youth produced sexual imagery

9.151.3 In order to **prevent online safety risks** we will:

- Ensure all staff and all to whom this policy applies learn about the risks associated with online activities.
- Ensure all staff and to all whom this policy applies develop the awareness and skills to connect with young people and children.
- Ensure all staff and to whom this policy applies are available to talk to children and young people about the online world and the risks associated with it.
- Ensure all staff and to whom this policy applies do not post photos which identifies children and young people.

## **9.16 Good Practice with Colleagues**

- 9.16.1 Young Ladies Club workers should treat all colleagues with respect and dignity, reflecting the value and ethos of the organisation. Under no circumstances should they ridicule, argue with or scapegoat colleagues, whether with young people or on their own.
- 9.16.2 Wherever possible, workers should not undermine or challenge a colleague in front of a young person. Workers should deal with any disagreement about working procedure discreetly, preferably after the session, if it can wait, or discreetly during the session if not.
- 9.16.3 If a worker sees another worker acting in ways which might be misconstrued, they should be prepared to speak to them or to the Project Manager about their concerns. Workers should encourage an atmosphere of mutual support and care which allows all workers to be comfortable enough to discuss and explore each others practice, attitudes and behaviour. If the Project Leader is the cause of concern, and the worker feels unable to speak to them directly about this, then the worker should speak to the Designated Safeguarding Lead or a member of the Trustees.
- 9.16.4 If workers need to make an on the spot decision about the work, and they don't want to discuss this in front of the young people, they should briefly excuse themselves and move away from young people, to consult with each other, discuss options and make a decision.

## **10 Good Practice Guidelines**

### **10.1 Planning and Organising the Work**

#### **10.1.1 More Than One Worker**

- 10.1.1.1 There should always be more than one worker for any regular activity with young people aged 16 and under, including group work, no matter how small the group.
- 10.1.1.2 At least one worker must be 18 years old.
- 10.1.1.3 Workers should avoid situations where they are on their own with a child / young person, out of sight of other adult workers. This is important during indoor work, where workers are running activities in different rooms, when moving a group from one room to another and at the beginning and end of the activity.

#### **10.1.2 Worker / Young Person Ratios**

- 10.1.2.1 The following guidelines are absolute minimums. When assessing how many workers are needed, workers', young people's and the general public's safety must be taken into consideration first and then the ability to look after property/ buildings being used and workers increased appropriately to ensure this.
- 10.1.2.2 Recommended numbers of workers to young people according to their age:
- 10.1.2.3 In a building:

For young people aged 9 to 15 years old – 2 workers for the first 14 young people followed by 1:10

- For young people aged 16 and over – 2 workers for the first 20 young people, followed by 1:12
- 10.1.2.4 On trips out:
- For young people aged 10 to 15 years old – 2 workers for the first 14 young people followed by 1:8  
For young people aged 16 and over – 2 workers for the first 16 young people, followed by 1:12 (Note; number of workers may depend on number of vehicles in use)
- 10.1.2.5 Residential trips
- For young people aged 10 to 15 years old – 2 workers for the first 10 young people followed by 1: 6  
For young people aged 16 and over – 2 workers for the first 12 young people followed by 1: 8
- 10.1.2.6 On residential trips, there MUST be a worker of the same gender as the young people present.

## **11 Transport Policy**

### **11.1 Using Public Transport**

- 11.1.1 When using public transport, there should always be an appropriate number of workers to young people to ensure the safety of the young people, staff/volunteer mentors and the general public during the trip. As a minimum, there should always be two workers travelling with any young person under the age of 17.
- 11.1.2 For appropriate ratios, see the Good Practice Guidelines in Section 9.

### **11.2 Early Return from an Activity**

- 11.2.1 When it is necessary for a young person to return home early from a trip activity or residential, then the lead worker should make appropriate provision for the young person's transport home.
- 11.2.2 If the young person is under 16, one worker must accompany them home if they are using public transport or two workers, if using a car or minibus.
- 11.2.3 Staff/volunteer mentors on a trip or residential should never be diverted from the activity to accompany a young person home, if to do so would leave the team short of workers on the trip activity / residential. This may require the lead worker to seek assistance from office staff, to travel over to accompany the young person home.
- 11.2.4 If the young person is 16 or over, then, with parental permission, the young person may travel home alone on public transport, if the lead worker considers it safe for the young person to do so. The young person must be accompanied to the train /

bus station, and it must be agreed with the young person's parents whether the young person will be met at the home end of the journey by the parents or by a Young Ladies Club worker. If a parent is to meet the young person, the worker shall make arrangements to know that the young person has reached home safely.

## **12 Useful Contacts**

### **12.1 Young Ladies Club**

12.1.1 Young Ladies Club Designated Safeguarding Lead

Patrick Jones

Primary contact number: 07581-638-642

Email: [Patrickjones@youngladiesclub.com](mailto:Patrickjones@youngladiesclub.com)

12.1.2 Young Ladies Club Chief Executive Officer

Hannah Oyewole

Primary contact number: 07950-205-342

Email: [hoyewole@youngladiesclub.com](mailto:hoyewole@youngladiesclub.com)

## 12.2 Social Services

### 12.2.1 London Safeguarding Children Board

General Email: [mash.requests@walthamforest.gov.uk](mailto:mash.requests@walthamforest.gov.uk)

Address: Juniper House, 221 Hoe Street  
Walthamstow, E17 9PH

Phone number: 020 7934 9714

### 12.2.2 Walthamstow Children's Services

Address: Juniper House, 221 Hoe Street  
Walthamstow, E17 9PH

Phone number: 020 8496 3000

Email: [wfdirect@walthamforest.gov.uk](mailto:wfdirect@walthamforest.gov.uk)

### 12.2.3 Harrow Children's Services

Address: Civic Centre 1, Station Road, Harrow HA2 2XY

Phone number: 020 7364 5006

Email : [duty&assess@harrow.gov.uk](mailto:duty&assess@harrow.gov.uk)

## 12.3 Additional Contacts

Police: 999 (emergencies)

NSPCC: 0808 800 5000

Parentline Plus: 0808 800 2222



## 12. Appendices

### 12.1 Appendix A: Volunteering Requirements

12.2.1 All volunteers will need to:-

12.2.2 Complete an induction and training dealing with child protection.

12.2.3 Volunteers should be supervised by a member of staff (whenever possible) throughout their volunteering role.

12.2.4 Volunteers must undertake an Enhanced Disclosure and Barring Service check. Until a DBS check has been received; no volunteer should be left unsupervised in any circumstances.

#### **Volunteers under 18 years old:-**

12.2.5 Volunteers under 18 years old are legally classed as vulnerable and staff should be aware of this.

12.2.6 A risk assessment should be completed to assess if the role is suitable and address potential risks before they arrive.

12.2.7 Any potentially dangerous activity that the volunteer is involved with should be supervised.

12.2.8 Project Leaders should refer to Young Ladies Club" s guidance for working with young volunteers.

12.2.9 Volunteers over 16 years old wishing to be involved on a regular basis must be prepared to undertake an Enhanced Disclosure and Barring Service check.

#### **Volunteers under 16 years old:-**

12.2.10 Volunteers under 16 years old will be covered by this policy if any safeguarding concerns are raised.

12.2.11 Volunteers under 16 years old should not be left unsupervised in any circumstances and if possible be supervised by an adult.

12.2.12 Any potentially dangerous activity should always have adult supervision.

12.2.13 Young people volunteering on a project who turn 16 years old will be required to complete a DBS check at this stage. This should be explained to all those expressing a wish to volunteer.

12.2.14 All posts working with children and young people will be exempt from the Rehabilitation of Offenders Act 1974.

## 12.2 Appendix B: Incident Reporting Form

### CONFIDENTIAL

### Young Ladies Club Safeguarding Report Form

If you have a concern about a child, please complete the form below and email it to your Designated Safeguarding Lead at Young Ladies Club (Melissa McIntyre at [info@youngladiesclub.com](mailto:info@youngladiesclub.com)).

Details of child	
Full name of child:	
Child's school:	
Year Group:	
Details of person reporting the incident / concern	
Full name of person reporting the incident:	
Role: (Mentor, Project Leader etc.)	
Contact number:	
Email address:	
Details of incident / concern	
Date of incident: (or period of time relating to concern)	
Nature of concern:  What have you seen? What have you heard? What are you worried about?  Please give a full description of what was noticed, said or disclosed.  Continue on an additional sheet if necessary.	

Who else witnessed the incident? (if applicable)	
Please include full names and roles.	
What action did you take?	
(Include anything you said to the child, other mentors, Project Leader etc.)	
Date of record:	
Signature:	
<b>For completion by Project Leader (if not completed by Project Leader above)</b>	
Project Leader Name:	
Date followed up:	
Action taken: (Including names, dates, times or if it was just passed straight on)	
Reason for decision on action taken:	
Date of record:	
Signature:	

<b>For completion by Young Ladies Club permanent staff</b>	
Incident Number	
Name of staff member following up:	
Position:	
Date followed up:	
Action taken: (Including names, dates, times or if no action was taken)	

Reason for decision on action taken:	
Date of record:	
Signature:	
<b>Information on further / follow up action taken (if required)</b>	
Date followed up:	
Action taken: (Including names, dates, times or if no action was taken)	
Reason for decision on action taken:	
Date of record:	
Signature:	

<b>For completion by Young Ladies Club permanent staff</b>	
Date case closed:	
Reason closed:	

## Young Ladies Club Safeguarding Report Form

If you have a concern about a young adult, please complete the form below and email it to your Designated Safeguarding Lead at Young Ladies Club (Melissa McIntyre at [info@youngladiesclub.com](mailto:info@youngladiesclub.com)).

Details of child	
Full name of adult :	
Details of person reporting the incident / concern	
Full name of person reporting the incident:	
Role: (Mentor, Project Leader etc.)	
Contact number:	
Email address:	
Details of incident / concern	
Date of incident: (or period of time relating to concern)	
Nature of concern:  What have you seen? What have you heard? What are you worried about?  Please give a full description of what was noticed, said or disclosed.  Continue on an additional sheet if necessary.	

Who else witnessed the incident? (if applicable)	
Please include full names and roles.	
What action did you take?	
(Include anything you said to the child, other mentors, Project Leader etc.)	
Date of record:	
Signature:	
<b>For completion by Project Leader (if not completed by Project Leader above)</b>	
Project Leader Name:	
Date followed up:	
Action taken: (Including names, dates, times or if it was just passed straight on)	
Reason for decision on action taken:	
Date of record:	
Signature:	

<b>For completion by Young Ladies Club permanent staff</b>	
Incident Number	
Name of staff member following up:	
Position:	
Date followed up:	
Action taken: (Including names, dates, times or if no action was taken)	

Reason for decision on action taken:	
Date of record:	
Signature:	
<b>Information on further / follow up action taken (if required)</b>	
Date followed up:	
Action taken: (Including names, dates, times or if no action was taken)	
Reason for decision on action taken:	
Date of record:	
Signature:	

<b>For completion by Young Ladies Club permanent staff</b>	
Date case closed:	
Reason closed:	