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YSS Safeguarding Policies

September

2016

These Safeguarding policies are written to inform and support good practice. All YSS Staff and Volunteers are expected to comply with them. They are updated on an annual basis



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YSS Safeguarding Statement

YSS is committed to ensuring that children, young people and adults at risk who come into contact with YSS staff and volunteers are treated with respect, and are free from all forms of abuse or mistreatment. We are also committed to ensuring that all staff and volunteers are aware of their responsibilities, and have the knowledge and skills necessary to promote and maintain the welfare and safety of those with whom they come into contact.

YSS have comprehensive safeguarding policies which are reviewed annually.

The designated member of staff responsible for safeguarding is Angela Parton, Operations Director, angela.parton@yss.org.uk

SAFEGUARDING CONTACT DETAILS

CHILDREN:

Lead Trustee for Safeguarding	Graham Brotherton	Graham.Brotherton@Yss.org.uk
YSS Child Protection Coordinator	Angela Parton Operations Director	07584 632123
YSS Lead Child Protection officers	Deb Grantham Operations Director	07989 304695
	David Andrewartha Operational Manager	07791 764140
	Sarah Dowler Team Manager	07968 991131
	Maria Evans Senior Keyworker	07584 278738
	Sue Green Senior Keyworker	07791 876599

HEREFORDSHIRE

Working hours **01432260800**

Out of hours **01905 768020**

Website <https://www.herefordshire.gov.uk/health-and-social-care/children-and-family-care/multi-agency-safeguarding-hub>

SHROPSHIRE

Working hours **0345 6789021**

Out of hours **0345 6789040**

Website <https://www.shropshire.gov.uk/social-care-for-children-and-families/do-you-think-a-child-is-being-harmed-or-is-at-risk/>

TELFORD

Working hours **01952 385385**

Out of hours **01952 676500**

Website

http://www.telford.gov.uk/info/20223/family_connect_service_directory/271/concerned_about_the_welfare_of_a_child

WARWICKSHIRE

Working hours **01926 410 410**

Out of hours **01926 886922**

Website <https://www.warwickshire.gov.uk/childprotection>

WORCESTERSHIRE

Working hours **01905 822 666**

Out of hours **01905 768020**

Website http://www.worcestershire.gov.uk/info/20054/safeguarding_children

NSPCC Helpline number: **0808 800 5000**



ADULTS:

YSS Adult Protection Coordinator
Lead Adult Protection Officers

Operations Director Angela Parton 07584 632123
Operations Director Deb Grantham 07989304695
Operational Manager, David Andrewartha 07791

764140

HEREFORDSHIRE

Working hours **01432 260715**

Out of hours **0330 1239309**

Website <https://www.herefordshire.gov.uk/safeguarding-adults>

SHROPSHIRE

Working hours **0345 678 9044**

Out of hours **0345 678 9040**

Website

<http://www.shropshire.gov.uk/adultcarer.nsf/open/923b549555d6a3b980256dfe005823b1>

TELFORD

Tel: **0345 6789021**

Website

http://www.telford.gov.uk/info/20086/adult_social_services/312/protecting_adults_at_risk/2

WARWICKSHIRE

Tel: **01926 412080**

Website <https://www.warwickshire.gov.uk/safeguardingadults>

WORCESTERSHIRE

Tel: **01905 768053**

Website <http://www.worcestershire.gov.uk/wsab>

All local authorities with responsibilities for safeguarding adults have signed up to the West Midlands Adult Safeguarding Policy and procedures

<https://www.shropshire.gov.uk/media/1462593/wm-adult-safeguarding-policy-and-procedures-working-draft.pdf>

Senior Management Team Contact Details

Chief Executive Officer

Lorraine Preece

07792749086

Operations Director

Angela Parton

07584632123

Operations Director

Debb Grantham

07989304695

Deputy CEO and Finance Director

Karen Moody

07961 430917

Safeguarding Policy

(Children and Adults)

Date of Statement: 1 October 2006

Date of last review: 1 September 2016

Date for next review: September 2017

Related Policies: Child Protection, Safeguarding Adults at risk, Health and Safety, Recruitment and Selection, Staff Code of Conduct, Help Us Get it Right, Equal Opportunity, Staff Discipline and Whistle Blowing, Allegations against staff and volunteers, Prevent policies (children and adults)

YSS is committed to the welfare and safety of all children, young people and adults it comes into contact with. YSS will take all reasonable steps to ensure that all those people it works with are kept safe from all forms of harm or abuse. We will promote good practice and manage services in a way which promotes safety and reduces the risk of harm or abuse occurring. We will ensure that any allegations, disclosures of abuse or suspicions are dealt with appropriately and the child or adult at risk is supported.

YSS will ensure that:

- All trustees, staff, volunteers and service users are familiar with this policy.
- We will work with other agencies within the Safeguarding Framework for both children and adults.
- We will work within our confidentiality policy and will usually gain permission from service users before sharing information about them with another agency (unless it is the referring agency), unless we are required by law to share it, or, unless the service user will come to harm if we do not share it.
- All staff are suitable to undertake work with children, young people and adults and that all reasonable steps are taken not to appoint someone who is disqualified from working with one of the above groups. This will be done by the securing of two references and enhanced Disclosure & Barring Service checks which will be renewed every three years.
- All staff are aware of the relevant policies relating to all aspects of safety, through initial induction and on-going relevant training.
- All staff should have appropriate training in relation to safeguarding both children and adults as defined by the local safeguarding boards.
- All staff are aware of their obligations to report concerns of safety or inappropriate behaviour and the process they should follow in the event of a concern.
- All staff are aware that they are expected to show understanding and respect and that they will adhere to the staff code of conduct at all times.
- All staff have the appropriate levels of support and supervision.
- Trustees and senior management will receive regular safeguarding reports to ensure effective management of services.
- The organisation responds appropriately to any changes of legislation and accepted practice.

YSS SAFEGUARDING: ACKNOWLEDGEMENT OF UNDERSTANDING

- I confirm that I have read and understand the YSS Safeguarding Policy which includes the following policies, procedures and codes:
 - Safeguarding Policy
 - Child Protection Policy
 - Safeguarding Vulnerable Adults Policy
 - Procedure for children at possible risk of abuse
 - Behaviour code for adults working with children
 - Dealing with allegations made against an employee/volunteer
 - Anti-Bullying Policy
 - Safeguarding contact details
 - Occurrence form

- I agree to comply with the terms of the policies

- I understand that these policies, procedures and codes are important and also that they must be adhered to.

- I understand that if I fail to adhere to these policies, procedures and codes it may result in disciplinary action, including possible termination of employment and civil and criminal penalties.

Name:	Signature:
Date:	Line Manager:

This form must be signed and returned to HR where it will be retained on your file

YSS Procedure for children at possible risk of abuse

This procedure applies to any paid member of staff, volunteer or Trustee, who may be concerned about the safety and protection of a child. This procedure must be followed whenever an allegation is made that a child has been abused or when there is a suspicion that a child has been abused. Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child. If the complainant is the child, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for any subsequent investigation and or court proceedings.

A full record should be made as soon as possible of the nature of the allegation and any other relevant information using the occurrence form.

Remember that you are not responsible for deciding whether abuse has occurred. **YSS staff and volunteers are not responsible for investigating an allegation** that is the responsibility of the local authority child protection team following on from a referral.

Purpose and aim of this procedure

We aim to ensure those children who attend YSS and any other children who may come to the attention of YSS, receive the protection and support they need if they are at risk of abuse. This procedure provides clear direction to staff and volunteers at YSS if they have concerns that a child is in need of protection.

Different types of abuse

There are four main categories of abuse and neglect: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific warning indicators, which you should be alert to. *Working Together to Safeguard Children* (2015) statutory guidance sets out full descriptions. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

PHYSICAL ABUSE is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Physical abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health or if they live in a home where domestic abuse happens. Babies and disabled children also have a higher risk of suffering physical abuse.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.

Some of the following signs may be indicators of physical abuse:

- Children with frequent injuries;
- Children with unexplained or unusual fractures or broken bones; and
- Children with unexplained: bruises or cuts; burns or scalds; or bite marks.

EMOTIONAL ABUSE is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Although the effects of emotional abuse might take a long time to be recognisable, practitioners will be in a position to observe it, for example, in the way that a parent interacts with their child. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

Some of the following signs may be indicators of emotional abuse:

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong;
- Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder';
- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

SEXUAL ABUSE AND EXPLOITATION

Sexual abuse is any sexual activity with a child. You should be aware that many children and young people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not even understand that it is wrong. Sexual abuse can have a long-term impact on mental health.

Sexual abuse 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 clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch 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 commit acts of sexual abuse, as can other children.

Some of the following signs may be indicators of sexual abuse:

- Children who display knowledge or interest in sexual acts inappropriate to their age;
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have;

- Children who ask others to behave sexually or play sexual games; and
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

CHILD SEXUAL EXPLOITATION is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Some of the following signs may be indicators of sexual exploitation:

- Children who appear with unexplained gifts or new possessions;
- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and
- Children who regularly miss school or education or don't take part in education.

NEGLECT is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development.

Children who are neglected often also suffer from other types of abuse. It is important that practitioners remain alert and do not miss opportunities to take timely action. However, while you may be concerned about a child, neglect is not always straightforward to identify.

Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.

Some of the following signs may be indicators of neglect:

- Children who are living in a home that is indisputably dirty or unsafe;
- Children who are left hungry or dirty;
- Children who are left without adequate clothing, e.g. not having a winter coat;

- Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence;
- Children who are often angry, aggressive or self-harm;
- Children who fail to receive basic health care;
- Parents who fail to seek medical treatment when their children are ill or are injured.

Ways that abuse might be brought to your attention

- a child might make a direct disclosure about him or herself
- a child might make a direct disclosure about another child
- a child might offer information that is worrying but not a direct disclosure
- a member of staff might be concerned about a child's appearance or behaviour or about the behaviour of a parent or carer towards a child
- a parent or carer might make a disclosure about abuse that a child is suffering or at risk of suffering
- a parent might offer information about a child that is worrying but not a direct disclosure.

Responding to a child who has told you that he/she or another child is being abused

- Stay Calm
- Listen carefully to what is said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets
- Tell the child that the matter will only be disclosed to those who need to know about it
- Allow the child to continue at her/his own pace
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer (leading questions)
- Reassure the child that telling someone about it was the right thing to do.
- Tell him/her that you now have to do what you can to keep him/her (or the child who is the subject of the allegation) safe.
- Let the child know what you are going to do next and who else needs to know about it.
- Let the child tell his or her whole story. Don't try to investigate or quiz the child, but make sure that you are clear as to what he/she is saying.
- Ask the child what he/she would like to happen as a result of what he/she has said, but don't make or infer promises you can't keep.

- Record in writing as soon as possible what was said, using the child's own words. Include the date, time, any names mentioned, to whom the information was given and ensure that it is signed and dated

Helping a child in immediate danger or in need of emergency medical attention

- If the child is in immediate danger and is with you, remain with him/her and call the police.
- If the child is elsewhere, contact the police and explain the situation to them.
- If he/she needs emergency medical attention, call an ambulance and, while you are waiting for it to arrive, get help from your first aider.
- If the first aider is not available, use any first aid knowledge that you may have yourself to help the child.
- You also need to contact your supervisor/manager or named person for child protection to let them know what is happening.

A decision will need to be made about who should inform the child's family and the local authority children's social care department, and when they should be informed. If you have involved the police and/or the health services, they should be part of this decision. Consider the welfare of the child in your decision making as the highest priority.

Issues that will need to be taken into account are:

- the child's wishes and feelings
- the parent's right to know (unless this would place the child or someone else in danger, or would interfere with a criminal investigation)
- the impact of telling or not telling the parent
- the current assessment of the risk to the child and the source of that risk
- any risk management plans that currently exist.

The reporting form should be signed and dated by all those involved in its completion and kept confidentially on the child's file. The name of the person making the notes should be written alongside each entry.

Reporting child protection concerns

If a child is in need of emergency medical attention or in immediate danger, follow the procedure outlined above on helping a child in immediate danger or in need of emergency medical attention.

You should then take the steps set out on the next page to ensure the concern is dealt with.

Once any immediate danger or emergency medical need has been dealt with, follow the steps set out at the end of this document. Local contact details for Child Protection teams are included within these policy and procedures. All staff and volunteers should also be issued with the 'child protection' card during induction

All staff should discuss any concerns with their line manager. In the absence of their line manager then staff should contact one of the YSS child protection lead officers or coordinator and if none of these are available then any member of the senior management team. All contacts details are available within these policies and procedures.

Keeping a record of your concerns

- Make some brief notes as soon as possible after the conversation;
- Not destroy the original notes in case they are needed by a court of law;
- Record the date, time, place and any noticeable non-verbal behaviour and the words.
- Draw a diagram to indicate the position of any bruising or other injury;
- Record statements and observations rather than interpretations or assumptions;
- Record if carer/others have been informed of the concerns, their responses and or if they have not been informed, why you felt this was an appropriate course of action.

Use the occurrence reporting form to record the concern and how it is dealt with. It must be signed and dated

Role of line managers

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed. The line manager should ensure that the YSS child protection lead officer is aware of the incident.

The line manager should ensure that all staff within their team are familiar with these procedures and ensure that all staff undertake appropriate child protection training

What to do if a member of staff has concerns about a child's safety or welfare

Member of staff makes notes of their concerns using the occurrence reporting form, and discusses them with their supervisor/manager. The line manager may wish to involve a YSS child protection lead officer or coordinator at this stage for advice.

If the child's family does not already know about the concern, the member of staff or manager discusses it with them **unless**:

a family member might be responsible for abusing the child

someone may be put in danger by the family being informed

informing the family might interfere with a criminal investigation.

If any of these circumstances apply, discussions with the family should only take place after this has been agreed with the local authority children's social care department.

If there is still uncertainty about the concerns, then the staff member/line manager can discuss with children's social care department without disclosing the identity of the child/family.

Concerned referral to local authority children's social care department and confirms in writing within 48 hours. Complete occurrence reporting form and forward copy to YSS child protection lead, HR and corporate support officer and line manager. Once you have made a referral, a social worker should respond within one working day telling you what further action they have decided to take.

No longer concerned

No further child protection action needed. Staff member and supervisor/manager decide whether to discuss the initial concern with other services (eg school) to ensure that the child's needs are being met elsewhere eg through Early Help (see YSS Early Help policy)

Note: Any young person age 16 years or over is presumed by law to be competent and to have capacity (as defined in the Mental Capacity Act 2005) and therefore has the right to give or withhold consent to treatment or sharing of information independent of their parents' views. However 16-18 year olds are still deemed to be children for the purposes of safeguarding and these procedures should be followed and advice taken from line manager and or designated safeguarding lead.

Staff and Volunteer Training

Child protection training will be included in all Volunteer and Staff induction to the appropriate level. All staff will be required to read and sign confirmation of agreeing to work in line with the policy.

All designated safeguarding officers will receive regular training recognising that policies and best practice change and develop regularly. The Chief Executive will be responsible for ensuring this training is undertaken.

EARLY HELP

What is it?

YSS understands that some children, young people and their families require additional assistance if they are to achieve their full potential. Early Help can make a difference when provided at the right time.

Children and young people can have different needs, which require different levels of response. These can change. Intervention and/or support may be provided by either one agency or a number of agencies working together.

Early help means providing support as soon as a problem emerges. As part of your area's local multi-agency safeguarding arrangements there will be processes in place around the assessment of children who may benefit from early help.

An early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. Any frontline practitioner from any agency working with children, young people and families, including the voluntary and community sector, can undertake an early help assessment.

You might, therefore, act as the lead professional for an early help assessment, or be asked to participate in such an assessment. Whatever the case, you will need to work closely with other practitioners to decide whether the child and family would benefit from coordinated support from more than one agency.

Local agencies should have in place effective ways to identify emerging problems and potential unmet needs for individual children and families. This requires all professionals, including those in universal services and those providing services to adults with children, to understand their role in identifying emerging problems and to share information with other professionals to support early identification and assessment

Providing early help is more effective in promoting the welfare of children than reacting later. Early help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years.

Early help relies upon local agencies working together to provide services to address the assessed needs of a child and their family which focuses on activity to significantly improve the outcomes for the child

Early Help is Consent driven, working alongside parents to achieve positive outcomes for children and young people and/or direct work with children and young people.

Some of the indicators of the need for additional early help might be

disruptive or anti-social behaviour, overt parental conflict or lack of parental support/boundaries, involvement in, or risk of, offending, poor attendance or exclusion from school, experiencing bullying, special educational needs, disabilities, disengagement from education, training or employment post-16, poor nutrition or inadequate clothing, ill health, substance misuse anxiety or depression, experiencing domestic violence, housing issues, teenage pregnancy and parenthood (including the risk of pregnancy and early parenthood, as well as actual pregnancies and parenthood among young people), young carers who exhibit additional needs which are as a direct result of their caring responsibilities, eg. truancy/lateness, ill health, housing issues

Clearly, these are examples rather than an exclusive list.

What you should do

Discuss your concerns with your line manager. **Note that if they include a concern that a child may be at risk of abuse or neglect, then child protection procedures need to be referred to immediately.**

If you and your manager agree that early help may be the appropriate route for this child, young person or family, make an arrangement to discuss this as a possibility with the most appropriate person in the family. Sometimes this may involve several discussions eg with the young person first of all, and then with their parent/carer. The discussion at this point should cover the following points:

You have noticed that there seem to be some issues at the moment which are making the child/young person unsettled or unhappy or unable to get on with their life. Does the child/young person/family (whoever you are talking to) agree that this is the situation? How would you and they describe the issues?

Are there things that are going on already that are helping? What are they?

What would they like to happen? What would improvement look like?

Is there a role for YSS in helping to make things better?

One option might be to consider an early help assessment. Explain what this is, and that it can only happen with the consent of the relevant people ie child/young person if of sufficient understanding, and parent or someone with parental responsibility. Outline the possible benefits of such an assessment.

Check out whether the child/young person or family is aware of this having been done previously. If so, ask for details.

Check out which other agencies are involved with the child/young person and family.

Agree next steps with the child/young person and family



Make a record of your conversations and discuss them with your line manager so that a way forward can be planned.

Early Help Advice can be accessed at

Herefordshire <https://www.herefordshire.gov.uk/children-young-people-and-families/information-for-family-service-professionals>

Shropshire <https://www.shropshire.gov.uk/early-help/>

Telford http://www.telford.gov.uk/info/20277/early_help_for_children_and_families

Warwickshire <https://www.warwickshire.gov.uk/earlyinterventionBU>

Worcestershire http://www.worcestershire.gov.uk/info/20211/early_help

YSS BEHAVIOUR CODE FOR ADULTS WORKING WITH CHILDREN

This behaviour code outlines the conduct expected of staff and volunteers from YSS, and staff from other organisations who engage with children and young people through YSS and its activities.

It has been informed by the views of children and young people.

Purpose

Following this code will help to protect children from abuse and inappropriate behaviour from adults. It will also help staff and volunteers to maintain the standard of behaviour expected of them and will reduce the possibility of unfounded allegations of abuse being made against them.

Upholding this code of behaviour

All members of staff and volunteers are expected to report any breaches of this code to any of the following: Chief Executive, YSS Trustee Lead for Safeguarding, YSS Lead Safeguarding Officer or any YSS designated Safeguarding Officer under the whistle-blowing procedure or, if necessary, under child protection procedures. (see allegations against an employee procedures) Staff and volunteers who breach this code of behaviour may be subject to YSS's disciplinary procedures. Any breach of the code involving a volunteer or member of staff from another agency may result in them being asked to leave YSS.

Serious breaches may also result in a referral being made to a statutory agency such as the police, the local authority children's social care department and/or the Independent Safeguarding Authority.

The role of staff and volunteers

When working with children and young people for YSS all staff and volunteers are acting in a position of trust. It is important that staff and volunteers are aware that they may be seen as role models by children and young people and must act in an appropriate manner at all times. When working with children and young people, it is important to:

- operate within YSS's principles and guidance and any specific procedures
- follow YSS's child protection policy and procedures at all times
- listen to and respect children at all times



- avoid favouritism
- treat children and young people fairly and without prejudice or discrimination
- value and take children's contributions seriously, actively involving children and young people in planning activities wherever possible
- ensure any contact with children and young people is appropriate and in relation to the work of the project
- always ensure language is appropriate and not offensive or discriminatory
- follow the ICT safety code and report any breaches
- always ensure equipment is used safely and for its intended purpose
- provide examples of good conduct you wish children and young people to follow
- challenge unacceptable behaviour and report all allegations/suspensions of abuse
- ensure that whenever possible, there is more than one adult present during activities with children and young people or if this isn't possible, that you are within sight or hearing of other adults.
- All lone working with children or young people should be within the context of a clear intervention plan and recorded appropriately
- be close to where others are working. If a child specifically asks for or needs some private time with you, ensure other staff should know where you and the child are
- respect a young person's right to personal privacy
- encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- recognise that special caution is required when you are discussing sensitive issues with children or young people.

You must not:

- patronise or treat children and young people as if they are silly
- allow allegations to go unreported
- develop inappropriate relationships such as contact with children and young people that is not a part of the work of (name of group/organisation) or agreed with the manager or leader
- conduct a sexual relationship with a child or young person or indulge in any form of sexual contact with a child or young person. Any such behaviour between an adult member of staff or volunteer and a child or young person using the services of YSS represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances
- let children and young people have your personal contact details (mobile number or address)
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- act in a way that can be perceived as threatening or intrusive
- make inappropriate promises to children and young people, particularly in relation to confidentiality
- jump to conclusions about others without checking facts
- either exaggerate or trivialise child abuse issues
- rely on your reputation or that of the organisation to protect you
- take unnecessary risks when common sense, policy or practice suggests a more prudent approach
- adopt an attitude of complacency with regard to your own conduct.

YSS SAFEGUARDING ADULTS AT RISK POLICY

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of YSS

The Purpose of this Policy

YSS is committed to providing greater protection to adults at risk, victims of adult abuse and those people who voice their concerns and suspect incidents of abuse. All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation

This Adult Protection Policy reflects the high priority that YSS gives to the prevention of abuse of adults at risk, and the need for a consistent, effective and immediate response to any circumstances giving ground for concern. The primary aim of the policy is to prevent abuse and to effectively deal with incidents of abuse.

The Policy has been developed in accordance with The Care Act 2014 and the Mental Capacity Act 2005.

The first priority should always be to ensure the safety and protection of adults at risk. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person/agency.

The Care Act 2014

Under the Care Act 2014 Part 1, changes to safeguarding adults came into effect from April 2015. They include

- The No Secrets guidance is replaced by the Care Act
- Safeguarding Adults Boards and safeguarding adult enquiries become a statutory duty
- 'Adult at risk' is the new terminology replacing 'vulnerable adult'
- The Care Act applies to adults aged 18 and over, including those who have children's services until they are 19 or 25 years old
- There is a new definition of adult abuse and neglect
- The term adult at risk is now used to replace vulnerable adult because the term vulnerable adult may wrongly imply that some of the fault for the abuse lies with the adult abused.

Two of the catch phrases that are often used about safeguarding are ‘safeguarding is everybody’s business’ and ‘safeguarding is personal’.

‘Safeguarding is everybody’s business’ refers to the importance ‘of everyone being alert to possible signs of abuse or neglect and acting on their concerns. ‘Safeguarding is personal’, is intended to emphasise the importance of adults at risk being as involved as possible in any safeguarding process.

The Mental Capacity Act 2005

The Mental Capacity Act (MCA) is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. It is a law that applies to individuals aged 16 and over.

Examples of people who may lack capacity include those with: dementia, a severe learning disability, a brain injury, a mental health condition, a stroke, or unconsciousness caused by an anaesthetic or sudden accident. However, just because a person has one of these conditions does not necessarily mean they lack the capacity to make a specific decision.

For more information on the MCA please see <http://www.nhs.uk/conditions/social-care-and-support-guide/pages/mental-capacity.aspx>

What is adult abuse and neglect?

The Care Act includes the definitions of abuse and neglect already in use and expands the definition significantly. For safeguarding enquiries to take place there does not need to be an ‘alleged perpetrator’ and there’s no longer a ‘significant harm’ threshold.

Categories of abuse as before:

Physical
Financial
Sexual
Neglect
Emotional

Plus new categories of abuse:

Self-neglect
Modern Slavery
Domestic Abuse
Exploitation
Discrimination
Organisational (Institutional)

Adults at risk

Under the Care Act safeguarding duties for local authorities apply to an adult aged 18 and over who:

- has needs for care and support even if they do not have care services
- and is experiencing or is at risk of abuse and neglect
- and as a result of their care and support needs is unable to protect themselves from the risk or experience of abuse and neglect

What is a “Care and Support Need”?

“The adult’s needs arise from or are related to a physical or mental impairment or illness. Local authorities must consider...if the adult has a condition as a result of either physical, mental,

sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury...a formal diagnosis of the condition should not be required"

(Care Act statutory guidance)

Implications for organisations working with young people aged 18 to 25

As the Care Act widens the definition of abuse and neglect and the adult at risk does not need to have services, more young people aged 18 and over are likely to be included in safeguarding adult enquiries.

Current policy on safeguarding emphasises empowering adults who may be at risk of abuse or neglect. There is a difficult balance to be struck by professionals in safeguarding cases between protecting people from harm and empowering people to make their own choices and remain in control of their own lives. Sometimes this means respecting a person's choice even though that choice puts them at risk of harm. All adults at risk are individuals in their own right and, if they are able/are assessed as having capacity must be allowed to exercise their right to choose the way in which they live their life. This can mean that some people may choose to remain in a situation, which others may consider to be inappropriate or harmful.

The overall policy aims of safeguarding as set out in the statutory guidance can be summarised as to:

- Stop abuse and neglect where possible.
- Prevent harm and reduce the risk of abuse and neglect.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Concentrate on improving life for the adult concerned.
- Raise public awareness so that communities play a role alongside professionals.
- Provide accessible information and support about how to stay safe and how to raise a concern.
- Address the cause of the abuse and neglect.

The statutory guidance also sets out 6 key principles:

- Empowerment: "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
- Prevention: "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
- Proportionality: "I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."
- Protection: "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
- Partnership: "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
- Accountability: "I understand the role of everyone involved in my life and so do they."

We will seek to keep Adults at Risk safe by

- Valuing them, listening to and respecting them

- Adopting adult protection practices through procedures and a code of conduct for staff and volunteers
- Providing effective management for staff and volunteers through supervision, support and training
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Sharing information about adult protection and good practice with adults, carers, staff and volunteers
- Sharing concerns with agencies who need to know, and involving adults at risk appropriately
- We are committed to reviewing our policy and good practice annually

YSS Procedure for adults at possible risk of abuse

This procedure applies to any member of staff, volunteer or Trustee, who may be concerned about the safety and protection of an adult at risk. This procedure must be followed whenever an allegation is made that an adult at risk has been abused or when there is a suspicion that abuse may have occurred.

A full record should be made as soon as possible of the nature of the allegation and any other relevant information using the occurrence reporting form. A copy of the occurrence reporting form should be forwarded to the YSS adult safeguarding lead officer, HR and corporate support officer, and line manager

Remember that you are not responsible for deciding whether abuse has occurred. YSS staff and volunteers are not responsible for investigating an allegation; that is the responsibility of the local authority adult safeguarding team following on from a referral

What is adult abuse?

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

Abuse can happen anywhere – in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing, in a prison or in the street.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when an adult at risk is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

Forms of abuse include:

- Discriminatory

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence** Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called ‘honour’ based violence, forced marriage or Female Genital Mutilation (FGM).
- **Financial or material** Including theft, fraud, internet scamming, exploitation, 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 and inhumane treatment.
- **Neglect and acts of omission** Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Organisational (sometimes referred to as institutional)** Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person’s own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Physical** Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.
- **Psychological (sometimes referred to as emotional)** Including 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 support networks.
- **Sexual** Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives “something” (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.
- **Self-neglect** Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behavior such as hoarding.

Any of these forms of abuse can be deliberate, the result of ignorance, or lack of training, knowledge or understanding. If a person is being abused in one way, they are often being abused in other ways.

Who might be causing the abuse?

The person who is responsible for the abuse is very often well known to the person abused and could be:

- A paid carer or volunteer
- A health worker, social care or other worker
- A relative, friend or neighbour
- Another resident or service user
- An occasional visitor or someone who is providing a service
- People who deliberately exploit vulnerable people

Procedure in the event of a disclosure

It is important that adults at risk are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that an adult at risk has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information. This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported your line manager as soon as possible. Following consultation staff/or their manager should telephone and report the matter to the appropriate local adult social services duty social worker. A written record of the date and time of the report should be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 48 hours. The YSS adult safeguarding coordinator should also be informed of any incidents on the cause for concern form

Raising concerns

Concerns about the welfare of an adult may come to your notice in a variety of ways but not all the signs necessarily indicate that an adult may be at risk. The wishes of the adult are very

important, and they should 'experience the safeguarding process as empowering and supportive'

If abuse is suspected or disclosed, the relevant member of staff must let the person know that information will be passed to the nominated adult safeguarding officer or agency. All staff and volunteers must share their concerns with their line manager or lead adult safeguarding officer in the first instance.

Responding appropriately to an allegation of abuse

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for Support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence

- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult safeguarding agencies, following a referral.

The role of the YSS Adult Safeguarding Coordinator is to:-

- Ensure all staff are aware of these procedures, ensure that appropriate training and support is provided to all staff
- Ensure that the Chief Executive is kept fully informed of any concerns
- Ensure the maintenance of effective working relationships with other agencies and services
- Decide whether to take further action about specific concerns e.g. refer to Social Services or the Police
- Ensure that accurate records relating to individual adults are kept in a secure place and marked "strictly confidential"
- Submit reports to, and attend, adult safeguarding conferences or to arrange for suitably trained and experienced staff to do so
- Ensure effective monitoring of adults who have been identified as 'at risk'

Support for staff

Dealing with a disclosure from an adult at risk is likely to be a stressful experience. The member of staff/volunteer concerned, should consider seeking support for her/himself and discuss this with the designated Adult Safeguarding Officer/Line Manager.

Record keeping

When a disclosure has been made, the member of staff or volunteer should:

- Make some brief notes as soon as possible after the conversation;

- Not destroy the original notes in case they are needed by a court of law;
- Record the date, time, place and any noticeable non-verbal behaviour and the words.
- Draw a diagram to indicate the position of any bruising or other injury;
- Record statements and observations rather than interpretations or assumptions;
- Record if carer/others have been informed of the concerns, their responses and or if they have not been informed, why you felt this was an appropriate course of action.

Allegations involving YSS volunteers or staff

YSS has a procedure for enabling staff and volunteers to share, in confidence with a designated person, concerns that they may have about a colleague's behaviour. This is sometimes referred to as **whistle blowing**. Also see Procedure for dealing with allegations made against an employee/volunteer

This behaviour may not be linked adult abuse but it is beyond acceptable limits. Staff and volunteers are reminded that:

- You can't tell by looking at a person whether they are an abuser. They don't appear different from the rest of society
- Abusers come from all classes in society, all professions and all races
- Abuse of adults may sometimes be carried out by strangers but it is much more common that the abuser is known to the adult and is in a position of trust and/or authority

There may be staff or volunteers who:

- Are unable to provide consistent care
- Cause adults to suffer physical or emotional harm consistently behaving inappropriately towards them
- Manipulate themselves into positions of trust where they can exploit adults at risk, physically, emotionally or sexually.

YSS will provide support for whistle blowers. If you become aware of anything that makes you feel uncomfortable then we actively encourage you to discuss your concerns in confidence with any of the following: Chief Executive, Operations Director, YSS Trustee Lead for Safeguarding, YSS Safeguarding Coordinator or any YSS designated Safeguarding Officer (all contact details can be found on the "Safeguarding Contact Details" pages contained within this document). Please refer to Whistle Blowing policy for further information.

The Organisation supports and will provide protection for whistle blowers. If you become aware of anything that makes you feel uncomfortable then discuss the incident with the designated person. Training and supervision will be provided for staff and volunteers to recognise suitable and inappropriate behaviour.

The Adult Safeguarding coordinator/Chief Executive will not investigate the allegation itself, or take written or detailed statements, but he/she will assess whether it is necessary to refer the case to the local Social Services Department/Police in accordance with the local adult protection procedures.

Staff and Volunteer Training

Adult protection training will be included in all Volunteer and Staff induction to the appropriate level. All staff will be required to read and sign confirmation of agreeing to work in line with the policy.

All designated adult protection officers will receive regular training recognising that policies and best practice change and develop regularly. The Chief Executive will be responsible for ensuring this training is undertaken

Confidentiality

YSS is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see YSS confidentiality policy.

All allegations/disclosures/concerns should be recorded on the cause for concern form. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

Link below to West Midlands Adult Safeguarding Policy and procedures which have been adopted by Herefordshire, Shropshire, Telford and Wrekin, Warwickshire and Worcestershire.

<https://www.shropshire.gov.uk/media/1462593/wm-adult-safeguarding-policy-and-procedures-working-draft.pdf>

Anti-Bullying Policy

Although this policy is primarily focused on children and young people below the age of 18, YSS also recognises that bullying can happen to anyone of any age and this policy applies to adult service users

As an organisation YSS recognises that:

- Bullying is “behaviour, usually repeated over time, which intentionally hurts another individual or group, physically or emotionally”. (*Safe from bullying in youth activities*, DCSF 2009).
- One person or a group can bully others. Bullying can occur either face to face between individuals or groups, or online, using information technology, such as computers or mobile phones.
- All staff and service users have a right not to be bullied.
- Bullying is always unacceptable.
- The Organisation also recognises that it must take note of bullying perpetrated outside the organisation which spills over into the organisation.

Bullying can include:

- verbal teasing or making fun of someone.
- excluding children from games and conversations.
- pressurising other children not to be friends with the person who is being bullied.
- spreading hurtful rumours or passing round inappropriate photographs/images/drawings.
- shouting at or verbally abusing someone.
- stealing or damaging someone’s belongings.
- making threats.
- forcing someone to do something embarrassing, harmful or dangerous.
- harassment on the basis of race, gender, sexuality or disability.
- physical or sexual assault (although all sexual incidents and all but very minor physical incidents constitute abuse and must be dealt with in accordance with child protection procedures).

Bullying causes real distress. It can affect a person’s health and development and, at the extreme, can cause significant harm.

People are often targeted by bullies because they appear different from others.

We all have a role to play in preventing bullying and putting a stop to bullying.

The purpose of this policy is:

- To prevent bullying from happening in our organisation, as much as possible.
- When bullying does happen, to make sure it is stopped as soon as possible and that those involved receive the support they need.
- To provide information to all staff, volunteers, children and their families about what we should all do to prevent and deal with bullying.

- To evidence that we take bullying very seriously and that our staff, volunteers, service users, their parents and carers are assured that they will be supported when bullying is reported.

We will seek to prevent bullying by:

- Developing a code of behaviour that sets out the “dos” and “don’ts” in terms of how everyone involved in YSS is expected to behave, both in face-to-face contact and online.
- Developing a plan that describes how we welcome new members and help them to settle in.
- Holding regular discussions with staff, volunteers, children, young people and families who use YSS to ensure that they understand our anti-bullying policy. These discussions will focus on:
 1. Group members’ responsibilities to look after one another and uphold the behaviour code.
 2. Practising skills such as listening to each other.
 3. Respecting the fact that we are all different.
 4. Making sure that no-one is without friends.
 5. Dealing with problems in a positive way.
 6. Checking that the anti-bullying measures are working well.
 7. Upholding the complaints policy and procedure.
 8. Making sure that staff, volunteers, children and young people, and parents and carers have clear information about our anti-bullying policy and procedures, cyber-bullying policy and procedures, complaints procedure and code of behaviour.

When bullying occurs, we will respond to it by:

- Having a clear anti-bullying procedure in place.
- Providing support and training for all staff and volunteers on dealing with all forms of bullying, including racial, sexist, homophobic and sexual bullying.
- Addressing the issue from the point of view of the person being bullied, the bully, any bystanders and YSS as a whole.
- Reviewing the plan developed to address the bullying, in order to ensure that the problem has been resolved.
- Avoiding any punishments that make the individuals concerned seem small, or look or feel foolish in front of others.

Anti-bullying procedures

- Any incidents of actual or perceived incidents of bullying should be reported to a YSS member of staff.
- In cases of serious bullying the incidents will be reported to Line Managers, recorded on a YSS Occurrence form and logged with the YSS safeguarding lead.
- In serious cases parents/carers/case managers/other significant individuals will be informed and will be asked to come in to a meeting to discuss the problem.
- If necessary and appropriate, police will be consulted.

- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly. A written record of the investigation will be undertaken by the responsible manager.
- Attempts will be made to help the bully (bullies) change their behaviour.

Outcomes

- The bully (bullies) will be asked to genuinely apologise and a restorative approach will be taken.
- In serious cases the perpetrator(s) may be excluded from YSS services or activities.
- If possible the perpetrator and target will be reconciled.
- After the incident/incidents have been investigated and dealt with, procedures will be put in place to monitor the situation to prevent further incidents.
- After the incident/incidents a review of policy and practice will take place to ensure any learning outcomes are shared and good practice reviewed.

CYBER-BULLYING

YSS understands the advantages of modern technology in terms of the, business, educational and the social benefits it brings, however the organisation is mindful of the potential for bullying to occur. Central to the organisation's anti-bullying policy is the belief that 'all staff and service users have a right not to be bullied' and that 'bullying is always unacceptable'. The organisation also recognises that it must 'take note of bullying perpetrated outside the organisation which spills over into the organisation'.

DEFINITION OF CYBER-BULLYING

Cyber-bullying is an aggressive, intentional act carried out by a group or individual using electronic forms of contact repeatedly over time against a victim who cannot easily defend himself/herself.

By cyber-bullying, we mean bullying by electronic media:

- Bullying by texts or messages or calls on mobile phones
- The use of mobile phone cameras to cause distress, fear or humiliation
- Posting threatening, abusive, defamatory or humiliating material on websites, to include blogs, personal websites, social networking sites (any web based attacks)
- Using e-mail to message others
- Hijacking/cloning e-mail accounts
- Making threatening, abusive, defamatory or humiliating remarks in chat rooms, to include Facebook, Twitter, Bebo, Youtube, AskFM, Snapchat, and any other social media sites or applications (apps)

LEGAL ISSUES

Cyber-bullying is generally criminal in character. The law applies to cyberspace.

- It is unlawful to disseminate defamatory information in any media including internet sites.
- Section 127 of the Communications Act 2003 makes it an offence to send, by public means of a public electronic communications network, a message or other matter that is grossly offensive or one of an indecent, obscene or menacing character.
- The Protection from Harassment Act 1997 makes it an offence to knowingly pursue any course of conduct amounting to harassment.

POLICY

YSS works with its staff and service users both in the proper use of telecommunications and about the serious consequences of cyber-bullying.

YSS will, through individual and group discussion sessions, continue to inform and educate its staff and service users in these fast changing areas.

YSS trains its staff to respond effectively to reports of cyber-bullying or harassment and has systems in place to respond to it. YSS endeavours to block access to inappropriate web sites, using firewalls, antivirus protection and filtering systems and no service user is allowed to work on the internet using YSS computer equipment, without a member of staff present. Where appropriate and responsible, YSS audits ICT communications and regularly reviews the security arrangements in place. YSS reserves the right to take action against those who take part in cyber-bullying.

All bullying is damaging but cyber-bullying and harassment can be invasive of privacy at all times. These acts may also be deemed as criminal acts. YSS aims to support victims and, when necessary, will work with the Police to detect those involved in criminal acts.

YSS will work proactively internally, and where appropriate externally with partner agencies, to identify, correct, or remove service users who bully or harass fellow service users or staff in this way, both in or out of service provision.

All members of the organisation are aware they have a duty to bring to the attention of their Line Manager any example of cyber-bullying or harassment that they know about or suspect.

GUIDANCE FOR STAFF

If you suspect or are told about a cyber-bullying incident, they should follow the protocol outlined below:

Mobile Phones

- Ask the victim to show you the mobile phone.
- Note clearly everything on the screen relating to an inappropriate text message or image, to include the date, time and names.
- Make a transcript of a spoken message, again record date, times and names.
- Tell the victim to save the message/image.
- Contact your Line Manager and Case Manager where appropriate.
- Complete a YSS Occurrence form.

Computers

- Ask the young person to get up on-screen the material in question.
- Ask the young person to save the material.
- Print off the offending material straight away.
- Make sure you have got all pages in the right order and that there are no omissions. .
- Normal procedures will then be followed particularly if a child safeguarding issue is presented.
- Contact your Line Manager and Case Manager where appropriate.
- Complete a YSS Occurrence form.

GUIDANCE FOR SERVICE USERS

If you believe you or someone else is the victim of cyber-bullying, you must speak to a YSS member of staff or volunteer or any other significant adult (teacher, parents, guardian, carers etc) as soon as possible.

- Do not answer abusive messages but log and report them.
- Do not delete anything until it has been shown to your YSS member of staff, volunteer or any other significant adult (teacher, parent, guardian, carer, etc). Even if it is upsetting, the material is important evidence which may need to be used later as proof of cyber-bullying.
- Do not give out personal IT details.
- Never reply to abusive e-mails.
- Never reply to someone you do not know.
- Stay in public areas in chat rooms.
- Never give out personal information online, whether in instant message profiles, chat rooms, blogs, or personal websites.
- Never tell anyone but your parents your password, even friends.
- If someone sends a mean or threatening message, don't respond. Save it or print it out and show it to an adult.
- Never open emails from someone you don't know or from someone you know is a bully.
- Don't put anything online that you wouldn't want your classmates to see, even in email.
- **Report any bullying content to the website it's hosted on.**
- Don't send messages when you're angry. Before clicking "send," ask yourself how you would feel if received the message.
- Help kids who are bullied online by not joining in and showing bullying messages to an adult.
- Always be as polite online as you are in person.

GUIDANCE FOR PARENTS

It is vital that parents, carers and the organisation work together to ensure that all service users are aware of the serious consequences of getting involved in anything that might be seen to be cyber-bullying. At the initial induction meeting, YSS informs parents and carers of the cyber-bullying policy and the procedures in place to deal with cyber-bullying.

- Keep your home computer in a busy area of your house.
- Set up email and chat accounts with your children. Make sure that you know their screen names and passwords and that they don't include any personal information in their online profiles.
- Regularly go over their instant messenger "buddy list" with them. Ask who each person is and how your children know him or her.
- Print this list of commonly used [acronyms](#) in instant messenger and chat rooms from the National Centre for Missing and Exploited Children and post it by your computer.
- Discuss cyberbullying with your children and ask if they have ever experienced it or seen it happen to someone.
- Tell your children that you won't blame them if they are cyberbullied. Emphasise that you won't take away their computer privileges - this is the main reason kids don't tell adults when they are cyberbullied.

Parents and carers can help by making sure their child understands the organisation's policy and, above all, how seriously YSS takes incidents of cyber-bullying.

Parents and carers should also explain to the children in their care all the legal issues relating to cyber-bullying. If parents have any concerns about this, YSS staff and volunteers are very happy to support them around this.

If parents or carers believe their child is the victim of cyber-bullying, they should save the offending material (if need be by saving an offensive text on their or their child's mobile phone) and make sure they have all relevant information. It is recommended that they do not delete anything relating to the offence.

Parents should contact the relevant YSS member of staff as soon as possible. A meeting can then be arranged, which may involve other relevant members of YSS staff or partner agencies.

E-SAFETY AT HOME

Several sites offer helpful advice to parents, particularly with respect to how they can best monitor their child's use of the computer at home. Important and useful information can be found on the following site:

<http://www.beatbullying.org/parents-and-carers/safety/>

ICT CODE OF CONDUCT

This is displayed prominently in Computer Room and the Code of Conduct is explained and discussed with service users in group and individual sessions.

Further support and guidance may be obtained from the following:

Help Organisations/National Bodies:

- Advisory Centre for Education (ACE) - 0808 800 5793
- Children's Legal Centre - 0845 345 4345
- KIDSCAPE Parents Helpline (Mon-Fri, 10-4) 0845 1 205 204
<https://www.kidscape.org.uk/advice/advice-for-parents-and-carers/internet-safety-and-addressing-online-risk/?gclid=CLaF9rWN2s4CFUQW0wodMe4NsA>
- CEOP Think you know <https://www.thinkuknow.co.uk/>
- Parentline Plus - 0808 800 2222
- Youth Access - 020 8772 9900
- Bullying Online - www.bullying.co.uk
- www.becta.org.uk for information on safeguarding learners
- www.anti-bullyingalliance.org.uk
- www.beatbullying.org
- NSPCC https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/?utm_source=google&utm_medium=cpc&utm_campaign=Grant_shareaware2014&utm_term=nspcc_online_safety&gclid=CPjKzKSO2s4CFfQK0wodOHOoOoQ&gclsrc=aw.ds
- Internet Matters
<https://www.internetmatters.org/?gclid=CJ2IIOKO2s4CFUe3GwodFzQORw>



Information for families/service users

YSS is committed to ensuring that children, young people and adults at risk who come into contact with YSS staff and volunteers are treated with respect, and are free from all forms of abuse or mistreatment. We will take all reasonable steps to protect them from physical, emotional, sexual abuse or neglect. This applies to everyone we work with regardless of their gender, sexual orientation, disability, race, nationality or country of origin. We are also committed to ensuring that all staff and volunteers are aware of their responsibilities, and have the knowledge and skills necessary to promote and maintain the welfare and safety of those with whom they come into contact.

YSS have comprehensive policies which are reviewed annually including

- Child Protection
- Adult Protection
- Health and Safety,
- Safe Recruitment (staff, volunteers and ,trustees)
- Professional Relationships
- Compliments comments complaints policy
- Allegations made against an employee/volunteer

If you have any concerns about possible abuse or neglect by a YSS staff member or YSS volunteer, then please contact Angela Parton, angela.parton@yss.org.uk or 07584632123 who is the member of YSS staff responsible for safeguarding.

Or If you have any concerns about possible abuse or neglect by any other person, then please contact your key worker (insert name, email address and Tel number)

.....Tel:.....

Alternatively If you wish to write to us in confidence: please contact Angela Parton, YSS Head office, 13-17 Carden St., Worcester WR1 2AT

YSS will deal with any allegation made against any YSS worker or YSS volunteer promptly in line with our procedures for allegations made against an employee/volunteer. YSS also has a separate Compliments, Complaints and Comments process, which you will have received information about.

All YSS Safeguarding Policies are available to view on our website

