CREATING A SAFE ENVIRONMENT (GUIDELINES)

Policy Title	**Creating a Safe Environment (Guidelines)**
Policy Review Date	
Policy Reviewed by	

We wish to create an environment for young people that is both safe and comfortable. We wish to create an environment where young people are able to be involved with all aspects of the work.

We wish to provide a safe environment for families where they can share and receive support. Staff and volunteers have a responsibility to report any breaking of these guidelines

These guidelines cover both paid staff and volunteers (both referred to as 'workers')

THE BUILDING

It is principally the duty of the trustees and management ensure the following, but it is the responsibility of us all to point out any problems etc.

The building should be warm, comfortable and well maintained with appropriate furniture and facilities.

There should be

- Pictures of current staff with their roles and names
- Access to information through the display of appropriate helpline numbers, agencies and posters
- Policies, guidelines and procedures clearly displayed on our website signposted on noticeboard or available from the office via email or hard copies
- Expectations on appropriate use of the building clearly displayed and all young people informed of these.
- Challenge to all unknown adults appearing on the premises
- Insurance certificate clearly displayed
- Fire/evacuation procedures and signs clearly displayed
- Clear access to the Accident Book
- Clear access to the first aid equipment
- Regular fire drills
- Risk Assessments
- Safety checks of equipment
- Ensuring the front door is locked when appropriate for the safety of the people inside

YOUNG PEOPLE AND VULNERABLE ADULTS

- All new members should be introduced to all workers by name
- All expectations and boundaries should be clearly displayed, explained and reviewed with young people and vulnerable adults
- All young people and vulnerable adults can expect to be safe from physical and verbal abuse from workers and from other young people and vulnerable adults
- Any physical contact with a young person or vulnerable adult should be only on the young persons' or and vulnerable adult's terms and only within legal and professional boundaries
- All young people and vulnerable adults using the project can expect to be safe from oppressive and/or discriminatory comments/action/practice
- All young people and vulnerable adults with individual needs will receive appropriate support for their needs and our resources

- Bullying will not be tolerated whether young person or vulnerable adult to young person or vulnerable adult, worker to young person or vulnerable adult or worker to worker both on our premises and outside of our premises if brought to our attention.
- Young people and vulnerable adults have the right to confidence unless there is a safeguarding issue
- Adults with learning disabilities and additional needs to be treated appropriately to their age

WORKERS

- Any communications with parents involving issues about their young people should only be done in consultation with the person in charge of the session and remembering the young persons/ vulnerable adults' confidentiality.
- Families will receive confidentiality unless they give their permission to share or if there is a safeguarding issue.
- All new workers and volunteers will be given appropriate information through their induction process to equip them in their role at Phoenix Rising
- Workers should never be alone on the premises with a young person or vulnerable adult
- If workers are alone with anyone, lone working procedures should be followed
- At the end of a session, workers should discuss the session sharing any incidents, problems, success and positive moments. These should be recorded appropriately in line with the Confidentiality and Child Protection policies
- All workers will be encouraged to undertake appropriate training
- Workers are expected to treat young people, parents and families with respect
- If workers are concerned that a young person, parent or carer may be violent or under the influence of drink or drugs, they should be vigilant and inform the worker in charge
- Any serious incidents or any accidents should be recorded and reported to the person responsible for that session
- Workers should not give money or presents to young people or solicit presents from young people
- If workers are given presents from young people or their parents, then the worker in charge should be informed and, if appropriate, these should be shared amongst the team.
- You must not promise to keep secrets
- Any discussion with parents must be kept confidential

Workers will be expected to work within professional boundaries and follow the organisations policies and procedures

- Workers should not give any personal details, including their address or phone number to
- young people, and families
- There should be no personal exchange of money between workers and young people and
- families
- No meetings outside the project between worker, young person, vulnerable adult and families must take place without consultation with the worker in charge and recorded in diary
- There should be no inappropriate physical touching
- Never do anything of a personal nature for a young person or vulnerable adult which they can do for themselves

- Do not kiss a young person or vulnerable adult on the mouth and be careful of extended hugs.
- Never promise a child or young person total confidentiality. Young people do have a right to confidentiality unless a child is at risk of harm. Ensure you have read and understood the Safeguarding and Child Protection Policy in respect of confidentiality and reporting procedures. Only pass on information about a child in line with the Safeguarding and Child Protection Policy guidelines.
- Record any concerns and incidents in connection with a child or young person, noting the date, time and place. Such records are confidential, should be kept securely and shared only in line with the Safeguarding and Child Protection Policy Guidelines.
- Never give any medication to a young person or vulnerable adult without the written permission of a parent or carer. Such permission should include the exact dosage and time to be administered. Always get another adult to witness you giving the medication and countersign the record of the date, time and dosage given in the Incident Book.
- When working under the auspices of Phoenix Rising workers are expected to treat each other in a professional manner whatever their personal relationship may be
- Workers cannot give young people or vulnerable adults lifts except under exceptional circumstances and with permission from line manager (see guidelines below).
- While at the project young people and vulnerable adults are under your care you therefore have a duty to intervene if the young person or vulnerable adult is likely to cause damage to themselves or damage to others

Remember – If you have concerns about a child being abused share this with your group leader and/or the Incumbent and the SCPC Do not keep it to yourself

If you have concerns or receive allegations around abuse share this with your group leader/Incumbent (unless the allegation is against them). Do not keep it to yourself

Follow the procedures in the *Safeguarding and Child Protection Policy*

(see Safeguarding Policy and Behaviour Management Policy and guidelines for further guidance).

GUIDELINES FOR WORKERS GIVING LIFTS TO YOUNG PEOPLE AND VULNERABLE ADULT

The general rule is that workers should not give lifts to young people or vulnerable adults. This is to protect both the young person and vulnerable adult and the worker. However, sometimes the worker and young person or vulnerable adult need to travel somewhere as part of a work- based process and occasionally if the worker can drive, it may be more practical for them to travel by car. If this is the case it may be possible for a worker to give a young person or vulnerable adult a lift so long as all the following conditions are met:

- The worker in charge has authorised it
- The young person has returned a signed parental consent form (except in emergencies when a phone call can be used as consent, this should be recorded in writing)
- The worker in charge has spoken directly to the parent/carer of the young person or vulnerable adult
- The worker can provide evidence that they have appropriate insurance and M.O.T., back seat and front seat, seat belts

- The worker in charge is aware of when and where the worker and young person are travelling to and from, and when and where they are returning to and how long it will take
- The worker in charge must contact both the young person and worker to ensure that they have returned safely and within the time frame
- If organised in advanced, arrange for another worker to be with you

PUBLIC TRANSPORT SHOULD ALWAYS BE USED INTERNET USE

E-MAIL

- Workers are not permitted to receive or send personal e-mails on the Project address.
- Young people and vulnerable adults should only be contacted via the Project e-mail address.
- Workers are not permitted to disclose their personal e-mail address to young people or vulnerable adults.

See Photograph and Filming, and IT policy

PHONES AND MOBILE PHONE

- Young people and vulnerable adults should only be contacted by the Project's landline and mobile number.
- If your own phone is used in an emergency your number should be withheld.
- On trips and residentials the Project's mobile phone should be used.
- Workers are not permitted to give their personal mobile numbers or their landline numbers to young people or vulnerable adults.

See Photograph and Filming, and IT policy

PHOTOGRAPHS AND VIDEO

Photographs include those taken by cameras and mobile phones. Photographs and videos will only be taken and used with the consent of the young person or vulnerable adult.

- Any photographs and videos will only be used for monitoring, assessment, publicity and information purposes, portfolio evidence, fundraising and sharing of events. Young people, vulnerable adults and their parents should be informed of the use they will be put to.
- Workers are not permitted to take personal photographs and videos, including mobile phones, of the young people or vulnerable adults. Workers are not permitted to take photographs and videos off the premises without permission from the worker in charge.
- Workers are not permitted to give copies of photographs and videos to anyone else without permission of the worker in charge.
- Photographs of individual young people or vulnerable adults should not be displayed on the notice boards or on the internet.
- Everyone should be aware of the risks attached to the use of mobile phone photos and images and should be prepared to challenge if they feel these are being used inappropriately.
- A list will be compiled of young people and vulnerable adults without photograph consent, accessible to all staff. *See Photograph and Filming, and IT policy Internet Use*

- Firewalls, parental controls and any other appropriate software will be on all internet access and updated regularly.
- When young people are using the internet there will be an adult present in the room who will regularly check for unsuitable materials being viewed and close down such use. This would include items of a sexual and violent nature.
- Software will be age appropriate and not contain sex or violence. Any software brought to the project can only be used with permission of the worker in charge.
- The worker in charge is responsible for checking which sites are visited on a monthly basis and take appropriate action to prevent acceptable access.
- All access to chat rooms is forbidden, this includes MSN.
- Any workers accessing pornography will have committed gross misconduct.
- All Social media contact with young people must be through Phoenix Rising accounts, not through personal accounts.

Remember – young people are very clever at finding unsuitable sites.

See Photograph and Filming, and IT policy

TRIPS AND RESIDENTIALS

- Consent forms and full details of the event must be given out prior to the event
- All consent forms for under 18's must be completed and signed by a parent/guardian
- All consent forms for over 18's (or those over 16 living away from home) must be completed by the young person
- Workers using a minibus must comply with local Authority Guidelines
- Seat belts must be worn by workers, young people and vulnerable adults in all vehicles
- For mixed groups there must be a male and female worker
- All specialist activities must be supervised by a qualified worker and where appropriate added insurance taken out and within the law
- Appropriate First Aid should be available
- There should be 1:10 workers to young person
- Swimming (pool or sea) needs separate consent forms

ADDITIONAL GUIDELINES FOR COUNSELLORS

- All Counselling work will be carried out within the BACP framework by appropriately trained Counsellors

For guidance on weapons see *Behaviour Management Policy and Guidelines*

IN OUR POLICIES:

'Board' refers to the Boards, committees or legal entities that govern the Phoenix Rising organisation.

'Manager/leader' refers to people who are in charge of various activities across the Phoenix Rising organisations. They may be paid staff or volunteer