Safeguarding Policy and Procedures
incorporating Child Protection Policy and Adults at Risk from Harm and Adults in Need of Protection.

Due to covid 19 considerations see also;
YANI Digital Youth Work Policy for Zoom
YANI Guidelines for Young People using Zoom
YANI Risk Assessment for Zoom
Covid 19 Response – YANI Risk Assessment and Action Plan for Moving Forward
September 2020

September 2020
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1 Why have a policy to protect children, young people and adults?

The following policy and procedures have been produced by YouthAction Northern Ireland as part of our commitment to provide a duty of care to children, young people and adults who participate in our programmes.

Where children, young people, young adults and adults are mentioned in YouthAction’s policy document all are intended. A child or young person refers to a person under 18 years of age. An adult is recognised as all adults engaged in our programmes and primarily young adults aged 18 – 25 who are identified as adults at risk of harm and adults in need of protection as recognised within Adult Safeguarding: Prevention and Protection in Partnership – (DOH and DOJ, 2015)

**Adult at risk of harm** – a person over 18 years or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances e.g disability, special educational needs and mental or physical fraility. Adults may also be deemed to be at risk due to current circumstances. These may include low self esteem, social exclusion, involvement in the criminal justice system, homelessness, domestic abuse, ethnicity and immigration.

**Adult in need of protection** – a person over 18 years or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances and who is unable to protect their own well-being, property, assets, rights or other interests and where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

This policy aims to provide clear direction for the Board of Directors, staff and volunteers to ensure good standards of welfare towards children, young people and adults throughout the organisation.

The protection and well-being of children, young people and adults is both a national and international requirement. YouthAction Northern Ireland therefore accept and recognise their moral and legal responsibilities under the following legislation and policies;

**The U.N. Convention on the Rights of the Child 1989** – this is an international human rights treaty that sets minimum standards for children and young people’s civil, political, cultural and economic rights. The UK Government signed up to the UN Convention in 1991, thereby making a commitment to ensure UK law, policy and practice upholds the best interests of children and young people. It stipulates that “children have the right to be protected from all forms of violence. They must be kept safe from harm. They must be given proper care by those looking after them.”

**The Human Rights Act 1998** - this upholds the rights of adults, adults at risk of harm and adults in need of protection and includes the right to live a life free from neglect, exploitation and abuse.

**The Children (NI) Order 1995** - significantly influenced by the UN Convention this is the main legislative base for child care services in Northern Ireland and has five underlying principles. These include paramountcy, partnership, prevention, protection and parental responsibility.
The Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012) – this aims to prevent unsuitable people from working or volunteering with children and/or vulnerable adults. It requests employers to request an Enhanced Disclosure with Barred List Check before offering a work/volunteering role in regulated activity with children. It also places a legal requirement on employers to ensure they do not involve a Barred person in regulated activity.

Section 75 of the NI Act 1998 – this came into force in January 2000 and aims to promote equal opportunity with regard to disability, gender, religious belief, political opinion, racial group, age, marital status and sexual orientation.

The Sexual Offences (NI) Order 2008 - this came operational provides a clear framework for protection from sexual crime and sets the legal age of consent to engage in sexual activity in Northern Ireland at 16. It strengthens provisions which protect children who are in relationships of trust with adults. A ‘relationship of trust’ arises when an adult is in a relationship of care, through their work or activity, paid or unpaid, with a young person which puts the adult in a position of power or influence over the child.

Disability Discrimination Act 1995 – this helps to ensure greater access to goods, facilities, services and premises for disabled children and children, young people and young adults

Race Relations (NI) Order 1997 – this outlaws discrimination on grounds of colour, race, nationality or ethnic or national origin. The Irish Traveller community is specifically identified in this as a racial group against which racial discrimination is unlawful.

General Data Protection Regulations (GDPR) 2018 – this is the UK’s new framework for data protection laws. It is designed to "harmonise" data privacy laws across the UK as well as give greater protection and rights to individuals. This governs how organisations and individuals collect, retain and dispose of your personal information.

The Protection of Children and Vulnerable Adults (NI) Order (2003) – this provides safeguards for children and vulnerable adults by preventing unsuitable people working with them in paid or voluntary positions. Information on individuals who are deemed ‘unsuitable’ to work with children or vulnerable adults is held by the Department of Health, Social Services and Public Safety.

The Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012) - this makes provision for checking persons seeking to work with children or vulnerable adults, and for barring those considered to be unsuitable for such posts, whether in paid employment or voluntary work.

The Human Trafficking and Exploitation (Criminal Justise and Support for Victims) Act (Northern Ireland) 2015 - this simplifies the offences of Human Trafficking and Slavery by defining them more clearly and introduces the offence of Forced Marriage and the new offence of paying for sexual services.

The Forced Marriage (Civil Protection) Act 2007 - this seeks to assist victims of forced marriage, or those threatened with forced marriage, by providing civil remedies, such as applying to the court for support and protection.
The Family Homes and Domestic Violence (NI) Order 1998 - this is the legislative framework which allows victims of domestic violence/abuse to apply for protective civil orders. This can be either a non-molestation order or an occupancy order, which rules on who is allowed to live in the property where abuse may be taking place.

Adult Safeguarding: Prevention and Protection in Partnership (July 2015) – this makes it clear that safeguarding is everyone’s business and aims to improve safeguarding outcomes for all adults, especially those who are at risk of harm through abuse, exploitation or neglect.

Co-operating to Safeguard Children and Young People in Northern Ireland March 2016 – this again gives a clear message that safeguarding children and young people is everyone’s business and includes promotion, prevention and protection.

The Mental Health (NI) Order 1986 – this covers the assessment, treatment and rights of people with a ‘mental disorder’ defined in the Order as ‘mental illness, mental handicap and any other disorder or disability of mind.’ Learning disability has replaced the term mental handicap in current usage.

The Mental Capacity Act (NI) 2016 – this includes core principles relating to mental capacity and best interests as well as guidance on establishing whether a person lacks capacity as well as supported decision making.

Who is responsible for helping to keep children, children, young people and adults safe?

These guidelines are specifically targeted at all those in contact with and working directly with children, young people and adults. This includes all persons employed by YouthAction either in a full-time or part time capacity including persons employed on a free lance or sessional basis. They also apply to the Board of Directors alongside any other young person or adult who is a volunteer or student in contact with or working directly with children, young people and adults within YouthAction N.I.

As stated this policy and guidelines should both promote and ensure good standards of youth work practice underpinned by:

- YouthAction Northern Ireland (YANI) values and principles as outlined in YANI Strategic Plan 2018 – 2022
- Adult Safeguarding: Prevention and Protection in Partnership (July 2015) principles including;
  o A rights-based approach
  o An empowering Approach
  o A person centred approach
  o A consent driven approach
  o A collaborative approach

We also request that staff and volunteers in carrying out their duties throughout the organisation behave in a manner that demonstrates integrity, maturity and sound judgement.

This is also a ‘working document’ and therefore open to revision at any given time to ensure it remains relevant to current practices and policies and the delivery of good standards of welfare towards young people.
PROTECTING CHILDREN, YOUNG PEOPLE AND ADULTS POLICY STATEMENT

YouthAction Northern Ireland are committed to keeping all children, young people and adults safe from harm and exploitation and to upholding their rights throughout all our programmes and activities.

YouthAction Northern Ireland accept and recognise both their moral and legal responsibilities to provide a duty of care for children, young people and adults and endeavour to carry those out by the following:

- Adhering to our safeguarding policy and ensuring it is supported by robust procedures;
- Implementing a code of behaviour for staff and volunteers. In general terms staff should always;
  - be consistent and reliable
  - be open and honest
  - treat all children, young people and adults equally and with dignity and respect at all times.
  - give praise and recognition when appropriate
  - take due care to ensure that they provide a safe environment within and throughout all programmes and activities.
- Ensuring guidelines for general safety and risk management of activities are adhered to;
- Promoting full participation and having clear procedures for dealing with concerns and complaints;
- Managing personal information, confidentiality and information sharing about our Safeguarding Policy and Procedures and Good Practice Guidelines to staff, volunteers, children, young people and adults, parents and/or guardians and our membership;
- Reporting concerns of suspected or disclosed abuse through a designated officer/adult safeguarding champion to the relevant authority and involving parents, children, young people and adults appropriately;
- Having procedures for effective recruitment and selection of staff and volunteers;
- Providing effective management of staff and volunteers through induction, support, supervision and training;
- Designating a senior member of staff to take a lead role in ensuring that the procedures adopted are fully implemented, reviewed, recorded and updated when necessary.
- Delivering ‘Keeping Safe’ safeguarding training to all staff, volunteers and Board of Directors.
- Providing ‘Keeping Safe’ safeguarding training to member organisations and completing vetting for their staff and volunteers through Access N.I.
- Providing support and guidance to member organisations in developing safeguarding policies.

Safeguarding - Designated Officer and Adult Safeguarding Champion, Caroline Redpath – 02890240551 (W) 02892651762 (H) 07918150825 (M)

Safeguarding - Deputy Designated Officer and Appointed Person (for Adults), Michael McKenna –02937511624 (W) 07771740813 (M)
3 Code of Behaviour

The following is the code of behaviour expected of all staff and volunteers working with children, young people and adults throughout all programmes and activities within YouthAction Northern Ireland including residential activities and overseas visits.

We also request that staff and volunteers in carrying out their duties throughout the organisation behave in a manner that demonstrates integrity, maturity and sound judgement.

We also request that staff strive to ensure high standards of professionalism learned through their youth work practice, through critical reflection and through training.

In general terms staff should always;

• Be consistent and reliable
• Be open and honest
• Treat all children, young people and adults equally and with dignity and respect at all times.
• Give praise and recognition when appropriate
• Take due care to ensure that they provide a safe environment within and throughout all programmes and activities.

The following code of behaviour provides guidance and direction to staff with regard to positive behaviours, behaviours to be avoided and unacceptable behaviours on the following areas;

• General safety
• Professionalism and professional boundaries
• Bullying
• Physical contact
• Transport
• Language
• Using technology
<table>
<thead>
<tr>
<th>Positive Behaviours</th>
<th>Things to avoid</th>
<th>Unacceptable behaviours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General safety</strong></td>
<td><strong>Spending excessive amounts of time alone with a young person</strong></td>
<td>Supervising a young person and adults whilst under the influence of alcohol or drugs recognising that the use of illegal drugs is also a criminal activity</td>
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<tr>
<td>Ensuring age appropriate supervision</td>
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<td>Allowing unknown adult's access to young people and adults under our responsibility</td>
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<tr>
<td>Maintaining a duty of care to all children, young people and adults involved with YouthAction N.I., ensuring their safety and protection</td>
<td></td>
<td>Letting allegations made by a young person or adult go unrecorded and followed up</td>
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<tr>
<td>Recording all information regarding a young person on the Participant Information Form and storing in a safe place</td>
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<tr>
<td>Keeping all information regarding programmes and activities in a safe and secure place</td>
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<tr>
<td>Ensuring when appropriate young people are collected safely from groups</td>
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<tr>
<td><strong>Professionalism and professional boundaries</strong></td>
<td><strong>Sharing excessive personal information with young people</strong></td>
<td>Having a personal relationship with a young person who is a member of the organisation.</td>
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<tr>
<td>Being consistent and reliable</td>
<td><strong>Dressing inappropriately</strong></td>
<td>Bringing a young person to your home</td>
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<tr>
<td>Being open and honest</td>
<td><strong>Bringing your personal life into the workplace</strong></td>
<td>Letting a young person stay in your home</td>
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<tr>
<td>Taking responsibility for your own actions</td>
<td><strong>Storing young people's mobile numbers on your personal mobile</strong></td>
<td>Disclosing information of a personal nature to enable a young person to give support to you</td>
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<tr>
<td>Taking responsibility to discuss issues in supervision to seek clarity</td>
<td></td>
<td>Engaging in any activities of a sexual nature with young people</td>
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<tr>
<td>Empowering young people to take responsibility for themselves</td>
<td></td>
<td>Using sexual language</td>
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<tr>
<td>Challenging young people and other colleagues regarding negative attitudes and behaviour towards other young people</td>
<td></td>
<td>Allowing inappropriate language to go unchallenged</td>
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<tr>
<td>Recognising the difference between your personal and professional working life</td>
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<td>Gossiping with young people about others including other workers</td>
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<td>Being aware of your own professional values and how these impact on your work with young people</td>
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<td>Making or receiving private calls or texts while supervising young people.</td>
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<tr>
<td>Bullying</td>
<td>Discussing and creating a code of conduct with young people and agreeing a no-tolerance to bullying policy</td>
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<td></td>
<td>Challenging and addressing bullying behaviour asap</td>
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<td>Providing support to a young person who has been a victim of bullying behaviour if appropriate or sign posting to other specialist services.</td>
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<td></td>
<td>Letting bullying behaviour go unchallenged</td>
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<td></td>
<td>Scapegoating, ridiculing or rejecting a young person</td>
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<td></td>
<td>Allowing abusive peer activities</td>
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<td>Physical contact</td>
<td>Providing positive affirmation through appropriate touch e.g. a high five or a pat on the shoulder</td>
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<td></td>
<td>Avoiding unnecessary touching of young people in icebreakers and activities</td>
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<td></td>
<td>Allowing a young person to physically punch, hit or kick another young person in the group.</td>
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<td></td>
<td>Engaging in inappropriate forms of physical touching.</td>
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<td>Helping a young person with a physical task e.g. putting on a jacket, wetsuit, clothes that they cannot do for themselves.</td>
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<td></td>
<td>Using energisers or games that are sexually provocative or instigate inappropriate touch.</td>
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<td></td>
<td>Sharing a close physical space with a young person i.e. share a bed, share a bed room etc.</td>
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<td>Transport</td>
<td>Driving in a careful, safe and responsible manner and taking due care when transporting young people.</td>
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<td>Travelling with a young person on your own</td>
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<td>Allowing a young person to engage in horseplay, aggressive behaviour when you are transporting them.</td>
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<td>Agreeing a contract with young people before transporting them to maintain good standards of behaviour</td>
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<td>Taking a young person to their home in your car</td>
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<td></td>
<td>Allowing young people to engage in horse play, aggressive behaviour or walk around a vehicle on a journey.</td>
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<td>Driving under the influence of alcohol and consideration to be given to driving in the morning after consuming alcohol the previous evening.</td>
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<td>Language</td>
<td>Encouraging young people you work with to embrace a language of respect and understanding.</td>
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<td></td>
<td>Using foul language in describing young people or work with young people.</td>
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<td>Having a high regard for the variety or languages, dialects and cultures associated with language in Northern Ireland</td>
<td>Ridiculing a certain language, dialect or culture associated with language.</td>
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<tr>
<td>Being confident and articulate speakers and advocates for young people.</td>
<td>Using foul, sexist, racist, sectarian or abusive language around young people.</td>
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<tr>
<td>Endeavouring when working with young people for whom English is not their first language to have materials and methods that support young people in their learning.</td>
<td>Discriminating against a young person or colleague for whom English is not their first language.</td>
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<tr>
<td><strong>Using technology</strong></td>
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</table>
| Using social media to:  
- advocate on issues affecting young people  
- inform young people about the groups they are involved in; and  
- promote the aims and values of Youthaction NI. | Ensuring that the organisations systems and server are not overpopulated with your personal files i.e. music, photos etc. | Putting messages on personal Facebook sites regarding your employment with YouthAction N.I. or information regarding programmes or activities or PR material about YouthAction N.I. |
| Maintaining a professional and measured approach when it comes to internet usage in the workplace. | Using own mobile or other devices to take pictures of young people. If doing so please download onto YANI web asap after the event. | Allowing a young person to accept you as a ‘friend,’ on Facebook or other social media. |
| Ensuring that the technology and equipment belonging to the organisation is always treated with respect and care and also ensuring that young people also have regard to this. | Using social media to manipulate, bully, threaten, devalue, groom, embarrass or ridicule young people or colleagues within YouthAction N.I. | |
| Embracing technology as a means to developing more creative approaches and practices within youth work. | Posting personal opinions on the internet, blogs and social media that may put your integrity as a worker into question or harm the reputation of the organisation. | |
| | Tampering with security settings and filters on your desktop or personal computer in work. |
| | Accessing material of a pornographic or a demeaning nature to young people on the internet. |
**Anti-bullying guidelines**

Harassment and bullying is behaviour that is destructive and will not be tolerated within YouthAction N.I. All staff and volunteers should ensure that children, young people and adults are aware of this and should agree a no-tolerance to bullying when contracting with young people about their behaviour.

Bullying can be:

- **Physical**: pushing, kicking, hitting, pinching, threats etc
- **Verbal**: name-calling, sarcasm, spreading rumours, persistent teasing, put downs
- **Emotional**: tormenting, threatening ridicule, humiliation, exclusion from groups or activities
- **Racist, sexist or homophobic**: taunts, graffiti, gestures
- **Sexual**: unwanted physical contact, abusive comments
- **Cyberbullying**: Sending/posting/sharing (or threatening to share) hurtful, embarrassing or threatening material

Children, young people and adults have the right to an environment free from any form of harassment, bullying or intimidating behaviour. Harassment and bullying can occur anywhere and individual responsibility extends to an awareness of the impact of personal behaviour that could cause offence to another person and make them feel uncomfortable or threatened.

Youth workers and those working with children, young people and adults should respond to complaints of harassment or bullying and deal with all complaints in a prompt and supportive manner.

**Procedure for dealing with allegations of bullying**

When an allegation is made the youth worker in charge of the programme has a duty to investigate.

The youth worker will also need to make a judgement on informing parents or guardians depending on the nature of the conduct.

If an allegation is found to be substantiated a number of options are available. These include:

- Talking to the young person concerned and warning them of future conduct
- Dismissing the young person from the programme.

A full record of the allegation and investigation should be recorded, discussed with the Line Manager involved and kept in a secure place.

Parents or guardians should be made aware of the Grievance Procedure through the Parent Information Pack. (see Appendix 1) This should take place at the start of a programme. Any host or partner organisations should also be made aware of this to ensure compatibility.
Sanctions

Failure to adhere to YouthAction’s policies and procedures may result in sanctions being applied to the following:

- Staff members – failure to report cause for concern or disclosure included as gross misconduct in Disciplinary Rules and Procedures - YANI Human Resources Policy.

- Persons employed on a free lance or sessional basis who fail to adhere to YouthAction’s policies and procedures may have their contracts terminated.

- Volunteers who fail to adhere to YouthAction policies and procedures may have their volunteering opportunities withdrawn.

- Children, young people and adults who fail to comply with the programme contract may be asked to leave the programme especially in relation to putting other children, young people and adults at risk. This will only be as a last resort and all efforts will be made to support children, young people and adults to complete the programme. Information relating to sanctions is also included in the Parents Information Pack. (Appendix 1)
4 Guidelines for the General Safety and Management of Activities

Responsibility

- Responsibility for children, young people and adults health and safety lies with the youth worker in charge of the programme. In relation to children and young people under 18 years the youth worker is acting in *locus parentis* i.e. acting as a careful parent would.
- Health and safety issues also need to be discussed and agreed with children, young people and adults during contracting and in the overall planning and delivery of programmes. This will ensure that children, young people and adults take ownership and responsibility for ensuring their own health and safety.
- If a programme is delivered in partnership with another organisation health and safety considerations need to be agreed as part of the initial contract.

Supervision

- There should be adequate supervision at all times. This will vary depending on the needs of the group, age group of participants, vulnerability of children, young people and adults, gender breakdown and the overall nature of the activities involved.
- With regard to ratios of leaders and children, young people and adults it is preferable to have 2 leaders for groups of 12 or more. There should be one additional staff member for every ten extra children, young people and youth adults. Please see ratios detailed below.
- In relation to mixed gender groups it is preferable to have a leader of each gender. This is essential for residential holidays alongside having a qualified youth worker or equivalent.

Due consideration needs to be given to the following:
- Ensuring the children, young people and adults, both those in a leadership role and those they are working with are not left in a vulnerable position and at risk.
- High level of transparency to ensure relevant workers, the local community and youth organisations know their roles if relevant to the programme involved
- Levels of training, experience and support.

The following staff/volunteer to children, young people and young adults’ ratios are recommended:

- **7-10 years** = 1 member of staff to 8 children
- **11-14 years** = 1 member of staff to 10 children and young people.
- **15-18 years** = 1 member of staff to 12 children and young people
- **18-25 years** = 1 member of staff to 15 children, young people and adults
- **Adults at risk** = 1 member of staff to 6 adults depending on the needs of the group.

**NOTE:** Depending on the nature of activities eg. residential holidays, daytrips or outdoor pursuits, it is important to complete a risk assessment and consider if additional staff are needed.
Information – Young People

- At the start of programmes youth workers are required to do the following;
- Parent Information Pack to be given to all participants under 18. This includes;
  - Participant Information Form
  - Project Information Form
  - Safeguarding Policy Statement
  - Grievance Procedure
- This should be filled in and stored in youth work files in accordance with YANI GDPR policy.

- Adults over 18 should be given;
  - Participant Information Form
  - Project Information Form
  - Safeguarding Policy Statement
  - Grievance Procedure
- This should be filled in and signed and stored in youth work files in accordance with YANI GDPR policy.

PLEASE NOTE – If a young person becomes a VOLUNTEER to work directly with children, young people and adults they should also complete the following;
  - Volunteer Registration Form - see Appendix 10
  - Volunteer Induction Record - see Appendix 10a

Information - Volunteers

- All volunteers are required to complete;
  - Volunteer Registration Form – see Appendix 10
  - Volunteer Induction Record - see Appendix 10a
- This should be filled in and signed and stored in accordance with YANI GDPR policy.
- As noted above young people acting as volunteers who work with children, young people and adults ALSO complete volunteer registration forms as above.

Insurance

- YouthAction’s Insurance Company need to be made aware of any high risk activities planned including residential, as additional cover may be required. If in doubt, please check with YouthAction’s Insurance Co-ordinator.
- All residential details should be given in advance to the Insurance Co-ordinator to forward to the Insurance Brokers. When venues are being hired or offered in kind, staff should clarify that these properties carry Public Liability insurance. Residential centres need to be carefully investigated with regard to insurance, particularly for organised activities.

First Aid

- All staff working with children, young people and adults should hold a current First Aid certificate. The organisation will support staff to complete this.
- Staff should also be aware of any medical needs of children, young people and adults. These should be detailed on Participant Information Forms – see Appendix 1. This should also include information concerning allergies and reaction to foods e.g. peanuts.

Fire Safety
• All staff and others in a leadership role should be aware of the location of fire exits and fire extinguishers and ensure the fire exits are unlocked. Please ensure children, young people and adults know the fire drill of the premises. Fire drills should be conducted on a regular basis to ensure that all children, young people and adults know the evacuation procedure to follow in the event of a real fire. A record should be kept of all fire drills taking place.

Safe Games
• During games of icebreakers and energisers, it is necessary to be aware of the risks of physical injury and guard against these. It is also important to consider the physical environment and remove/avoid items that may cause injury during any activity.
• Games should be facilitated in a non-threatening environment and account should be taken of physical and emotional abilities. Consideration must also be given to children, young people and adults who have particular medical needs.

Emergencies
• Please do not hesitate to seek advice from the Line Manager involved or other senior members of staff in dealing with emergency situations.
• Record details of accidents or injuries and send a copy to the PA to the Director based at College Square North. An accident report form is attached for this purpose. (Appendix 5)

Transport
• Delivering youth work programmes can involve transporting children, young people and adults, whether this is during the day or evening or to and from a residential programme. Youth workers should observe the guidelines below to help ensure protection for them and the children, young people and adults involved.

• Before transporting children, young people and adults it is good practice to agree a code of behaviour within the contract especially if you are transporting large numbers on a bus or hired transport.

• You should avoid transporting a young person on your own if at all possible. If you are transporting someone on their own make sure someone else knows about it to ensure transparency at all times and they travel in the rear seat. A child or young person under the age of 12 is required by law to be transported in the rear seat. As stated by law seat belts must be worn. Drivers should be aware of the limitations of third party insurance for transporting children, young people and young adults’. It is also the staff members responsibility to check with their Insurance Company regarding the adequacy of passenger liability and ensure they are covered for using a car for business purposes.

• If applicable, any staff member driving minibuses must ensure that their licence permits them to drive the vehicle. A PSV licence is required for vehicles with sixteen seats or more. The law states that it is the driver’s responsibility to make sure that the vehicle is in a road-worthy condition before use. Failure to do so may result in the driver being legally liable in the event of any accident. Therefore, each driver must ensure the road-worthiness of the vehicle. Please also make sure any minibus used is equipped with a First Aid Kit and Fire
Extinguisher and familiarise yourself with them. **IF IN DOUBT, DO NOT DRIVE THE VEHICLE.**

- When hiring a taxi, minibus or larger bus, it is the responsibility of the user group to verify the legality and insurance cover of the operator prior to the use of the transport. If in doubt, ask to see a copy of the operator’s insurance cover and operator’s licence.

- All minibuses require seats with seat belts/restraints, and with the seats facing forward. The ratio is one child per seat belt. Seat belts must be worn for any journey and again it is the driver’s/leader’s responsibility to enforce this.

- Try and make sure that a leader is standing at the door when children, young people and adults are loading and unloading. Be aware of other vehicles nearby. Leaders must accompany children, young people and young adults’ in minibuses and should, where possible, sit amongst the children, young people and young adults’. Preferably a leader should also sit near the exit points of a vehicle.

- A written report of any accident should be made as soon as possible after the event. An accident report form is attached in Appendix 4. A copy of this should be made and sent to the P A to the Director to be kept in the Accident Book. This should also be copied to the Insurance Co-ordinator.

**Contracting**

- Good youth work practice acknowledges that children, young people and adults need to feel a sense of ownership in the programmes they are involved in. This can begin with a clear contract that encourages children, young people and young adults’ to take responsibility for their own actions and respect the rights of others. This does not need to be a list but a creative way of agreeing boundaries.

- It also helps to create a safe environment where children, young people and adults value one another and are treated with respect and dignity. **Contracting applies to things that are negotiable. It is also important to remind young people at this stage that you cannot promise confidentiality if you receive information that a child, young person has suffered or is likely to suffer abuse.**

- **NOTE** - In relation to adults the presumption should be made that the adult has the ability to give or withhold consent. This is further detailed in Section 6.

- It is also important when working with partner organisations to agree clear roles and responsibilities and confirm that policies are in place.

**Before you commence your work please insure that you;**

- Secure membership with YouthAction
- Confirm Safeguarding policies of members/partners
- Confirm Liability insurance is in place

- Further information on contracting is also detailed in Appendix 3.

**Outreach work and working in the community.**
Outreach work is a key feature of youth work practice within the community. This mainly takes place during the recruitment phase of a programme and its aim is to encourage children, young people and adults to come to a particular venue to participate in a programme. Outreach work for the purpose of this document is defined as any work undertaken with children, young people and adults outside of buildings i.e. on streets, around bus shelters, villages, etc.

The following are key areas of consideration for both outreach work and working in communities:

**Risk Assessment**
- It is essential to carry out a risk assessment before any work is undertaken. All youth work activities carry elements of risk.

- Any assessment of the different risk areas need to judge whether it is a high or low risk activity and as a result ensure proper controls are in place to reduce the risk. The following controls need to be documented on all risk assessments;
  - Comprehensive Insurance (any queries please speak to the Insurance Co-ordinator – Shirley Moore)
  - Safeguarding Policy and Procedures

- A risk assessment template is included in Appendix 2.

- Workers should avoid the risk associated with carrying money or valuables when out making contact with children, young people and adults. With this in mind you should remember that all equipment is replaceable e.g. telephone, and no effort should be made to save them in any dangerous situation.

- There may be heightened tension in local communities at different times of the year or as a result of political tensions. Any changes to a programme due to unrest should be discussed and agreed with the relevant Line Manager in advance.

**Working as a team** – During initial contact stages with children, young people and adults it is recommended to undertake this work with another member of staff or local community representative.

**Identity** – At all times workers should be carrying an identity card. Staff and volunteers should request this from the Insurance Co-ordinator as soon as possible after recruitment.

**Equipment and resources** – At all times the workers should carry a mobile telephone. This will ensure that they can make contact in an emergency and can be contacted if needed. Also please make sure you are carrying a torch for safety purposes.

**Community contact** – Please make yourself known to the local community through contact with a local community or youth organisation to ensure they know who you are and what you are doing. It is advisable to organise a meeting before any project starts so everyone is clear about the overall aims of the project and more specifically roles and responsibilities. Agreeing a contract will ensure these issues are taken into account. Guidelines on contracting with partners and outside organisations are detailed in Appendix 3.
**Guidelines relating to residential and international visits**

There are undoubted benefits to be gained from residential and visits especially through international work. Alongside taking account of the issues detailed above the following should also be considered;

**Keeping contact**
- If you are on residential a phone number should be left with parents or guardians. Also when you are on residential a contact phone number, address and names and contact number should be left with your Line Manager. Make sure that you are contactable at all times and that you can make phone calls in emergencies. YouthAction should always know where you are during agreed working hours.

**Travel**
- With regard to international travel appropriate travel insurance should be taken out through the Insurance Co-ordinator. Passports should be current and advice from the Foreign Office sought if there is civil unrest. (Please see Appendix 4 for a more comprehensive guide to Residentials)

**Guidelines relating to physical contact**
- As a general principle staff/volunteers are advised not to make unnecessary physical contact with children, young people and adults. It may of course be necessary and appropriate to offer comfort and reassurance at any given time.

**Guidelines relating to special needs**

It may sometimes be necessary for staff to do things of a personal nature for children, young people and adults particularly if they are very young or have a disability. These tasks should only be carried out with the full understanding and consent of the young person and the parents/guardians. In an emergency situation which requires this type of help, parents/guardians should be informed as soon as reasonably possible. In such situations it is important that staff ensure sensitivity towards the individual concerned and undertake personal care tasks with utmost discretion.

**Sanctions**

Failure to adhere to YouthAction’s policies and procedures may result in sanctions being applied to the following:

- Staff members – disciplinary rules and procedures including areas of misconduct are included in YouthAction’s Human Resources Policy.
- Persons employed on a free lance or sessional basis who fail to adhere to YouthAction’s policies and procedures may have their contracts terminated
• Volunteers who fail to adhere to YouthAction policies and procedures may have their volunteering opportunities withdrawn.

• Children, young people and adults who fail to comply with the programme contract may be asked to leave the programme especially in relation to putting the other children, young people and adults at risk. This will only be as a last resort and all efforts will be made to support children, young people and adults to complete the programme. Information relating to sanctions is included in the Parents Information Pack. (Appendix 1)
5 Sharing Information

YouthAction is committed to sharing information about our programmes and activities and our SAFEGUARDING POLICY AND PROCEDURES INCLUDING GOOD PRACTICE GUIDELINES with staff, volunteers, children, young people and adults, parents/guardians and our membership.

YouthAction Northern Ireland is committed to protecting and respecting all personal data collected under the General Data Protection Regulation 2018 (GDPR). We are committed to upholding all our legal requirements under this law by:
  - Only collecting what we need, keeping data up to date, secure and private;
  - Protecting the rights from whom we collect data which includes knowing what data we hold and having the right to get it removed at any time.

- Children, young people and adults alongside parents and guardians receive information at the start of programmes through an Information Pack regarding an outline of the programme, expectations, the names of those responsible for running the programme and venue, duration and times of contact. These Information Packs (Appendix 1 and Appendix 6) also contains a brief overview of our Safeguarding Policy and Procedures and Grievance/Complaints Procedures. A record is kept in project files of children, young people and adults and parents signatures on receipt of receiving YouthAction’s Safeguarding Policy and Procedures.

  PLEASE NOTE: Children and young people on programmes for longer than 2 years duration should receive a copy of the Safeguarding statement as a reminder.

- Children, young people and adults are informed of;
  - the legal obligation pertaining to confidentiality at the contracting stage of new programmes.
  - the positive behaviours they should expect from staff and volunteers

- Parents and guardians are given a brief overview of YouthAction’s Policy including
  - YouthAction’s statement on confidentiality at the start of programmes in the Parent Information Pack. (Appendix 1)
  - the positive behaviours they should expect from staff and volunteers

- As stated staff and volunteers receive information through the induction process and in-service training.

- A record is also kept in personnel files of staff and volunteers receiving and understanding YouthAction’s Safeguarding Policy and Procedures including the Health and Safety Policy.

- Written consent is sought for all activities involving children, young people under 18 years of age from those with parental responsibility. Adults, those 18 and over, also sign consent forms (see Appendix 6). A record of these are kept in project files.
• Complaints/grievance procedures are shared with staff and volunteers during induction and with children, young people and adults and their parents or guardians at the start of programmes. These grievances are addressed through Senior Management. (see Appendix 7)

• Our membership receives information upon affiliation and also through our quarterly Newsletter and through provision of ‘Keeping Safe’ Safeguarding accredited training available to members.
6 Procedures for reporting concerns and disclosures with regard to;

(a) CHILDREN and YOUNG PEOPLE including allegations against a member of staff or volunteer
(b) ADULTS including allegations against a member of staff or volunteer

YouthAction accept their moral and legal responsibilities in dealing promptly and effectively to concerns and disclosures regarding children and young people and allegations against a staff member or volunteer.

A concern relates to;
- the possibility of a child or young person suffering harm.

A disclosure involves;
- a child or young person telling a worker or volunteer of abuse or harm taking place.

An allegation against a member of staff or volunteer can involve;
- concerns about their behaviour towards children and young people.

Confidentiality

- The legal principle that “the welfare of the child is paramount” means that consideration of confidentiality should not be allowed to override the right of children and young people to be protected from harm.
- There is also a legal obligation to pass on information concerning suspected or actual abuse of a child or young person. Any failure to do so may leave the person involved legally liable.

Responsibility

At the first point of contact with children and young people and staff members and volunteers should be;
- Giving out information packs to both children and young people and parents (Appendix 1 and 6) highlighting the following
  - Safeguarding Policies and Procedures Policy Statement; and
  - Making it absolutely clear that there is a legal obligation to pass on information concerning suspected or actual abuse.
- Discuss and confirm behaviours expected from;
  - Children and young people towards each other
  - Staff members and volunteers towards children and young people.

If information does become available concerning suspected or actual abuse the staff member or volunteer should make it absolutely clear to the person involved that the
information will be passed on to a Designated Officer within the organisation and in accordance with the reporting procedures as detailed below.

**Reporting Procedure for concerns regarding suspected or disclosed abuse**

- Allegation/suspicion/concern noted and documented on Cause for Concern Form – see Appendix 8 (staff are advised of this form during Induction and Safeguarding Training). **This needs to be completed as soon as possible after the incident occurs. Please ensure sensitivity to the young person involved especially with regard to reporting their story.**

- Report immediately to your Line Manager. If they are unavailable report to Designated Person - see below

- The Line Manager reports to the **Designated Person** concerned with safeguarding in YouthAction N.I.

  Caroline Redpath - Mobile Number - 07918150825.
  Home - 028 92 651762

  **Deputy Designated Officer:**
  Michael McKenna – Mobile Number - 07771740813

- The designated person informs the Director and reports to Social Services.

- The designated officer advises the parent/guardian concerned what action has been taken.

**NOTE: Parents/guardians will not be contacted if judged to put young person or staff membervolunteer in danger.**

- The designated person considers submitting a serious incident report to Charity Commission (see NOTE - **REFERRALS TO CHARITY COMMISSION** below)

In an emergency if unable to contact any of the above please call the numbers listed below.

Safeguarding referrals with regard to children and young people are processed through Gateway Teams established within each of the Health and Social Care Trusts with the exception of Belfast.

There is a single number to contact the Gateway Service - **0300 1234 333**
This will give the caller a list of options, so that the appropriate team can be contacted.

In addition contact details for each area are as follows;

**Northern Health and Social Care Trust**

Ballycastle, Ballymoney, Portrush and Coleraine 02870325462
Ballymena, Magherafelt and Cookstown 02879651020
Antrim, Carrickfergus, Newtownabbey and Larne 02893340165
Out of Hours Emergency Service - 02894468833
Southern Health and Social Care Trust

Central number 02837415285
Craigavon 02838343011
Dungannon 02887723101
Newry 02830825152

Out of Hours Emergency Service - 0283833444
South-Eastern Health and Social Care Trust

Dunmurry and Greater Lisburn 02890602705
Newcastle and Downpatrick 02844613511
Bangor, Ards and Peninsula Areas 02891818518

One number 03001000300 or Out of Hours Emergency Service – 02894468833

Western Health and Social Care Trust

Enniskillen 02866344037 or out of hours 02866382000
Omagh 02882835043 or out of hours 02882833100
L'Derry 02871314090 or out of hours 02871345171

Belfast Health and Social Care Trust

One number 02890507000 or Out of Hours Emergency Service – 02890565444

Police, Public Protection Unit (PPU's)

(Covers all abuse relating to under 18’s alongside vulnerable adults.)

Telephone Number: 028 90650222-

or

NSPCC
Telephone Number: Freephone 0800 800 500 (24 hrs).

Social Services offices are normally open 9.00 am - 5.00 pm Monday to Friday. There is an emergency out of hours service which can be contacted at:

Telephone Number: 02894468833

Referrals for Vulnerable adults - 02890565656

NB It is NOT the responsibility of staff or volunteers to identify or investigate possible instances of abuse. This is the role of the Statutory Services or the Northern Ireland Police Service.
Reporting procedures regarding allegations against a member of staff or volunteer

**Allegations against a member of staff**

This should follow the reporting procedures regarding concerns of suspected or disclosed abuse as detailed above alongside YouthAction’s Disciplinary Rules and Procedures – (Human Resources Policy - Section 19).

This is detailed as follows;

1. Allegation against a staff member is documented on Cause for Concern Form – see Appendix 8. Staff members who receive allegations concerning themselves are required to complete this form and forward to their Line Manager who should forward this to the Director. This needs to be completed as soon as possible after the allegation is received.

2. Staff member informed and investigatory meeting carried out with Line Manager, Director and Safeguarding Officer on Board of Directors.

3. Information forwarded to Social Services confirming conclusions of investigatory meeting and follow up actions, if required.

4. Possible suspension/disciplinary action.

5. Possible referral to the Independant Safeguarding Authority (ISA)

6. Possible referral to Charity Commission (see **NOTE - REFERRALS TO CHARITY COMMISSION** below)

Following the above procedure and whether the allegation is substantiated or not the Line Manager in conjunction with the Designated Officer should agree follow up actions with the Director.

The dual responsibility in respect of the young person and the staff member concerned is outlined as follows;

<table>
<thead>
<tr>
<th>Allegation Reporting procedure for concerns regarding suspected or disclosed abuse</th>
<th>Disciplinary rules and procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cause for Concern Report</td>
<td>Staff member/volunteer informed and Investigatory Meeting carried out</td>
</tr>
<tr>
<td>Line Manager reports to the Designated Officer</td>
<td>Consultation with statutory authorities</td>
</tr>
<tr>
<td>Designated Officer informs Director</td>
<td>Possible disciplinary action</td>
</tr>
<tr>
<td>Formal referral to Social Services</td>
<td>Possible referral to ISA</td>
</tr>
<tr>
<td>Follow up actions agreed</td>
<td>Follow up actions agreed</td>
</tr>
</tbody>
</table>

25
Allegations against a volunteer

This should follow the reporting procedures regarding concerns of suspected or disclosed abuse as detailed above alongside YouthAction’s Volunteering Policy – – (Human Resources Policy - Section 21).

This is detailed as follows;

1. Allegation against a volunteer is documented on a Cause for Concern form – see Appendix 8. This needs to be completed as soon as possible after the allegation is received.

2. Volunteer informed and formal meeting held with Support Person, Director and Safeguarding Officer on Board of Directors.

3. Information forwarded to Social Services confirming conclusions of investigatory meeting and follow up actions, if required.

4. Possible withdrawal of volunteering opportunities.

5. Possible referral to the Independent Safeguarding Authority (ISA)

6. Possible referral to Charity Commission (see NOTE - REFERRALS TO CHARITY COMMISSION below)

Following the above procedure and whether the allegation is substantiated or not the Support person in conjunction with the Designated Officer should agree follow up actions with the Director.

NOTE - REFERRALS TO CHARITY COMMISSION

A referral in the form of a serious incident report should be submitted to the Charity Commission in the following circumstances;

- Beneficiaries of the charity (adults or children) have been, or alleged to have been or are being, abused or mistreated while under the care of the charity, or by someone connected with the charity, for example, a charity trustee, employee or volunteer.

- There has been an incident (alleged or actual) where someone has been or is being abused or mistreated and this is connected with the activities of the charity. Incidents include allegations or actual abuse occurring overseas:
  - where the charity’s staff or volunteers are working to provide services to children or adults; or
  - where a close relationship exists with a delivery organisation providing services to children or adults overseas.

- There has been a breach of procedures at the charity which has put beneficiaries at risk. This includes a failure to carry out checks which would have identified that a person is disqualified in law under safeguarding legislation from holding a position in the charity working with children or adults.
6 (b) Procedure for reporting concerns and disclosures with regard to ADULTS including allegations against a member of staff or volunteer

YouthAction accept their moral and legal responsibilities in dealing promptly and effectively to concerns and disclosures regarding adults and allegations against a staff member or volunteer.

A concern relates to;
- the possibility of an adult suffering harm.

A disclosure involves;
- being informed that an adult has suffered abuse.

An allegation against a member of staff or volunteer can involve;
- concerns about their behaviour towards adults.

Confidentiality

- All concerns and disclosures should be reported to the Adult Safeguarding Champion or Appointed person following the process detailed below.
- As in ALL cases information should only be shared on a need-to-know basis. CONSENT should be requested from the adult prior to referral being forwarded to the appropriate Health and Social Services Trust. In situations where the adult is in imminent danger the Adult Safeguarding Champion should dispense with consent and report immediately to the Adult Safeguarding Gateway team.
- In accordance with the Mental Capacity Act (NI) 2016 the Designated Adult Protection Officer (DAPO) will determine whether an adult lacks capacity in relation to giving their consent.

Responsibility

At the first point of contact with adults staff members and volunteers should be;
- Giving out information packs to adults and parents (Appendix 1 and 6) highlighting the following;
  - Safeguarding Policy Statement; and
  - Making it absolutely clear that it is their duty with their consent to pass on information concerning suspected or actual abuse.
  - If they (the worker/volunteer) perceive they are in immediate danger they will pass on information to the appropriate Gateway team.
- Discuss and confirm behaviours expected from;
  - Adults towards each other
  - Staff members and volunteers towards adults

If information does become available concerning suspected or actual abuse the staff member or volunteer should make it absolutely clear to the person involved that the information will be passed on to the Adult Safeguarding Champion or Adult Safeguarding Appointed person within the organisation and in accordance with the reporting procedures as detailed below.
Reporting Procedure for concerns regarding suspected or disclosed abuse

1. Allegation/suspicion/concern noted and documented on Cause for Concern Form – see Appendix 8 (staff are advised of this form during Induction and Safeguarding Training). **This needs to be completed as soon as possible after the incident occurs. Please ensure sensitivity to the person involved especially with regard to reporting their story.**

2. Report immediately to the **Adult Safeguarding Champion or Adult Safeguarding – Appointed person.**
   a. Adult Safeguarding Champion - Caroline Redpath
      i. Mobile Number - 07918150825 or Home - 028 92 651762
   b. Appointed person: Michael McKenna
      i. Mobile Number - 07771740813

3. The designated person informs the Director and reports to the Designated Adult Protection Officer (DAPO) in the appropriate Adult Safeguarding Gateway team – see below.

4. The DAPO will determine whether the threshold for referral is met;
   - IF YES, Part 1 of an APPI form (see Appendix 11) will be completed by the Adult Safeguarding Champion and forwarded to them.
   - If NO, they will provide support and guidance to consider alternative safeguarding responses

5. The **ADULT SAFEGUARDING CHAMPION** considers submitting a serious incident report to Charity Commission (see NOTE - **REFERRALS TO CHARITY COMMISSION** below)

In an emergency if unable to contact any of the above please call the numbers listed below;

**Adult Safeguarding Gateway Teams**

<table>
<thead>
<tr>
<th>Trust Area</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern</td>
<td>02894413659</td>
</tr>
<tr>
<td>Western</td>
<td>02871611366</td>
</tr>
<tr>
<td>South Eastern</td>
<td>02892501227</td>
</tr>
<tr>
<td>Belfast</td>
<td>02895041744</td>
</tr>
<tr>
<td>Southern</td>
<td>02837564423</td>
</tr>
<tr>
<td>Emergency (Out of Hours) Social Work</td>
<td>02895049999</td>
</tr>
</tbody>
</table>
Reporting procedures regarding allegations against a member of staff or volunteer

**Allegations against a member of staff**

This should follow the reporting procedures regarding concerns of suspected or disclosed abuse as detailed above alongside YouthAction's Disciplinary Rules and Procedures – (Human Resources Policy - Section 19).

This is detailed as follows;

7. Allegation against a staff member is documented on Cause for Concern Form – see Appendix 8. Staff members who receive allegations concerning themselves are required to complete this form and forward to their Line Manager who should forward this to the Director. This needs to be completed as soon as possible after the allegation is received.

8. Staff member informed and investigatory meeting carried out with Line Manager, Director, Safeguarding Officer on Board of Directors.

9. Information forwarded to Social Services confirming conclusions of investigatory meeting and follow up actions, if required.

10. Possible suspension/disciplinary action.

11. Possible referral to the Independent Safeguarding Authority (ISA)

12. Possible referral to Charity Commission (see **NOTE - REFERRALS TO CHARITY COMMISSION** below)

Following the above procedure and whether the allegation is substantiated or not the Line Manager in conjunction with the Designated Officer should agree follow up actions with the Director.

The dual responsibility in respect of the young person and the staff member concerned is outlined as follows;
**Allegations against a volunteer**

This should follow the reporting procedures regarding concerns of suspected or disclosed abuse as detailed above alongside YouthAction’s Volunteering Policy – (Human Resources Policy - Section 21).

This is detailed as follows;

7. Allegation against a volunteer is documented on a Cause for Concern form – see Appendix 8. This needs to be completed as soon as possible after the allegation is received.

8. Volunteer informed and formal meeting held with Support Person, Director and Safeguarding Officer on Board of Directors.

9. Information forwarded to Social Services confirming conclusions of investigatory meeting and follow up actions, if required.

10. Possible withdrawal of volunteering opportunities.

11. Possible referral to the Independent Safeguarding Authority (ISA)

12. Possible referral to Charity Commission (see **NOTE - REFERRALS TO CHARITY COMMISSION** below)

Following the above procedure and whether the allegation is substantiated or not the Support person in conjunction with the Designated Officer should agree follow up actions with the Director.

**NOTE - REFERRALS TO CHARITY COMMISSION**

A referral in the form of a serious incident report should be submitted to the Charity Commission in the following circumstances;

- Beneficiaries of the charity (adults or children) have been, or alleged to have been or are being, abused or mistreated while under the care of the charity, or by someone connected with the charity, for example, a charity trustee, employee or volunteer.
- There has been an incident (alleged or actual) where someone has been or is being abused or mistreated and this is connected with the activities of the charity. Incidents include allegations or actual abuse occurring overseas:
  - where the charity’s staff or volunteers are working to provide services to children or adults; or
  - where a close relationship exists with a delivery organisation providing services to children or adults overseas.
- There has been a breach of procedures at the charity which has put beneficiaries at risk. This includes a failure to carry out checks which would have identified that a person is disqualified in law under safeguarding legislation from holding a position in the charity working with children or adults.
7 Recruitment and Selection of Staff and Volunteers

YouthAction N.I is committed to effective recruitment and selection of staff and volunteers. A comprehensive Recruitment and Selection Policy is included in our Human Resources Policy. A summary is attached in Appendix 9.

Vetting procedure

- All potential staff and volunteers (including students) with substantial access to children, young people and adults and who hold regulated positions as set out in the Protection of Children and Vulnerable Adults Order 2003 and the Safeguarding Vulnerable Groups (NI) Order 2007 are required to have completed an enhanced disclosure check through Access NI. This is administered by the PA to the Director – Anne McIlvenny.

- Staff and volunteers involved in Cross Border Programmes from the Republic of Ireland are checked through Gardai Siochana.

- A central log is kept by the PA to Director of all part-time and casual staff, freelance tutors, volunteers and students on vetting status.

- All staff, volunteers and students are not allowed unsupervised access to and children, young people and adults prior to confirmation of vetting.

- All casual staff to provide confirmation of Access NI vetting undertaken in previous 3 months.

- All vetting of students from UK Universities is completed by the relevant University prior to placement and confirmation presented on commencement of placement. Outside of UK all students to present evidence of vetting undertaken in previous 3 months.
8 Management of Staff and Volunteers

YouthAction N.I are committed to effective management of staff and volunteers. A comprehensive Staff Development Policy is included in our Human Resources Policy.

This includes the following;

Induction

- Staff and volunteers through their induction receive a copy of ‘Safeguarding policy and procedures. They also sign a record of receiving and understanding this policy. This record of induction is kept in their personnel files. It is also compulsory for all staff including peer workers and arts tutors working directly with children, young people and young adults to complete ‘Keeping Safe’ Safeguarding training. This should be completed within the 8 week induction period.

Probationary periods (staff)/ trial periods (volunteers)

- All appointments are conditional on satisfactory completion of a 6 months probationary period for staff and a 3 month trial period for volunteers.

Support and Supervision

- This allows staff and volunteers to identify training needs and access support for dealing with difficult issues.

Performance Appraisal

- This provides a means for enhancing support and supervision in order to highlight future support and training needs.

Staff Training

‘Keeping Safe’ Safeguarding Accredited Training is incorporated into our annual In Service Training Calendar. This training is compulsory for all staff including peer workers and arts tutors working directly with children, young people and adults.
9 Member Organisations

All member organisations of YouthAction N.I are requested to sign a declaration when registering for their yearly membership confirming that they have a Safeguarding Policy alongside ensuring that all staff and volunteers are vetted through Access NI. Member organisations are also able to;

- Receive advice and support regarding the development of their Safeguarding Policy.
- Complete ‘Keeping Safe’ Safeguarding training
- Have all staff and volunteers vetted through Access NI

10 Staff Responsibilities

A senior member of staff in YouthAction is responsible for the following;

- Safeguarding yearly action plan to be presented to Board of Directors including review on six monthly basis. The action plan should include;
  - Date of Safeguarding Policy Reviews
  - Numbers attending Safeguarding training
  - Numbers vetted
  - Number of referrals
  - Adult Safeguarding Position Report (Appendix 12)

- Taking the lead role in ensuring that the procedures adopted are fully implemented, reviewed, recorded and updated when necessary.

- Ensuring adequate training is undertaken in order to help staff to fulfil their role in ensuring the safety and welfare of children, young people and adults.

Staff responsible – Caroline Redpath

A member of YouthAction’s Board of Directors is responsible in overseeing YouthAction’s Safeguarding Policies and Procedures. They should ensure that a yearly safeguarding plan is agreed and action taken and reviewed on a six monthly basis. They also complete ‘Keeping Safe’ Module 3 every three years.

Executive Committee member responsible for Safeguarding - Liam Hannaway
PROGRAMME INFORMATION FOR PARENTS/GUARDIANS

May 2020
PROJECT INFORMATION FORM

PROJECT NAME:

Outline of the project:

Expectations for the children, young people and young adults taking part:

Venue:

Duration:

Times of contact:

Project Worker(s) Name and Contact:

If you have any issues or concerns in relation to the programme, please contact the Project Worker above.
PARTICIPANT INFORMATION FORM
(PARTICIPANTS AGED 7 - 25 YEARS or VULNERABLE ADULTS)

If under 18 all sections of this form must be completed by the Participant’s Parent/Guardian* then signed, dated and returned to the address at the back of the form or handed back to the Youth Worker in charge of the programme.

If 18 or over all sections of this form to be completed, signed and dated.

<table>
<thead>
<tr>
<th>GENERAL INFORMATION ABOUT THE APPLICANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST NAME: ___________________________ SURNAME: ___________________________</td>
</tr>
<tr>
<td>FULL ADDRESS: ________________________________ POST CODE: BT_______________</td>
</tr>
<tr>
<td>HOME TELEPHONE No.:___________________ MOBILE TELEPHONE No.: __________________</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>AGE:</th>
<th>DATE OF BIRTH: <em><strong>/</strong></em>/____</th>
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<tr>
<th>RELIGION</th>
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<tbody>
<tr>
<td>Please indicate your religion:</td>
</tr>
<tr>
<td>Christian – Protestant ☐</td>
</tr>
<tr>
<td>Christian – Catholic ☐</td>
</tr>
<tr>
<td>Christian –(other please specify) __________________</td>
</tr>
<tr>
<td>Buddhist ☐</td>
</tr>
<tr>
<td>Hindu ☐</td>
</tr>
<tr>
<td>Jewish ☐</td>
</tr>
<tr>
<td>Muslim ☐</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>MEDICAL AND OTHER USEFUL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there any medical condition we should be aware of which may affect the young person’s participation on the programme?</td>
</tr>
<tr>
<td>____________________________________________________________________________</td>
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<tr>
<td>____________________________________________________________________________</td>
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</tbody>
</table>

YouthAction NI has a ‘Protecting Children, Young People and Young Adults Policy and Procedures including Good Practice Guidelines’. All staff are vetted and undergo training to ensure that we provide a safe environment for children, young people and young adults. See attached ‘Protecting Children, Young People and Young Adults Policy Statement.’

PLEASE CONFIRM IF YOU HAVE RECEIVED ‘PROTECTING CHILDREN, YOUNG PEOPLE AND YOUNG ADULTS POLICY STATEMENT.’

Yes ☐ No ☐
CONSENT
Photographs and/or videos are taken and on some occasions may be used for P.R. or kept in our archives.
Do you have any objection to these images being used for P.R. Purposes? Yes ☐ No ☐
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The new data protection law (GDPR 2018) requires us to have written consent to hold personal information within our records.
Can you therefore please confirm that you consent to YouthAction N.I. holding personal information.
I consent to YouthAction Northern Ireland holding personal information on _______________ in accordance with data protection law. I am aware that I can withdraw consent at any time by emailing (include email of youth worker) Yes ☐ No ☐
(A copy of YouthAction’s privacy notice is available at www.youthaction.org)

PARENT/GUARDIAN INFORMATION
The name that appears below should be the person that we will correspond with, when not directly contacting the individual young person.

PLEASE PRINT:
Relationship to the participant: ___________________________________________
Your First Name: ___________________________________________
Your Surname: ___________________________________________

Contact details for emergencies:
Work: _______________________________
Home: _______________________________
Mobile: _______________________________

DATE: ___________________ SIGNED: ___________________ NAME: ___________________
Parent/Guardian* (if under 18)

*See The children (NI) Order 1995 Article 6 (f) Natural mother always has parental responsibility. Natural father gains parental responsibility.
1) If married to mother at time of the birth or subsequently marries her. 2) Through an agreement witnessed by a solicitor or a Parental Responsibility Order. 3) Post 15 April 2002 if they jointly register the baby's birth.

THIS FORM SHOULD BE RETURNED TO: Youth Worker: ________________
Office Address: YouthAction Northern Ireland ________________
__________________________________ _______________________________
__________________________________ _______________________________
YouthAction Northern Ireland are committed to youth work practice which safeguards the welfare of all children, young people and young adults’ and young adults 25 years and under, and vulnerable adults, 30 years and under, to protect them from physical, sexual and emotional harm and neglect.

YouthAction Northern Ireland also accept and recognise both their moral and legal responsibilities under the Children (NI) Order 1995, the Protection of Children and Vulnerable Adults (NI) Order (2003) and the Safeguarding Vulnerable Groups (NI) Order 2007 about providing a duty of care for children, young people and young adults and young adults and will endeavour to carry those out by the following;

1. **Code of Behaviour**

The Code of Behaviour aims to provide clear direction for staff and volunteers to ensure good standards of youth work practice throughout the agency when working with children, young people and young adults and vulnerable adults.

In general terms staff and volunteers should always;

- Be consistent and reliable
- Be open and honest
- Treat all children, young people and young adults equally and with dignity and respect at all times.
- Give praise and recognition when appropriate
- Take due care to ensure that they provide a safe environment within and throughout all programmes and activities.

2. **General Safety and Management of Activities**

A detailed list of guidelines relating to the safety and management of activities is also included.

3. **Sharing Information**

YouthAction is committed to sharing information about our activities, Child Protection Policy and Procedures, Volunteers, Children, young people and young adults, Parents/Guardians and our Membership. All confidential records are stored in secure YouthAction premises. In keeping with Data Protection principles these are only shared when necessary with relevant funders for monitoring purposes.
4. Reporting Concerns of Suspected Abuse

Confidentiality

Everyone in our organisation, including children, young people and young adults are made aware that there are some situations in which confidentiality needs to be broken; specifically, if you are concerned that a person is in danger, either to themselves or to someone else, or that suspected abuse has occurred and an offence may have been committed.

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YouthAction staff and volunteers are made aware of the procedures for reporting suspected or disclosed abuse through induction, training and supervision.

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Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance. The procedure contains two stages. However, as it is the aim of this procedure to settle matters at the earliest practicable moment, and at the first possible appropriate management level.

Stage 1 - Submission of Grievance

When a parent/guardian or young person feels aggrieved on any matter she/he should discuss the problem initially with the Youth Worker responsible for the programme. They will attempt to resolve the issue, consulting where necessary the other members of management. The worker should, however, reply to the grievance as soon as possible, and in any case, within three working days from the time the grievance was first raised.

Stage 2 - Involvement of Line Manager

If the parent/guardian or young person with the grievance is not satisfied with the reply from the youth worker, or has not received a reply within three working days she/he may request him/her to raise the matter the Youth Worker’s Line Manager.

On receipt of such a request the Line Manager shall make arrangements to hear the grievance. It is the responsibility of the Line Manager to make arrangement for the hearing to be held within ten working days of the grievance being raised with him/her.

Stage 3 - Involvement of Director

If the parent/guardian or young person with the grievance is not satisfied with the reply from the youth worker, or has not received a reply within three working days she/he may request him/her to raise the matter with the Director.

On receipt of such a request the Director shall make arrangement to hear the grievance. It is the responsibility of the Director to make arrangements for the hearing to be held within ten working days of the grievance being raised with him/her.

Reference to the Director is the final stage of the grievance.
## RISK ASSESSMENT - ACTION PLAN

<table>
<thead>
<tr>
<th>What is the risk?</th>
<th>How likely is it that the risk will occur? (High or Low)</th>
<th>What is the extent of harm? (Very harmful or not very harmful??)</th>
<th>Controls in place</th>
<th>Further actions needed?</th>
<th>Action by?</th>
<th>Action taken (date and by whom?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young person being injured</td>
<td>High</td>
<td>Contract agreeing behaviour</td>
<td>Accept and monitor risk</td>
<td>Youth worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft</td>
<td>Low</td>
<td>Adequate staff:young person ratio</td>
<td>Accept and monitor risk</td>
<td>Youth Worker</td>
<td></td>
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Contracting Guidelines

These guidelines compliment the Agencies Child Protection Policy and in any contractual agreement this policy should be made transparent in safeguarding the welfare of all children, young people and young adults who will be engaged throughout the partnership.

The policy relates to contracting:

1. With Children, young people and young adults’
2. With Agencies/Partner Organisations/Community Groups/Tutors/Artists
3. With Co-workers (on a practical level)

Good youth work practice acknowledges that children, young people and young adults’ need to feel a sense of ownership in the programmes they are involved in. This can begin with a clear contract that encourages children, young people and young adults’ to take responsibility for their own actions and respect the rights of others. It also helps to create a safe environment where children, young people and young adults’ value one another and are treated with respect and dignity. Contracting applies to things that are negotiable.

Contracting can involve inter-sectoral work or collaborative partnerships between agencies. Partnership is when two or more organisations come together to undertake a project or programme of work collaboratively.

Partnerships can become a legal entity in their own right, with formal structures for representation and management; or can be of a less formal arrangement between the partners involved, with more flexible working structures. The project partners should draw up and agree a “contract” for the project, setting out agreed roles, responsibilities and protocols. It is anticipated that this will be an informal but binding arrangement rather than a legal undertaking. (see rural unit template for partnership agreement)

Partnership and contracting has many benefits such as:
~ more effective delivery
~ less confusion in relation to service provision
~ a positive and enjoyable experience for all involved
~ the ability to maximise skills and resources available

It is important to remember that partnership work is not a “quick fix” but a long term solution to issues.

<table>
<thead>
<tr>
<th>Underpinning principles in contracting relate to:</th>
</tr>
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<tbody>
<tr>
<td>- Transparency</td>
</tr>
<tr>
<td>- Communication</td>
</tr>
<tr>
<td>- Accountability (review, evaluation, etc.)</td>
</tr>
<tr>
<td>- Mutual Respect</td>
</tr>
</tbody>
</table>
Things to consider in contracting:

1. **Contracting with Children, young people and young adults’**

   - From outset transparency of YouthAction Northern Ireland’s value base, mission, internal policies e.g. Child Protection Policy / transparency of host agency value base and children, young people and young adults’ needs.

   - The Code of Behaviour as detailed within the Good Practice Guidelines needs discussed with the children, young people and young adults and incorporated into the initial contract.

   - The Grievance Procedure as detailed in the Good Practice Guidelines also needs to be communicated to the children, young people and young adults.

   - Clarity of roles (children, young people and young adults and workers)

   - Clarity of project purpose and aim

   - Agreeing timescales

   - Identifying expected outcomes

   - Establishing engagement and a variety of learning methods / being innovative and creative

   - Consideration given to evaluation of project at outset

   - Establishing agreeable boundaries (safe environment, smoking, personal behaviour etc.)

   - Profiling and informing others about project development e.g. community forum, placement supervisors, funders, tutors, staff within own agency, media etc

   - Consideration to external policies and legislation such as Equality, Youth Service Policy Review / Section 75 etc.

   - Mechanisms for involving children, young people and young adults’ in planning and implementation (decision-making/power sharing) / consideration given to children, young people and young adults’ ’ s representation elsewhere

   - Anticipation of external factors, which may impact on project (e.g. exams, holidays, marching, funding, festivals, paramilitary influence etc.)

   - Anticipate sustainability and exiting strategies within the project

   - Building in regular review with all concerned

   - Identifying relevant skills among those implementing the project

   - Identifying training needs for both children, young people and young adults’ and workers
• Setting personal goals and challenges
• Agreeing acceptable boundaries in relation to issues such as alcohol, drugs, language, sexual activity and any other potential contentious behaviour

Templates/reference documents have been attached as guidelines for workers

2. Contracting with Members/Agencies/Partner Organisations/Community Groups/Tutors/Artists

Before you commence your work;

➢ Secure membership with YouthAction
➢ Confirm Child Protection policy of members/partners
➢ Confirm Liability insurance is in place

It is also important to check the following;

• Background information on project such as culture / history of group, stage of development, experience etc.
• Clear and empirical identification of need, including an assessment of existing provision
• Identifying opportunities for communicating with others / building up relationships with significant people
• From outset transparency of YouthAction Northern Ireland’s value base, mission, internal policies e.g. Child Protection Policy / transparency of host agency value base and children, young people and young adults’ needs
• Clarity of roles (children, young people and young adults and workers)
• Agreement of roles and responsibilities between organisations/groups or with external staff
• Clarity of project purpose and aim
• Agreeing timescales
• Identifying expected outcomes
• Clarity of resources (venue, funding, staff, equipment)
• Consideration given to evaluation of project at outset
• Establishing agreeable boundaries (safe environment, smoking, personal behaviour etc.)
• Profiling and informing others about project development e.g. community forum, placement supervisors, funders, tutors, staff within own agency, media etc.

• Consideration to external policies and legislation such as Equality, Youth Service Policy Review / Section 75 etc.

• Agree and set down clear line management responsibilities for project staff (support and supervision)

• Mechanisms for involving children, young people and young adults in planning and implementation (decision-making/power sharing) / consideration given to children, young people and young adults’ representation elsewhere

• Anticipation of external factors, which may impact on project (e.g. exams, holidays, marching, funding, festivals, paramilitary influence etc.)

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• Building in regular review with all concerned

• Looking out for other emerging (potential) partnerships/new opportunities and experiences for the children, young people and young adults' involved (internal and external reflection on PRAXIS)

• Identifying relevant skills among those implementing the project

• Identifying training needs for both children, young people and young adults’ and workers

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3. Contracting with Co-Workers

• Background information on project such as culture / history of group, stage of development, experience etc.

• From outset transparency of YouthAction Northern Ireland’s value base, mission, internal policies e.g. Child Protection Policy / transparency of host agency value base and children, young people and young adults’ needs

• Clarity of roles (children, young people and young adults and workers)

• Clarity of project purpose and aim

• Agreeing timescales

• Identifying expected outcomes
• Establishing engagement and a variety of learning methods / being innovative and creative

• Clarity of resources (venue, funding, staff, equipment)

• Consideration given to evaluation of project at outset

• Profiling and informing others about project development e.g. community forum, placement supervisors, funders, tutors, staff within own agency, media etc.

• Consideration to external policies and legislation such as Equality, Youth Service Policy Review / Section 75 etc.

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• Identifying training needs for both children, young people and young adults and workers

• Setting personal goals and challenges

• Agreeing acceptable boundaries in relation to issues such as alcohol, drugs, language, sexual activity and any other potential contentious behaviour
Residential Guidelines

There are undoubted benefits to be gained from residential visits; benefits to both the organisation in helping to meet its objectives and benefits to the children, young people and young adults in their emotional, physical and spiritual development.

The residential setting can greatly accelerate the process of teambuilding/group bonding and developing purposeful and meaningful relationships, which may otherwise be difficult during regular weekly meetings.

Residentials should, however, never be seen as ‘carrots’ to encourage attendance but rather as an integral part of our ongoing work. It is an opportunity to create a more relaxed setting, perhaps for group work activities that don’t fit so easily into the weeknight sessions.

Residentials can take on varying formats including local, regional and transnational. In order to get the most benefit it is essential to plan carefully and thoroughly; not just in the organisational aspects of the residential but also spending sufficient time thinking about their purpose. Residentials can also be more appropriate at the start of a group or activity where the purpose is to get the children, young people and young adults involved.

It is hoped that the guidelines below will be a valuable aid towards running well-organised, successful and enjoyable residential visits.

Key Things to Consider:

i. Preliminary work and planning

- Discuss with line manager the risk assessment and agree who will “lead” residential
- Purpose of residential / why have it? (Fit in with overall project)
- Suitability of venue
- Venue culture
- Policy within centres (e.g. Health and Safety)
- Insurance - in order to process your Purchase Order a copy of the Centre’s Insurance Policy needs to be attached if not used previously.
- Negotiating a programme/review process
- Vetting of centre staff (whose responsibility / clarifying with centre)
- Staff ratio – children, young people and young adults ratio (risk assessment of experience/qualification of staff/volunteers “leading” residential)
- Preparatory visits/phone calls/enquiries
- Equipment list (a small first aid kit to be held by each Team for residentials)
- Our duty to Care Policy/Child Protection Issues / In Locus Parentus*
- Communicate your programme with centre / instructors / other users
- Reference to particular documents (e.g. Away from Home and Safe)
  *In Locus Parentus means “acting as a careful parent would”
- Exploration of hosts / host policy
- Other centre users
- Transport
Specific Considerations

- The needs of the group should be explored and accurately identified well in advance e.g. medical conditions, dietary requirements, age range of group. There should be full recognition of diversity e.g. religious/ethnical/cultural/ability differences/sexual orientation/gender.
- The distinctive differences between working with groups under the age of 18 and with groups over 18 should be clearly thought through both in terms of the programme content and the associated Legal/Organisational/Professional responsibilities.
- The Child Protection Policy should be referred to for any specific problems.

ii.  **Contracting -( Please also refer to the contracting policy)**

- Appropriate behaviour of staff (Alcohol, drugs, sex, language)
- Appropriate behaviour of children, young people and young adults’ (Alcohol, drugs, sex, language)
- Contracting with group
- Roles of children, young people and young adults and staff (Clear understanding of rights and responsibilities)
- Activities – encouraged but not unduly forced / negotiated during contract
- Drugs are illegal and not acceptable on residentials or programmes
- Alcohol is illegal for under 18’s and is not acceptable. Responsibility for alcohol and 18 plus has to be agreed in the contract prior to the residential.

iii.  **Boundaries - (please also refer to the equality of opportunity policy)**

Must include consideration of the differences associated with 18+ age groups and the under 18 age groups, e.g. issues around sex, privacy, pregnancy and assuming heterosexuality.

In relation to gender separation there needs to be clarity and transparency around why this happens. (Purpose of single gender work).
- Any discussions around boundaries must recognise and include the diversity that exists among the children, young people and young adults with whom we work.(Equal Opportunities Policy)

iv.  **Accommodation arrangements / transport / food**

- Transport (reference page 4)
- Staff ratio – children, young people and young adults ratio (see Heath and Safety – Supervision Section) –Risk Assessment re Leadership
- Host family / residential accommodation
- A select list of residential accommodation will be drawn up to include those that comply with the legal and insurance requirements

v.  **Awareness of policy issues**

- Policy within centres (e.g. Health and Safety, Insurance Liability)
- Clear policy sharing between Agencies (partners)
- Centre code of practice
• Discuss Health & Safety issues with children, young people and young adults’

vi. **Specific consent forms / accompanying programme**
- Nearest emergency numbers e.g. Police, Doctor, Social Services
- Language (practical considerations)
- Currency (practical considerations)
- Climate (political, social, weather)
- Religious requirements
- Contact

vii. **Checklist pre visit**
- Communicate your programme with centre / instructors / other users
- Consent Forms
- Equipment list
- List of participants’ names/contact details
- First Aid/Accident Book / Report
- Contingency Plan in case of emergency/emergency contact person
- Correspondence with parents/carers (contact details)
- Needs of group (medical, age requirements, religious, ethical, disability)
- Programme
- Resources (Money, staff, petty cash)
- Staff ratio – children, young people and young adults ratio
- Programme
- Transport

viii. **Wrap up / closure**
- Report on visit
- Evaluation with children, young people and young adults
CHECKLIST FOR RESIDENTIALS

Have you checked through preliminary work and planning?  

Have you checked through contracting?  

**Have you checked through boundaries?**  

Have you checked through accommodation arrangements/ Transport/food?  

Have you checked through awareness of policy issues section?  

Have you checked through specific consent forms/ Accompanying programme?  

Have you checked through the pre visit checklist?  

Have you provided full details of travelling arrangements, programme activities and accommodation to YouthAction for insurance purposes?
ACCIDENT REPORT FORM

DATE OF ACCIDENT: _______________________________

TIME OF ACCIDENT: _________________

NAME/S OF PERSON/S INVOLVED:
_______________________________________

ACCIDENT DETAILS

What Happened?

What was the person doing just before the time of the accident?

Were there any unusual circumstances?

Do you have any recommendations with regard to training, repairs, equipment etc?

Accident Report sent to
Co-ordinator of Services                 PA To Director

Date: ___________________    Date: __________________

Signed: _______________________ (Worker) Position/Title: __________________
PROJECT INFORMATION FORM

PROJECT NAME:

Outline of the project:

Expectations for the children, young people and young adults taking part:

Venue:

Duration:

Times of contact:

Project Worker(s) Name and Contact:

If you have any issues or concerns in relation to the programme, please contact the Project Worker above.
PARTICIPANT INFORMATION FORM
(PARTICIPANTS AGED 7 - 25 YEARS or VULNERABLE ADULTS)

If under 18 all sections of this form must be completed by the Participant’s Parent/Guardian* then
signed, dated and returned to the address at the back of the form or handed back to the Youth
Worker in charge of the programme.

If 18 or over all sections of this form to be completed, signed and dated.

GENERAL INFORMATION ABOUT THE APPLICANT

FIRST NAME: _________________________          SURNAME: _________________________
FULL ADDRESS: ________________________________________________________________
_______________________________________________________  POST CODE: BT___________
HOME TELEPHONE No.:___________________   MOBILE TELEPHONE No.: __________________
AGE: ____   DATE OF BIRTH: ___/___/____

RELIGION
Please indicate your religion:

Christian – Protestant ☐ Christian – Catholic ☐
Christian –(other please specify) ____________
Buddhist ☐ Hindu ☐ Jewish ☐ Muslim ☐
Sikh ☐ No religion ☐
If no religion please indicate if you were brought up in either the;
Protestant community ☐ Catholic community ☐
Other (please specify) __________________________

MEDICAL AND OTHER USEFUL INFORMATION

Is there any medical condition we should be aware of which may affect the young person’s participation on the programme?
____________________________________________________________________________________
____________________________________________________________________________________

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PLEASE PRINT:

Relationship to the participant: ___________________________________________

Your First Name: ____________________________

Your Surname: ____________________________

Contact details for emergencies:

Work: ____________________________

Home: ____________________________

Mobile: ____________________________

DATE: ____________________________ SIGNED: ____________________________ NAME: ____________________________

Parent/Guardian* (if under 18)

*See The children (NI) Order 1995 Article 6 (i) Natural mother always has parental responsibility. Natural father gains parental responsibility.

1) If married to mother at time of the birth or subsequently marries her. 2) Through an agreement witnessed by a solicitor or a Parental Responsibility Order. 3) Post 15 April 2002 if they jointly register the baby’s birth.

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YouthAction NI has a grievance procedure which enables concerns or complaints from children, young people and young adults, vulnerable adults and their parents or guardians to be dealt with in the appropriate manner. This procedure is explained below. Grievances will be dealt with at senior management level, through our Belfast office on 028 90240551.

Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance. The procedure contains two stages. However, as it is the aim of this procedure to settle matters at the earliest practicable moment, and at the first possible appropriate management level.

Stage 1 - Submission of Grievance

When a parent/guardian or young person feels aggrieved on any matter she/he should discuss the problem initially with the Youth Worker responsible for the programme. They will attempt to resolve the issue, consulting where necessary the other members of management. The worker should, however, reply to the grievance as soon as possible, and in any case, within three working days from the time the grievance was first raised.

Stage 2 - Involvement of Line Manager

If the parent/guardian or young person with the grievance is not satisfied with the reply from the youth worker, or has not received a reply within three working days she/he may request him/her to raise the matter the Youth Worker’s Line Manager.

On receipt of such a request the Line Manager shall make arrangements to hear the grievance. It is the responsibility of the Line Manager to make arrangement for the hearing to be held within ten working days of the grievance being raised with him/her.

Stage 3 - Involvement of Director

If the parent/guardian or young person with the grievance is not satisfied with the reply from the youth worker, or has not received a reply within three working days she/he may request him/her to raise the matter with the Director.

On receipt of such a request the Director shall make arrangement to hear the grievance. It is the responsibility of the Director to make arrangements for the hearing to be held within ten working days of the grievance being raised with him/her.

If you are not satisfied with the conclusion of the grievance procedure you have a right to complain to the Northern Ireland Public Service Ombudsman.

https://nipso.org.uk/nipso/making-a-complaint/how-do-i-make-a-complaint-to-nipso/
CAUSE FOR CONCERN FORM

Once this form is completed pass it **IMMEDIATELY** (within 24 hours) to the next appropriate/available person i.e  Line Manager ➞ Designated person ➞ Director

**Staff Details**

Name
Position

**Young Person's details**

Name
Address
Date of Birth
Tel No

Name of Project/Group
Parent/Guardian

Any other relevant details:

Give details of your ‘Cause for Concern’
i.e  Why do you suspect abuse? How did you get this information? What exactly did the young person say and do? Any other relevant information?
Details of your ‘Cause for Concern’ continued

Any medical attention required? Give details

What future action do you believe is required?

Signed: ………………………………………...  Date: ……………………………..
RECRUITMENT FLOW CHART

Vacant position
Open recruitment file with specific reference

Prepare Job Description and Personnel Specification, advertisement, Application Form, information leaflet

Confirm interview panel
Agree timescale and dates for short-listing and interviews

Advertisement placed in relevant papers

Issue Application Forms and Monitoring Form
Job Description
Personnel Specification
Information on Agency
Information on Project
Date of Interviews

Agree short-listing criteria from Personnel Specification and Job Description
Short-list – using attached Matrix (Appendix 3) and confirm interviews and times
Agree interview questions
Roles agreed, e.g. chair and who is asking what questions
Scoring system agreed

Candidate informed at least seven days prior to interview
References requested

Interview and Record Assessment (see attached Appendix 4)

Select preferred candidate and runner up for the job if appropriate

Preferred candidate confirmed by Director

Preferred candidate vetted through Access NI

Letters to successful and non-successful candidate
Volunteer Registration Form

Name..................................................................................................................
Address..............................................................................................................
................................................................................................................Postcode...........

Contact Details
Home............................................................................. Work .............................
Mobile......................................................... E Mail...........................................

Volunteer Role
................................................................................................................

Contact Person
...............................................................................................................

MEDICAL AND OTHER USEFUL INFORMATION
Is there any medical condition we should be aware of which may affect your role.

GDPR CONSENT
Photographs and/or videos are taken and on some occasions may be used for P.R. or kept in our archives.

Do you have any objection to these images being used for P.R. Purposes? Yes □ No □

YouthAction Northern Ireland is committed to protecting and respecting your privacy under the General Data Protection Regulation 2018 (GDPR). We are committed to upholding all our legal requirements under this law by:
- Only collecting what we need, keeping data up to date, secure and private; and
- Protecting your rights which, includes knowing what data we hold and having the right to get it removed at any time.

The new data protection law (GDPR 2018) requires us to have written consent to hold personal information within our records.

Can you therefore please confirm that you consent to YouthAction N.I. holding personal information.

I consent to YouthAction Northern Ireland holding my personal information in accordance with data protection law. I am aware that I can withdraw consent at any time by emailing caroline@youthaction.org

(A copy of YouthAction’s privacy notice is available at www.youthaction.org)
VOLUNTEER INDUCTION RECORD

Name……………………………………………………………………..

- Registration Form completed Yes ☐ No ☐
- Health and Safety Policy received Yes ☐ No ☐
- Child Protection Policy received Yes ☐ No ☐
- ACCESS NI Check Required (Standard) Yes ☐ No ☐
  (Enhanced) Yes ☐ No ☐
- ACCESS NI Check completed Yes ☐ No ☐ Date ______
- Safeguarding Training Yes ☐ No ☐ Date ______
- Volunteer Role agreed Yes ☐ No ☐

PLEASE NOTE:

- ALL volunteers should complete an Access NI Standard check.
- ALL volunteers (including students) with substantial access to children, young people and young adults’ and who hold regulated positions as set out in the Protection of Children and Vulnerable Adults Order 2003 and the Safeguarding Vulnerable Groups (NI) Order 2007 are required to have completed an enhanced disclosure check through Access NI.

Signed: _____________________________ Date: _____________________________