

Play Worcester Policy and Volunteer Information Pack

Introduction

Play Worcester aims to help make Worcester a vibrant and playful city. We aim to raise awareness of the importance of play for families and communities by being a visible presence in the city and host pop-up play activities (supervised by parents/carers). We also campaign to influence decision-making at all levels of government and across the public sector, building on evidence and knowledge from research and stakeholders in advocating for children's right to play.

Children are defined as anyone under 18 years old.

Health & Safety Policy

The Trustees of Play Worcester are committed to ensure as far as is reasonably practicable the health and safety of all who come into contact with Play Worcester and its activities.

In order to ensure this we will:

- provide adequate control of the health and safety risks arising from our activities
- consult with our volunteers, children and parents on matters affecting their health and safety
- undertake risk assessments for all our activities on an ongoing basis and undertake a formal annual risk assessment
- seek to ensure a qualified First Aider is available for each session
- provide and maintain safe equipment
- ensure safe handling and use of substances and provide protection equipment where necessary
- provide information, instruction and supervision for volunteers
- ensure any premises and outdoor areas we use are safe

Responsibilities

Everyone has a shared responsibility for health and safety. Overall and final responsibility for health and safety is that of the Designated Health and Safety Lead. This is Nicola Stobbs.

All volunteers have a duty to:

- co-operate with the Designated Health and Safety Lead on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety
- report all health and safety concerns to the Designated Health and Safety Lead

Basic Safety Principles

We expect all volunteers, children and parents to follow common sense basic safety principles when at our activities. These include:

- Regularly assess the situation and hazards and take appropriate precautions
- Keep fire exits clear of obstructions and other hazards
- Raise health and safety concerns and personal limitations before undertaking tasks
- Use correct lifting techniques when moving heavy items – bend your knees not your back
- Wipe up spills immediately
- Report near misses and incidents as soon as possible
- Report any hazards found

Accident/Incident Recording

All accidents, incidents, near misses, dangerous occurrences and observed hazards occurring to volunteers, children or parents when at Play Worcester organised activities must be reported to the lead facilitator or a Trustee, and recorded on the appropriate form.

1. All accidents and incidents must be recorded on the Accident/Incident Form.
2. The lead facilitator will check that all details have been recorded.
3. The lead facilitator will decide if external people or organisations need informing (such as parents/carers, police, Family Front Door etc), who should do it and any follow up actions. This will be noted on the Form.
4. The Form will be kept securely by the Designated Health and Safety Lead.
5. The Trustees will be notified by the Designated Health and Safety Lead.
6. All concerns, disclosures or incidents of abuse must be recorded using the appropriate form from the Appendix.

Risk Assessment – *move this near Health and Safety*

The risks will be assessed on an ongoing basis and a formal risk assessment done every year. See form at the end of this document.

Safeguarding Policy

Play Worcester is fully committed to safeguarding the welfare of all involved in its activities, and especially children, and will take all reasonable steps to protect them from physical, emotional, sexual or internet abuse and neglect. This applies to all with whom we work, regardless of their gender, sexual orientation, disability, race, nationality or country of origin.

Volunteers and Trustees will at all times, show respect and understanding for the rights, safety and welfare of all with whom we work. We will ensure that volunteers know how to recognise and respond to concerns that a child may be abused or neglected.

All volunteers who have unsupervised regular direct contact with children for Play Worcester (ie those undertaking 'regulated activity') are required to have a relevant satisfactory enhanced check through the Disclosure and Barring Service (DBS) before they can work unsupervised. They will be rechecked every 3 years.

The Trustees have appointed a Champion for Safeguarding who will ensure that safeguarding policy and procedures are in place. They will provide a written report annually to the committee on any safeguarding and/or child protection issues and/or any allegation which have arisen over the previous 12 months.

The Champion for Safeguarding is **Sarah Walton**.

Child Protection Policy

Play Worcester recognises that the welfare of children is paramount and that we have a duty of care when they are in our charge. We will do everything we can to provide a safe and caring environment whilst they attend our activities.

We will:

- treat all children with respect
- be watchful for children who are experiencing harm or neglect

- respond to disclosures, concerns and allegations appropriately
- adopt good practice with regard to safeguarding children and ensure adherence to our policies and procedures
- ensure that safe recruitment and selection practices are followed
- ensure volunteers are trained in accordance with their roles
- ensure that every adult shares concerns about the welfare of any child with the Designated Person for Child Protection
- work in partnership with children, young people, parents/carers and other agencies

The Designated Person for Child Protection is responsible for:

- monitoring and recording concerns
- making referrals to Worcestershire County Council's "Family Front Door" without delay
- dealing with allegations against volunteers
- liaising with other agencies.

Our Designated Child Protection Person is **Sarah Walton**. The deputy is **Nicola Stobbs**.

Procedure following a Concern, Disclosure or Incident of Abuse

This procedure should be followed if you have a concern about abuse, or a disclosure or incident of abuse.

1. Keep calm. Do not show if you are shocked or surprised.
2. Listen to the child and make sure they are safe
3. Accept what you hear without passing judgement.
4. Offer support and understanding and reassure the child that they were right to talk to you.
5. Ask questions only for clarification, don't ask leading questions. Do not investigate.
6. Do not make promises. Explain that you cannot keep it secret and what may happen next (they choose to stop telling you their information but this is OK).
7. Write down notes – dates, times, facts, who was involved, observations - using actual words used if possible. The form in the Appendix can be used as a template.
8. Check that, if possible, you have the following information:
 - name(s), address, date(s) of birth of the child affected
 - parent/carer's name and contact details
 - details of the child's GP (if necessary)
 - names of any other people said to be involved
 - names of any witness to the incident (if appropriate)
9. Report to the Designated Person for Child Protection as soon as possible (or immediately if you believe the matter is urgent).
10. Sign and date your notes and give them to the Designated Person to keep in a confidential file.

ALWAYS REMEMBER:

- **IF IN DOUBT – CONSULT**
- Respect the confidentiality of everyone involved in the incident and keep the matter restricted only to those who need to know.
- Make sure support is provided for the child making the disclosure and for yourself if necessary.
- Don't
 - press for explanations
 - put it off
 - leave it to someone else to help
 - be afraid to express your concerns

Reporting a Concern to the Family Front Door (for Designated Person for Child Protection)

The Worcestershire County Council's Family Front Door is the central contact point for Children Social Care Services in Worcestershire. It can give advice and information about sources of help and support within the community.

Once a decision has been made that a child is likely to be at risk of significant harm the Designated Person for Child Protection must phone the Family Front Door immediately. Say that you have serious concerns about a child.

When making a referral the following information will be requested:

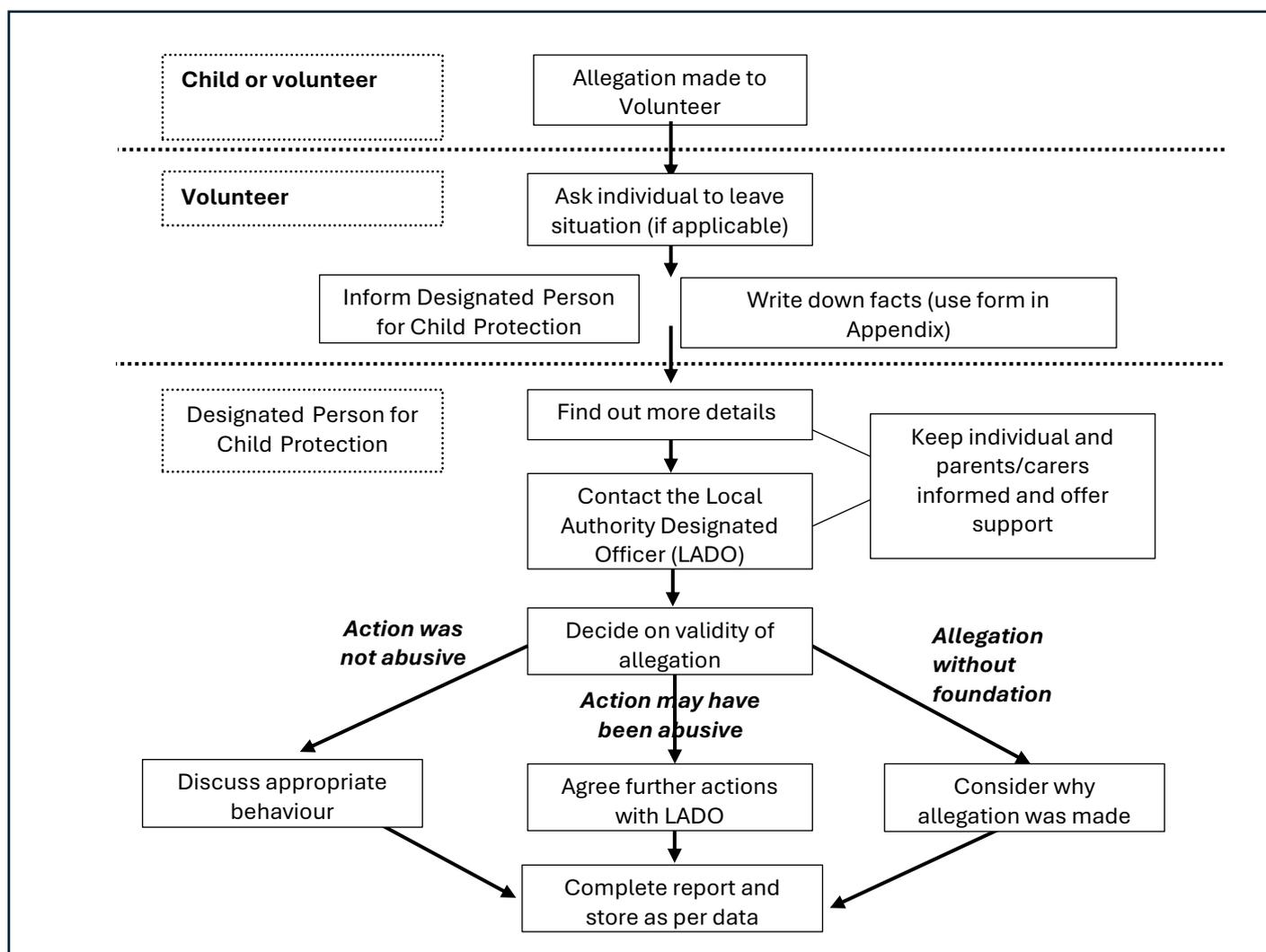
- name, address, date of birth, ethnic origin and gender of the person affected
- name and contact details of the parent/carer or other close family members, if known
- name and contact details of the person's GP (if known)
- reason(s) for your referral

Following the telephone call you will be asked to put your referral in writing.

Family Front Door Phone Number - 01905 822666 (9am – 5pm) or **01905 768020** (out of hours).

Allegation of Abuse or Complaint Against a Trustee/Volunteer

Play Worcester is fully committed to safeguarding the welfare of all people. If an allegation is made, then no matter how insignificant it may seem or when or where it occurred it will be treated seriously following this procedure:



Points to note:

- If a child is at risk then see the **Procedure following a Concern, Disclosure or Incident of Abuse**.
- Every effort will be made to maintain confidentiality.
- The nature and circumstances of the allegation and the evidence will determine the outcome, with the advice of the LADO.
- Even if the individual resigns the allegation will still be followed up.

- A record must be kept of any allegations made and how it was followed up and resolved. This must be kept for 10 years. A copy will be given to the individual.
- If a reference is provided for an individual against whom an allegation has been made, then it must clearly state this even if it was found to be false or unproven.
- Following an allegation process, we will review our policies and procedures to help prevent similar events in the future.

[The **Local Authority Designated Officer**, LADO, is part of Worcestershire County Council's Children's Services and is there to coordinate information, concerns and allegations, as well as to provide advice. They can be contacted on **01905 846221**.]

Safer Recruitment

Play Worcester follows a safer recruitment approach to recruitment and selection. This procedure is for a voluntary role and will be reviewed if paid staff are recruited.

Adverts

When a vacancy is advertised, the advertisement will include a statement about Play Worcester's commitment to safeguarding and promoting the welfare of children and advise that the successful applicant will require a satisfactory DBS check at the appropriate level for the role. An enhanced check will be required before they can work unsupervised with children.

Application Form

We will use an application form to obtain a common set of core data from all applicants. The form will also explain that the post is exempt from the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (as amended in 2013). Therefore, all convictions, cautions and reprimands including those regarded as "spent" or "pending" must be declared.

The application form will require a signed statement that the person is not disqualified from working with children.

Interview

An informal interview will be carried out by a minimum of 2 people. Specific questions or scenarios relating to safeguarding issues will form part of the standard selection process. The opportunity will be taken to question applicants on gaps in employment and to probe on any areas that may cause concern or have not been answered fully.

References and DBS

Two references will be sought and obtained directly from the referee.

An enhanced DBS check will be carried out before the applicant can work unsupervised with children. A previous enhanced DBS for a similar role will be accepted if dated within 1 year.

Equal Opportunities

Play Worcester recognises that certain groups and individuals are at risk of being unfairly discriminated against for many reasons, including: age, appearance, class, colour, culture, disability, employment status, ethnicity, nationality, political belief, race, social class, religious belief, sex, sexual orientation or size.

We will treat all children and volunteers equally; we expect all children and volunteers to respect each other and will not tolerate discrimination or abuse in any form. If any discrimination is identified, we will take positive steps to counter this.

We recognise that each child is an individual with their own skills and abilities, and we will seek to respond to the needs of each individual in a way that is fair and equitable.

We recognise that there is diversity in family life, education, faith and culture. We undertake to embrace and celebrate such differences in ways that make children's life experiences better.

We value and encourage the participation and contribution of all individuals. We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. We believe that life is positively enriched for us all by the diversity of individuals in society and that everyone has a valuable contribution to make.

Children, volunteers and Trustees are supported in challenging any behaviour or ways of doing things which go against the spirit of this policy.

Positive Behaviour

Play Worcester believes that children thrive best in a positive and supportive environment. We believe that all children have a right to be treated with respect and dignity, even in those circumstances where they display difficult or challenging behaviour. Play Worcester does not facilitate play activities without the supervision of parent/carer and any unacceptable behaviour will be highlighted to the parent to respond to.

We will encourage parents to,

- Ensure a consistent approach to promoting positive behaviour and managing unacceptable behaviour
- Promote respectful relationships and build children's self esteem
- Identify and support children who display signs of emotional or behavioural difficulties
- Support children as they learn to resolve conflicts independently

Challenging Behaviour

Challenging Behaviour is behaviour that is causing nuisance, harassment or physical threat to other people i.e. any behaviour that is detrimental to the well-being of others, or behaviour that makes it difficult to provide the child/person with support.

In working with people who are challenging we will seek to understand the behaviour and its causes and work with the person in a structured way to help lessen the behaviour and its impact. The safety of the person and those around them will be of primary concern when managing incidents of challenging behaviour.

We recognise that Play Worcester Volunteers are sometimes faced with difficult situations or behaviour. Where volunteers are working within our policies and procedures and acting in good faith, they will always be supported in their actions. Volunteers should deal with challenging behaviour in a professional manner, ensure a consistent approach to promoting positive behaviour and in managing unacceptable behaviour.

In all circumstances we will be open about how we have responded to incidents of challenging behaviour.

Managing Challenging Behaviour

Play Worcester facilitates play for children when they are under the supervision of parents/carers and as such they are responsible for their children's behaviour. Signs to this effect are displayed at each play session. There may be times, however, when volunteers are confronted by the challenging behaviour of parents/carers.

In dealing with challenging behaviours, volunteers should consider de-escalation of the situation by talking calmly with the person.

The following should never be used as a means of managing challenging behaviour:

- Physical force or the threat of such
- Verbal intimidation, ridicule or humiliation.

Bullying

Bullying can be defined as deliberately hurtful behaviour usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Bullying doesn't have to be a series of incidents – it can be any occasion when someone deliberately intimidates or harasses another.

Types of Bullying

Bullying can take many forms - physical, verbal, emotional or cyber. It can often be a mix of these types and may involve others as witnesses or active participants Bullying can include:

- being called names
- being teased
- being hit, pushed, pulled, pinched or kicked
- having their bag, mobile or other possessions taken
- being forced to hand over money
- being forced to do things they don't want to do
- being ignored or left out
- being attacked because of religion, gender, sexuality, disability, appearance, ethnic or racial origin

Play Worcester believes that any form of bullying is unacceptable and will not be tolerated.

- We will provide opportunities for children and adults to tell us about incidents of bullying.
- We will listen to children and adults and take seriously what they tell us about bullying.
- We will take steps to deal immediately with incidents of bullying.
- We will be aware of the potential vulnerability of specific individuals and groups such as those with disabilities and from minority ethnic communities.
- We will ensure that both victims of bullying and bullies themselves receive support.
- We will keep a record of any incidents of bullying, how we dealt with them and whether there is anything Play Worcester can do to learn from the incidents.

Data Protection

Play Worcester is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR). We are required to maintain certain personal data about individuals for the purposes of satisfying our operational and legal obligations, but we recognise the importance of correct and lawful treatment of personal data. We will:

- only collect information which is needed for a specific purpose
- keep it securely

- ensure it is relevant and up to date
- only hold as much as is needed, and only for as long as it is needed
- allow the subject of the information to see it on request

Personal data may be kept on paper, computer or other electronic media; all of which is protected under the GDPR. All personal data will be stored either on a secure laptop computer which is password enabled, or on paper in a folder stored in a locked filing cabinet.

Information about children will only be available to volunteers as appropriate.

Any breach will be taken seriously and may result in formal disciplinary action. Any person who considers that the policy has been breached in any way should raise the matter with the Trustees.

We keep the following personal information:

- For volunteers – information as provided on the volunteer application form, references, training, details of allegations and/or disciplinary proceedings

We retain volunteers' personal information for as long as we are legally obliged to keep it.

Confidentiality

Confidentiality is important to us but in the event that we are made aware that a child is at risk of harm we have a responsibility to share this information with the appropriate agency. This is because we believe that the protection of a child is the most important thing.

In addition, children often build up trusting relationships with adults working with them and share personal and family information with them. This information will only be recorded if, in exceptional cases, it may have an impact on the child or their contact details.

Information will only be shared as follows:

Volunteer Team

Details of information will be shared among the volunteer team only if it is considered to be relevant, for example medical issues in relation to an activity.

External Agencies

In most circumstances, and taking into account their understanding, we will not share personal information without talking to the child. This may include their parent or carer. We will encourage children to share information or discuss issues with parents/carers or appropriate outside organisations that may help them.

If a child however, is at risk of harm or in need of protection or if a parent/carers is at risk of harm or if an offence may be committed we have a responsibility to try to prevent this happening. In these circumstances we would pass on any relevant information to the Family Front Door or the Police. We will also try to talk to the child first.

Gossip

Volunteers, including Trustees will not gossip or upload information about any service user or their family with anyone involved in Play Worcester or with any outsiders.

Any volunteer who breaches this policy will be subject to disciplinary proceedings and may be asked to leave.

Drugs and Alcohol

This policy covers illegal drugs, alcohol and volatile substances.

- Children, volunteers and members of the community must not bring illegal drugs or alcohol where Play Worcester is conducting activities (this includes buildings, surrounding areas and any vehicles).
- If any person is found in possession of, or using, illegal drugs, alcohol or volatile substances at activities, they will be asked to leave. If they do not leave, the police will be called and the incident reported. Personal safety of volunteers is most important and volunteers should only intervene if it is safe to do so.
- If volunteers find or are handed an illegal drug (or something they suspect to be an illegal drug), they can either:
 - dispose of it safely (by flushing down the toilet in front of another volunteer)
 - or take it to the police station for destruction (if the quantity of drug suggests supply).

Under no circumstances can volunteers hand any illegal substances back. All incidents must be recorded in the incident book.

- If volunteers are concerned that a person may be supplying drugs on the premises, they should first discuss this with the lead facilitator who may choose to speak to the person. If they are still concerned that the person is continuing to supply drugs, they should inform the police.
- Anyone under the influence of alcohol or drugs will not be allowed to attend the activity.
- Play Worcester and its volunteers will co-operate with the police. This does not include volunteering information about a person's drug use as, apart from when there are safeguarding concerns, information given is treated confidentially. However, volunteers will not actively obstruct the police or hamper a police enquiry as this can result in prosecution. Any queries must be discussed with the lead facilitator or the Trustees.
- Volunteers must not use any controlled or non-prescribed drug when facilitating an activity. Such use will be a serious disciplinary issue and may result in dismissal.

E-Safety

Play Worcester is fully committed to all people we work with in relation to the safe and acceptable use of the internet and social media sites.

We will do this by:

- dealing firmly with any examples of inappropriate use of the internet or mobiles by volunteers
- ensuring that that images of our children are used only when written permission has been given

We will make every effort to safeguard against all risks but recognise that it may never be able to completely eliminate them. If any incidents occur, they will be dealt with swiftly and in accordance with our policies.

Comments, Complaints and Grievance Procedure

Play Worcester is committed to delivering a high standard of activities and continuously improving what can be offered. Volunteers, children have the right to say if they are happy or unhappy with the way they are treated in their association with Play Worcester and we will deal with negative matters fairly and quickly with the intention of preventing them turning into major issues. Proceedings and records will be kept confidential where possible.

We actively encourage:

- Enquiries into what we do and why we do things in the way that we do
- Feedback on what we have done well and suggestions about things we need to improve on
- Raising concerns and complaints so that we can address issues as quickly as possible

Feedback, complaints or grievances can be made verbally, in writing or by email. All comments or complaints will go to the lead facilitator, or if they are about the lead facilitator to the Chairperson.

Informal - Most routine complaints and grievances will aim to be resolved by an informal discussion with the lead facilitator or Chairperson. If the complaint cannot be resolved or if the complainant is still unhappy then it will become a formal complaint and should be made in writing.

Formal –

Complaint - The lead facilitator or a Trustee will be appointed to investigate the complaint and provide a written response within 28 days.

If the complaint is still not resolved, the complainant may request a Review Panel.

Grievance - The complainant will be invited to a formal meeting to discuss the grievance. They can be accompanied to the hearing by a friend or representative if they wish. If the complainant wishes to appeal, they may request a Review Panel.

Review Panel – the panel will consist of 3 people (1 for a grievance) and may include external advisors. The Panel will not investigate the complaint but will review the Formal process and outcome and decide whether the complaint should be upheld or not.

After we have resolved a comment or complaint we will:

- Take appropriate action and let the person who has commented or complained know what we have done
- Keep a record of all communications associated with the comment or the complaint
- Consider whether policies or procedures need to be changed.

GENERAL INFORMATION FOR VOLUNTEERS

Use of Play Worcester's Property

Volunteers are responsible for all Play Worcester property used in the pursuit of their role and volunteers are expected to demonstrate due care for the use of our property.

Volunteers are required to return any Play Worcester property on their final day.

Personal Property

Volunteers have responsibility for the safe keeping and care of any personal property they bring to Play Worcester activities.

We will not be held responsible for any loss or damage to personal property unless it can be proven that we have been negligent in our security or health and safety responsibilities.

Parking while at work is the volunteer's responsibility and Play Worcester will accept no liability for loss of or damage to vehicles.

Emergency Contact/Next of Kin Information

We ask all volunteers to give us information on who to contact in the case of emergency whilst undertaking activities. This information will be held confidentially and only used in emergency situations. Please ensure that you tell the lead facilitator if you change any of your details including the following information:

- Your name
- Your address
- Next of kin / person to contact in emergency
- Next of kin / person to contact in emergency contact details
- Your mobile and home telephone number
- Serious health conditions
- Medication details

Expenses Claims

Volunteers may incur expenditure when facilitating play on behalf of Play Worcester and this will be reimbursed subject to agreement with the Trustees. You will have to produce evidence of expenditure in the form of receipts and explain the reasons for expenditure. Expenses claims must be made within 4 months of incurring the expenditure otherwise they will not be paid.

Mileage Claims

Volunteers are able to claim agreed out of pocket expenses associated with carrying out tasks for Play Worcester subject to the production of receipts or a claim form.

The use of cars for work is subject to rules of HMRC and Play Worcester will not make payments greater than the threshold set by the tax authorities when there is no additional tax liability.

Claims will be paid at a flat rate per mile and mileage claims should be made by completing a claim form including details of the journey, the date and time, start and end point, and mileage. This should be submitted to the Trustees who will arrange payment.

Car Insurance

Volunteers must contact their insurance company or broker to ensure that their insurance cover is valid for journeys made when volunteering for Play Worcester. It is a condition of claiming expenses that the claimant has valid insurance, that the car is road-worthy, and that it is covered by a valid MOT certificate.

Whistle-Blowing Statement

If a Volunteer becomes aware that an activity, practice or policy carried out by Play Worcester is illegal, contrary to best practice, or otherwise gives cause for concern, they should 'whistle-blow' by informing the Chair person, or if necessary the police, or children's services.

No detriment will be suffered for bringing any such matter to their attention. No Trustee or volunteer may undertake any act which might obstruct any investigation, either internal or by an external statutory agency.

Disciplinary Matters

Play Worcester is committed to resolving problems and difficulties as early as possible. If informal discussions do not resolve the difficulties the disciplinary procedures will be followed.

This disciplinary procedure will cover matters including, but not limited to, the following:

- Failure to follow Play Worcester's policies
- Unsatisfactory job performance;
- Abuse, neglect or inappropriate use of Play Worcester equipment;
- Persistent lateness, poor timekeeping or unexplained absence;
- Use of abusive or offensive language or behaviour;
- Sexual or racial harassment, bullying or discrimination of any kind;

Procedure

The Disciplinary Procedure will be conducted by the Chairperson. We will seek to establish the facts quickly and confidentially as far as is possible.

Stage One

Minor cases of misconduct and most cases of poor performance may be dealt with by informal advice, coaching and counselling.

An informal verbal warning may be given. This does not count as part of the formal (or statutory) disciplinary procedure. No formal record of this type of warning will be kept.

Stage Two

If there is no improvement or the matter is serious enough; the individual will be invited to a disciplinary meeting at which the matter can be properly discussed. They may bring a colleague or representative to the meeting. The outcome of the meeting will be communicated to the individual in writing. There are the following possible outcomes:

- **Verbal warning:** A note of the verbal warning will be kept on file but will be disregarded for disciplinary purposes after a specified period (e.g. 6 months). Individuals have the right to appeal against a formal verbal warning.
- **Written warning:** If the matter is more serious or there is no improvement in conduct a formal written warning will be given. This will include the required improvement or change in behaviour, the timescale allowed for this, the right of appeal and the fact that a final written warning may be given if there is no sustained satisfactory improvement or change.

- **Final written warning:** Where there is a failure to improve or change behaviour, or where the matter is sufficiently serious, the individual may be given a final written warning. This will give details of the complaint, warn that failure to improve will lead to dismissal and refer to the right of appeal.
- **Dismissal:** If conduct or performance still fails to improve the volunteer will be asked to leave. Any decision to dismiss will only be taken after full investigation.
- **Suspension:** If a disciplinary procedure is started or an allegation of abuse or concern about suitability is being investigated Play Worcester has the right to suspend a volunteer. Suspension should be seen as a neutral act and without prejudice.

Appeal

An individual who wishes to appeal against any disciplinary decision must do so, to the person identified in the decision letter, within a week of the disciplinary meeting.

The individual will then be invited to attend a further meeting. The appeal will be heard by two people Trustees who were not previously involved in the disciplinary procedure. After the appeal hearing the individual will be informed of the final decision which will be confirmed in writing.

In the following cases the volunteer will be asked to leave immediately and the disciplinary procedure will not be instigated. However, the right of appeal will not be affected:

- Theft of property belonging to Play Worcester or an individual in connection with Play Worcester;
- Acts of violence towards any individual connected to Play Worcester or a member of the public when representing Play Worcester;
- Malicious damage to property belonging to Play Worcester or an individual connected with Play Worcester.
- Intoxication by reason of drink or drugs or possession of illegal drugs

Appendix

Recognising Abuse and Neglect

Recognising child abuse is not easy, and it is not your responsibility to decide whether or not child abuse has taken place. You do, however, have a responsibility to act if you have a concern or if you believe a child is at risk of neglect or any form of abuse.

The following information will help you to be alert to the signs of possible abuse.

Recognising Physical Abuse

Children get cuts and bruises in their normal daily life and these are likely to be in places where there are bony parts of their body, like elbows, knees and shins. Some children, however, will have bruising which can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury, or when it appears on parts of the body where accidental injuries are unlikely e.g. on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern.

Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken.

Physical signs of abuse may include:

- unexplained bruising, marks or injuries on any part of the body
- bruises which reflect hand marks or fingertips (from slapping or pinching)
- cigarette burns
- bite marks
- broken bones
- scalds

Changes in behaviour which can indicate physical abuse:

- fear of parents being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- reluctance to get changed or covering up, e.g. wearing long sleeves in hot weather
- depression
- withdrawn behaviour

Recognising Emotional Abuse

Emotional abuse can be difficult to identify, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. It can also take the form of children not being allowed to mix/play with other children.

The physical signs of emotional abuse may include:

- a failure to thrive or grow
- developmental delay, either in terms of physical or emotional progress

Changes in behaviour which can also indicate emotional abuse include:

- neurotic behaviour e.g. hair twisting, rocking
- being unable to play
- fear of making mistakes
- self-harm
- fear of parents being approached regarding their behaviour

Recognising Sexual Abuse and Grooming

Sexual abuse can happen to both girls and boys of all ages. Usually, in cases of sexual abuse, it is the child's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children who talk about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

Grooming is the preparation and psychological manipulation of a child with the intent of sexual exploitation. The groomer will try to gain the trust of the child with the aim of meeting the child or to manipulate them online, so as to obtain pornographic images.

The physical signs of sexual abuse may include:

- pain or itching in the genital/anal areas, bruising or bleeding near genital/anal areas
- stomach pains, discomfort when walking or sitting down

Changes in behaviour which can indicate sexual abuse or grooming include:

- sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- fear of being left with a specific person or group of people
- sexual knowledge that is beyond their age or developmental level, acting in a sexually explicit way towards adults
- sexual drawings or language
- having nightmares, bedwetting
- eating problems such as overeating or anorexia
- self-harm or mutilation, sometimes leading to suicide attempts
- saying they have secrets they cannot tell anyone about
- not allowed to have friends (particularly in adolescence)

Recognising Neglect

Neglect can be a difficult form of abuse to recognise yet has some of the most lasting and damaging effects on children.

The physical signs of neglect may include:

- constant hunger, sometimes stealing food from other children
- constantly dirty or "smelly"
- loss of weight, or being consistently underweight
- inappropriate dress for the conditions

Changes in behaviour which can also indicate neglect may include:

- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- mentioning their being left alone or unsupervised

The above list is not meant to be definitive but a guide to assist you. It is important to remember that many children will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring.

There may well be other reasons for changes in behaviour, such as a death or the birth of a new baby in their family, relationship problems between parents/carers etc.

Recognising Domestic Abuse

Disagreements occur in all families and relationships from time to time. According to Women's Aid if this becomes a consistent pattern then it is an indication of domestic abuse.

Children who witness domestic abuse may:

- have difficulty in communicating distress

- display signs of anxiety, fear and worry
- self blame for parents' behaviour
- deny their own needs and feelings
- have confused and torn loyalties
- experience unplanned separations causing distress and disruption to friendship networks

What May Give Cause for Concern?

There is no clear dividing line between one type of abuse and another. The following list should alert you to possible causes for concern.

- Bruising on parts of the body which do not usually get bruised accidentally, e.g. around the eyes, behind the ears, back of the legs, stomach, chest, cheek and mouth (especially in a young baby), etc.
- Burns or scald marks
- Bite marks
- Any injuries or swellings, which do not have a plausible explanation
- Bruising or soreness to the genital area
- Faltering growth, weight loss and slow development
- Unusual lethargy
- Any sudden uncharacteristic change in behaviour, e.g. child becomes either very aggressive or withdrawn
- A child whose play and language indicates a sexual knowledge beyond their years
- A child who flinches away from sudden movement
- A child who gives over rehearsed answers to explain how their injuries were caused
- An accumulation of a number of minor injuries and/or concerns
- A child who discloses something which may indicate they are being abused
- Concern about a parent or carer's behaviour or presentation, e.g. evidence of possible alcohol or drug misuse, mental health difficulties, or domestic violence
- Concern about arrangements for the collection of the child

PLAY WORCESTER - RISK ASSESSMENT

What are the hazards?	Who might be harmed and how?	What are we already doing?	Do we need to do anything else to manage this risk?	Action by whom?	Action by when?	Done

Signed:

Print name:

Date:

Accident/Incident Report Form

Complete this form in full. Continue on the back if necessary. Complete a form for each injured person.

Use the Recording of Disclosure or Suspicion of Abuse Form for child protection issues.

1. Date: _____ Time of incident/accident: _____ Place: _____
 What happened? How did it happen? Who was involved? – give full details

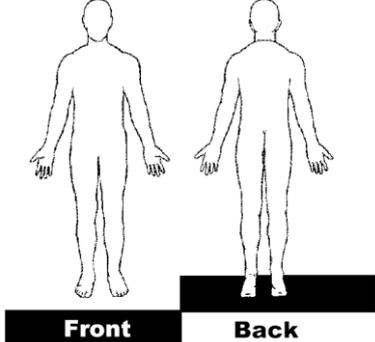
2. Name of injured person: _____ Child / Volunteer / Parent (circle)
 Home address: _____

What injuries did they sustain?
 label _____

What first aid was administered?

By whom?
 Were other volunteers present?

Mark and injuries:



3. Was the incident/accident reported to parent/carer/external organisation/person? Yes / No
 If yes, give details: _____

4. Any follow up: _____

Any other comments: _____

5. I declare that the above statements are true and complete to the best of my knowledge.
 Signed: _____ Date: _____
 Name: _____ Position: _____

This form should be given to the Lead Facilitator after completion and stored securely.

Recording Form for a Disclosure or Suspicion of Abuse

Please complete both sides of this form

Child Information

Name of child:

Home address:

Telephone Home:

Date of Birth:

Age:

Details of Disclosure or Suspicion

Date:

Time:

Place:

Occasion:

Nature of Concern:

Actions Already Taken

Child spoken to? Yes/No Date:

Outcome:

Parent(s)/ Carer spoken to? *(if appropriate)* Yes/No Date:

Outcome:

Designated Person for Child Protection contacted? Yes/No

Outcome:

Signature:

Date:

Referral to Family Front Door/Police

Date contacted:

Name of Family Front Door/Police Contact:

Position:

Feedback and actions taken:

Volunteer(s) Details

1. Name:

Role:

Signature:

Date:

2. Name:

Role:

Signature:

Date:

Use extra blank pages if necessary, but remember to put the child name and the date on each page. When completed this form should be stored in a confidential file.

Recording Allegations or Complaints Made Against a Volunteer

Read the guidance notes before completing this form.

1. Name of volunteer who is subject of allegation/ complaint:	
2. Is the complaint written or verbal?	
3. Complaint made by: Relationship to child:	
4. Name of child	Age and date of birth:
5. Parent's/Carer's name(s) and address:	
6. Date of alleged incident/s:	
7. Did the child attend on this/these date/s?:	
8. Nature of complaint: (attach if received in writing)	
9. Other relevant information (continue on separate sheet if necessary)	
10. LADO contacted: Date:	
11. Family Front Door contacted: Date:	
12. Further actions advised and taken:	
13. Your name and position:	Date:
Signature:	

Guidance for completing the form

- Record the name of the volunteer against whom the allegation or complaint has been made.
- Verbal complaints should be backed up in writing by the complainant if appropriate; some may require immediate action that does not allow time for this to happen.
- It is important to identify who made the complaint and whether it was received first hand or is a concern that is being passed on from somebody else. If this is the case it is better that you receive the information first hand.
- If a parent, carer or a volunteer makes a complaint against you or the organisation, it will probably be made directly to the Family Front Door or the Police, in which case the agency concerned will contact you directly.
- Record the full name, age and date of birth of the child.
- The address recorded should be the address at which the child lives with the main carer.
- If there are one or more alleged incidents, be as specific as possible about the dates that they are alleged to have occurred.
- Check if the child and the volunteer were present that day. This will help to confirm the likelihood of the incident having taken place.
- Summarise the complaint on the form.
- Any other relevant information should be factual. It will be useful if you can confirm things such as the level of contact that the volunteer has with the child and any other minor concerns that have been raised previously. Do not attempt to investigate the complaint yourself.
- The **Local Authority Designated Officer**, LADO, is part of Worcestershire County Council's Children's Services and is there to coordinate information, concerns and allegations, as well as to provide advice. They can be contacted on **01905 846221**.

Safeguarding Annual Report Form

- To be completed annually by the Safeguarding Champion

The Designated Person for Child Protection is Sarah Walton
 The WSCB training that s/he has undertaken this year is

The Deputy Designated Person for Child Protection is Nicola Stobbs
 The WSCB training that s/he has undertaken this year is

Policy	Agreed by Trustees on:	To be Reviewed on:
Safeguarding		
Child Protection		

Recruitment

I confirm that any volunteers selected this year were recruited following safeguarding guidance.

- Their qualifications were verified and their identity checked.
- Reference requests included the person's suitability to work with children as appropriate.
- Missing information or vague information was followed up with the referee.
- Enhanced DBS Disclosures were undertaken for all new volunteers
- All new volunteers undertook child protection training.

Information

Children are aware of the Child Protection Policy and who they can speak to about a concern.
 Parents/carers are aware of the Safeguarding, Child Protection Policies and Procedures and who they can speak to about a concern.

	Number of this year	Outcomes
Disclosures		
Concerns		
Allegations		
Safeguarding Complaints		
Referrals to Family Front Door and/or the Police		

The learning from these disclosures/concerns/allegations/complaints was

Action for Next Year

As a result of this learning I recommend that

Signed:

Date:

Safeguarding Champion

Play Worcester

Voluntary Youth Worker Role Description

Main Purpose of the Role

To work as part of a team providing children with a safe environment to socialise, to deliver an activities programme and to support the learning and development of children.

Responsible to

Play Worcester Trustees

Main Hours of Work

TBC

Duties and Responsibilities

- ❖ Work with all members of Play Worcester
- ❖ Assist with planning and evaluating the activity programme with others
- ❖ Adhere to the Health and Safety Policy and ensure parents/carers supervise their children
- ❖ Ensure compliance with the Safeguarding and Child Protection Policies
- ❖ Adhere to the Policies of Play Worcester
- ❖ Work as part of the team and attend all team meetings, where possible
- ❖ Attend relevant Training Courses
- ❖ Raise any concerns with the Trustees

Play Worcester

Volunteer Youth Worker Application Form

Play Worcester is committed to ensuring the welfare of all children and adults involved in the organisation. Please complete all sections below and return the form to the Chair person *email:* playworchester@gmail.com

Title:

First name:

Last name:

Preferred pronouns, e.g. he, she, they:

Date of Birth:

Address:

Telephone Number:

Email:

Preferred method of contact Mobile Email

Please give details of your relevant work experience and skills:

Why do you want to volunteer for Play Worcester?

Do you have any particular needs or medical requirements / conditions that we should be aware of so that we can best support you?

Please give contact details of two local referees (not family members) who we can contact for references. If possible, one should be your current employer and one should have knowledge about your work (paid or voluntary) with children/young people:

Referee 1	Referee 2
Name	Name
Organisation	Organisation
Phone number	Phone number
Email address	Email address
Address	Address
How do you know this person?	How do you know this person?

Convictions/Disqualifications

Play Worcester take safeguarding seriously and volunteering for us is an “exempted office/employment” under the terms of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (as amended in 2013). This means you must provide details about any and all convictions you have regardless of their status. This includes all convictions, cautions and bind-overs which could otherwise be considered as ‘spent’.

If you have convictions, cautions or disqualifications, this may not exclude you from volunteering. Please list all details on a separate sheet of paper and submit this in a sealed envelope with your application.

Do you have any convictions, cautions, reprimands or final warnings that are not “protected” as defined by the above Act?

Yes / No

Declaration:

- I declare that there is no reason why I may not volunteer with Play Worcester and I have not been disqualified from working with children
- I understand that I may be required to have a satisfactory enhanced Disclosure and Barring Service Check depending on my role.

Name:..... Date:

Signed.....

