



JIGSAW FAMILY SUPPORT

Health and Safety Policy

1. Policy Statement

Jigsaw Family Support is committed to providing a safe, healthy, and supportive environment for:

- Children and young people
- Employees and volunteers
- Contractors
- Visitors
- Partner agencies and professionals

The organisation will comply with all relevant legislation and best practice, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations
- Manual Handling Operations Regulations
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Safeguarding and child protection legislation

Everyone has a responsibility to uphold and promote a safe working environment.

2. Objectives

Jigsaw Family Support aims to:

- Prevent accidents, injuries, and ill-health
- Identify and manage risks effectively
- Provide appropriate training, instruction, and supervision
- Create a culture of safety and accountability
- Ensure environments used for work and sessions are safe
- Review practices regularly for improvement

3. Scope

This policy applies to:

- All staff, sessional workers, and volunteers
- Outreach and alternative provision activities
- Home visits, community-based work, and transport
- Office environments
- Sessions with children
- Any activities carried out on behalf of the organisation

4. Responsibilities

4.1 Directors / Senior Leadership

Responsible for:



- Ensuring compliance with legal requirements
- Allocating sufficient resources
- Reviewing incidents and risk assessments
- Overseeing organisational safety culture

4.2 Health & Safety Lead / Competent Person

Responsible for:

- Practical implementation of this policy
- Conducting and reviewing risk assessments
- Monitoring safety standards
- Providing advice and reporting concerns

4.3 Managers

Responsible for:

- Ensuring staff follow procedures
- Reporting hazards and incidents
- Supporting employees during lone working
- Reviewing staff training needs

4.4 All Staff & Volunteers

Everyone must:

- Take reasonable care of themselves and others
- Follow all safety procedures
- Report risks, hazards, incidents, or near misses
- Use equipment safely
- Complete required training
- Follow lone working and home visit procedures

5. Risk Assessments (See Risk Assessment Policy)

Risk assessments must be completed for:

- Home visits
- Lone working
- Transporting children
- Community-based activities
- Office environments
- Behaviour risks for individual young people
- Events, trips, or activities
- Use of equipment

Risk assessments must:

- Be completed before the activity
- Be reviewed regularly
- Be updated after incidents or changes



6. Accident, Incident & Near-Miss Reporting (See Incident Reporting Policy)

All incidents must be:

1. Reported to a Manager immediately
2. Recorded using the organisation's reporting system
3. Investigated and reviewed
4. Escalated to the Health & Safety Lead where required

Under RIDDOR, certain incidents must be reported to the HSE, including:

- Serious injuries
- Hospitalisation
- Dangerous occurrences
- Injuries preventing work for over 7 days

The Health & Safety Lead will oversee any RIDDOR reporting.

7. Lone Working (See Lone Working Policy)

Lone working presents unique risks, especially during outreach services.

Staff must follow the **Lone Working Policy**, including:

- Logging work locations
- Using communication check-ins
- Following risk assessment
- Prioritising personal safety

No member of staff should enter or remain in a potentially unsafe environment.

8. Home Visits (See Home Visit Policy)

Staff must:

- Follow the **Home Visit Procedure**
- Carry out pre-visit risk assessments
- Maintain professional boundaries
- Prioritise safety at all times
- Leave immediately if they feel unsafe
- Report concerns promptly

9. Transport Safety (See Transporting Children Policy)

When transporting children, staff must:

- Follow the **Transporting Children Policy**
- Use authorised vehicles only
- Ensure seatbelts are worn
- Avoid lone transport where possible
- Log journeys

10. Safeguarding & Health and Safety

Health & safety is closely linked to safeguarding.

Staff must:



- Report safeguarding concerns immediately
- Document concerns accurately
- Work in safe, child-friendly environments
- Challenge unsafe practice

Safeguarding concerns take precedence over confidentiality.

11. Premises, Equipment & Resources (See Safe use of Premises and Premises Management Policy)

Jigsaw Family Support will ensure that:

- All equipment is safe and suitable
- Faulty equipment is removed from use immediately
- Staff receive training where required
- No dangerous equipment is used during sessions

Staff must:

- Check equipment before use
- Report defects immediately

12. Fire Safety

Staff must:

- Know evacuation routes
- Ensure fire exits are kept clear
- Conduct fire risk assessments for external venues if needed
- Report fire safety hazards

Where staff deliver sessions in community spaces, they must familiarise themselves with local fire procedures.

13. First Aid

Jigsaw Family Support will:

- Maintain appropriate first aid provision
- Provide first aid kits for staff where necessary
- Ensure first aid training is available

Staff must:

- Know the location of first aid facilities
- Record all first aid incidents

14. Manual Handling

Staff must:

- Avoid lifting heavy items where possible
- Request assistance when needed
- Follow manual handling guidance
- Not attempt unsafe lifting



15. Working in the Community (See Outreach and Community Working Policy)

Staff must:

- Assess each environment on arrival
- Avoid isolated or high-risk areas
- Reschedule if a location is unsafe
- Ensure visibility where possible

16. Stress & Mental Wellbeing

Jigsaw Family Support recognises the emotional demands of outreach work.

The organisation will:

- Promote wellbeing
- Provide supervision
- Support staff experiencing work-related stress
- Encourage open communication

17. Training

Staff will receive training in:

- Health and safety
- Lone working
- First aid (role dependent)
- Fire safety
- Risk assessment
- Safeguarding and de-escalation

All training must be refreshed regularly.

18. Monitoring & Review

The organisation will:

- Monitor health and safety performance
- Review incidents and near misses
- Seek staff feedback
- Update the policy and procedures annually

Policy Title	
Approved By	
Date Approved	
Review Date	
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JIGSAW FAMILY SUPPORT

Risk Assessment Policy

1. Purpose

The purpose of this policy is to ensure that Jigsaw Family Support:

- Identifies, assesses, and manages risks effectively
- Protects the safety of children, families, and staff
- Complies with legal and safeguarding requirements
- Ensures consistent and proactive planning
- Maintains safe practice across all services

Risk assessment is not a one-off task; it is an ongoing process central to safe and effective practice.

2. Scope

This policy applies to:

- All staff, volunteers, and contractors
- All activities including outreach, home visits, community work, mentoring, and alternative provision
- All environments used for delivery
- Individual work with children and families

3. Legal and Regulatory Framework

This policy aligns with:

- Health and Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Safeguarding and Child Protection legislation
- Working Together to Safeguard Children 2023
- UK GDPR and data requirements

4. Types of Risk Assessments

4.1 Individual Child/Young Person Risk Assessment

Covers:

- Behaviour
- Emotional needs
- Known triggers
- Violence or aggression risks
- SEND and mental health needs
- Vulnerabilities (exploitation, self-harm, missing risks)
- Safeguarding concerns

4.2 Activity Risk Assessment

For:

- Trips



- Community sessions
- Group work
- Specific interventions

4.3 Environment Risk Assessment

For locations such as:

- Homes
- Community settings
- Offices
- Vehicles
- Public meeting spaces

4.4 Lone Working Risk Assessment

Specific to:

- Staff safety
- Session context
- Environmental factors

5. Responsibilities

5.1 Directors & Senior Leadership

- Ensure policies and systems are in place
- Allocate required resources
- Review high-risk cases

5.2 Risk Assessment Lead

- Oversee all risk assessment processes
- Provide training
- Review high-risk assessments
- Maintain risk assessment templates

5.3 Managers

- Support staff with completing assessments
- Review assessments regularly
- Monitor implementation of control measures

5.4 All Staff

- Identify risks early
- Complete risk assessments accurately
- Implement control measures consistently
- Report changes or new risks immediately

6. Completing a Risk Assessment

All risk assessments must include:



- Identification of the hazard
- Who is at risk
- Likelihood and severity rating
- Control measures
- Residual risk rating
- Review date
- Manager oversight (where required)

Assessments must be:

- Completed **before** the activity starts
- Updated when circumstances change
- Reviewed after incidents
- Shared with relevant staff only

7. Control Measures

Examples include:

- Adjusting session location
- Additional staffing
- PPE (where relevant)
- Avoiding high-risk environments
- De-escalation planning
- Emergency contacts and procedures
- Avoiding lone working for certain cases
- Session time adjustments
- Clear boundaries and expectations

Control measures must be realistic, achievable, and adhered to.

8. High-Risk Situations

High risk includes:

- Children with violence/aggression history
- Known exploitation concerns
- Homes with domestic abuse or criminal activity
- Severe mental health concerns
- Unpredictable behaviours
- Unsafe environments (dangerous pets, unstable structures, etc.)

Managers must approve any work involving high-risk cases.

9. Dynamic Risk Assessment

Staff must evaluate risk **continuously**, especially when:

- Entering a home
- Meeting a child in the community
- Behaviour changes suddenly
- Environmental hazards appear



If risk is too high:

- Staff must leave immediately
- Inform Manager or DSL
- Record incident
- Review risk assessment

10. Reviewing and Updating Risk Assessments

Risk assessments must be reviewed:

- Monthly for active cases
- After any incident
- When needs or circumstances change
- When new information becomes available
- Annually for inactive or archived files

11. Recording & Storage

Risk assessments must be:

- Written clearly and professionally
- Stored securely and confidentially
- Accessible to authorised staff
- Linked to case files
- Retained according to the Data Retention Schedule

12. Training

All staff must be trained in:

- Risk awareness
- Completing risk assessments
- Behaviour risk management
- Lone working
- Safeguarding and escalation

Additional training will be provided where required.

13. Policy Review

This policy will be reviewed:

- Annually
- After significant incidents
- Following updates in legislation or guidance

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JIGSAW FAMILY SUPPORT

Incident Reporting Procedure

1. Purpose

The purpose of this procedure is to ensure that all incidents involving children, staff, visitors, or property at Jigsaw Family Support are:

- Responded to quickly
- Recorded accurately
- Reported appropriately
- Reviewed to improve safety and practice

Incident reporting is essential for safeguarding, health and safety, and organisational accountability.

2. Scope

This procedure applies to:

- All staff, volunteers, contractors
- All activities including outreach, home visits, alternative provision, community sessions, and transport
- Any incident that causes or risks harm, damage, or concern

3. What is an Incident?

An incident includes (but is not limited to):

3.1 Child-Related Incidents

- Injury or accident
- Behavioural incidents
- Missing child episodes
- Disclosure of abuse
- Self-harm risks
- Aggression or violence

3.2 Staff or Visitor Incidents

- Accidents or injuries
- Threats, intimidation, or assault
- Emotional distress caused by an event

3.3 Environmental Incidents

- Damage to equipment or property
- Unsafe conditions
- Fire risk
- Hazardous substances

3.4 Safeguarding Incidents



- Any concern about abuse or neglect
- Inappropriate behaviour by adults or peers
- Boundary breaches
- Concerns about colleagues

If in doubt, staff must **always report**.

4. Immediate Actions When an Incident Occurs

4.1 Ensure Safety

Staff must:

- Prioritise safety
- Remove children from danger
- Use first aid if needed
- Call **999** if necessary
- De-escalate calmly

4.2 Inform Manager / DSL

Immediately notify:

- Manager or Team Leader
- DSL if a safeguarding concern
- Health & Safety Lead for injuries or accidents

4.3 Provide Initial Support

Depending on the incident:

- Offer reassurance
- Administer basic first aid
- Remove child or staff from conflict
- Contact parent/carer if required

5. Recording the Incident

5.1 Timeframe

An incident report must be completed:

- **Within 24 hours** of the incident
- Immediately for serious incidents

5.2 Information to Record

Reports must include:

- Date, time, and location
- Names of people involved
- Description of events (factual, objective)
- What led to the incident
- Actions taken by staff
- First aid administered
- Witnesses



- Safeguarding actions
- Whether police, parents, or professionals were informed
- Follow-up actions required

Opinion or emotional language must not be used.

5.3 Reporting Tools

Reports may be completed using:

- The organisation's incident report form
- The digital reporting system
- A safeguarding record (if appropriate)

All documentation must be stored securely.

6. Escalation Procedures

6.1 Safeguarding Concerns

If incident involves:

- Abuse
- Neglect
- Exploitation
- Allegations against staff
- Serious risk

Staff must follow:

- Safeguarding Policy
- LADO procedures (where staff are implicated)
- Missing Child Procedure (if applicable)

6.2 Serious Incidents

Must be escalated to:

- DSL
- Manager
- Director

Examples include:

- Physical injury requiring medical care
- Police involvement
- Major behavioural crisis
- Serious threats of harm
- Dangerous environment

6.3 Health & Safety Incidents

Escalate to the Health & Safety Lead for:

- Accidents
- Environmental hazards



- RIDDOR-reportable events

7. RIDDOR Reporting

The Health & Safety Lead must determine if an incident meets RIDDOR requirements, including:

- Serious injuries
- Hospital treatment
- Dangerous occurrences
- Work-related illnesses

Where required, incidents must be reported to the **HSE within legal timeframes**.

8. Follow-Up Actions

Follow-up may include:

- Medical treatment
- Review of risk assessments
- Additional training for staff
- Updates to behaviour plans
- Additional supervision
- Multi-agency meetings
- Environment or equipment improvements

Managers must review all incident actions to ensure completion.

9. Incident Review & Learning

The organisation will:

- Analyse incidents for patterns or trends
- Discuss learning in team meetings
- Update policies where needed
- Identify training needs
- Feed findings into the Quality Assurance process

All learning is used to protect children and improve practice.

10. Confidentiality & Data Protection

Incident reports must:

- Be stored securely
- Follow the Data Protection Policy
- Only be shared on a need-to-know basis
- Be kept for the period set in the Data Retention Schedule

Safeguarding incidents require strict confidentiality.

11. Responsibilities

Staff

- Report incidents immediately
- Complete documentation accurately
- Cooperate with investigations



- Follow procedures

Managers

- Review incident reports
- Ensure follow-up actions are taken
- Escalate serious concerns
- Ensure staff understanding

DSL

- Lead safeguarding responses
- Liaise with external agencies

Health & Safety Lead

- Assess accidents or hazards
- Manage RIDDOR decisions
- Review safety practices

12. Policy Review

This procedure will be reviewed:

- Annually
- After any major incident
- Following changes in legislation
- As part of quality assurance processes

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JIGSAW FAMILY SUPPORT

Lone Working Policy and Procedure

1. Purpose of This Policy

The purpose of this policy is to ensure that all staff, volunteers, and contractors who work alone—especially in outreach roles—do so safely and in accordance with legal requirements. Lone working is common within Jigsaw Family Support’s alternative provision services, and this policy exists to:

- Protect the safety and wellbeing of staff
- Reduce risks associated with working alone
- Ensure safe working practices in homes, schools, and community settings
- Comply with Health & Safety at Work legislation

2. Policy Statement

Jigsaw Family Support is committed to providing a safe environment for all lone workers. The organisation will:

- Assess risks associated with lone working
- Provide guidance, procedures, and training
- Monitor and support staff
- Ensure appropriate communication and supervision
- Respond quickly to incidents or concerns

All staff have responsibility for following this policy and working safely.

3. Scope

This policy applies to:

- Outreach workers
- Mentors
- Family support practitioners
- Staff conducting home visits
- Transport staff working alone
- Any employee or contractor working without direct supervision

Lone working may occur:

- During home visits
- Community-based sessions
- Transporting young people
- One-to-one mentoring on or off premises
- At remote locations
- When travelling between appointments

4. Definition of Lone Working

Lone working refers to any work carried out by an individual without direct or close supervision, where help may not be immediately available if needed.



Examples include:

- Meeting a young person in their home
- Conducting outreach in a community space
- Working alone in an office
- Transporting a young person alone
- Attending late afternoon or early evening appointments alone

5. Responsibilities

5.1 Management Responsibilities

Managers must:

- Conduct risk assessments for lone working
- Ensure staff have appropriate training
- Provide systems for logging visits and monitoring safety
- Ensure staff have access to support and emergency procedures
- Review lone working arrangements regularly

5.2 Staff Responsibilities

Staff must:

- Follow all procedures outlined in this policy
- Complete risk assessments before visits
- Report any concerns or incidents immediately
- Maintain communication with their manager/team
- Not place themselves in situations where they feel unsafe

6. Risk Assessment

Lone working must **never** take place without a risk assessment.

Risk assessments must consider:

- Details and behaviour history of the child/family
- Home environment
- Location risks
- Known violence, substance misuse, or criminal activity
- Presence of pets that could cause harm
- Time of day and travel arrangements
- Staff member's health and capability

If risk is **high**, the visit should:

- Take place with two staff members, **or**
- Be moved to a neutral venue, **or**
- Be postponed and reviewed

7. Lone Working Procedures

7.1 Pre-Visit Requirements

Before any lone working session, staff must:



- Review the risk assessment
- Log visit details with their manager or designated contact
- Ensure their phone is fully charged
- Avoid sharing personal phone numbers with families
- Check transport and route safety
- Carry ID and emergency contacts

7.2 Logging In and Out

Staff must:

- Log the start and end of each visit through the organisation's system or designated process
- Provide location and expected duration
- Confirm when the session is complete

If no check-in is received, management **must follow the escalation process** without delay.

8. Home Visits

8.1 Arrival

Staff must:

- Assess the environment on arrival
- Not enter the property if they feel unsafe
- Request that pets are secured before entering
- Ask that additional unknown adults do not remain in the room

8.2 During the Visit

Staff must:

- Position themselves near an exit
- Maintain professional boundaries
- End the visit immediately if safety is compromised
- Not enter bedrooms or private areas
- Avoid accepting food, drink, or gifts

8.3 If Staff Feel Unsafe

Staff should leave immediately and contact their manager.
If necessary, call **999**.

9. Working with Young People Outside the Home

Sessions in community settings must:

- Take place in safe, public or semi-public locations
- Avoid secluded or poorly lit areas
- Not take place in staff members' vehicles without prior approval
- Not be held in cafes, parks, or areas where privacy may lead to risk without risk assessment



10. Transporting Young People

Transporting a young person alone is **only permitted** when:

- Approved by management
- Risk assessed
- Parent/guardian and referrer are aware
- Journey is logged

Staff must:

- Not transport a young person without authorisation
- Avoid unnecessary stops
- Ensure the young person sits in the rear seat when alone
- Never use their personal vehicle unless insured and authorised

11. Communication Requirements

Staff must:

- Keep their mobile phone on during visits
- Have the emergency contact number saved
- Provide real-time updates where necessary
- Check messages from managers promptly

Managers must:

- Be available during scheduled visits
- Act immediately if staff fail to check in

12. Emergency Procedures

In case of an emergency staff must:

- Remove themselves from danger
- Call **999** if needed
- Inform their manager as soon as safe

Incidents must be recorded and reported using the organisation's incident reporting process.

13. De-escalation and Behaviour Management

Staff must:

- Use approved de-escalation techniques
- Not physically intervene unless in an emergency
- Avoid confrontational body language
- End sessions early if behaviour becomes unsafe

14. Personal Safety

Staff must:

- Avoid wearing valuable jewellery
- Not carry large amounts of cash
- Dress appropriately for the environment



- Keep personal belongings secure
- Avoid disclosing personal information

15. Training

All staff must receive training in:

- Lone working safety
- Risk assessment
- De-escalation
- Safeguarding
- Emergency procedures

Additional training will be provided where risks are higher.

16. Reporting Concerns or Incidents

Staff must report:

- Any threatening behaviour
- Near misses
- Environmental hazards
- Safeguarding concerns
- Any situation in which they felt unsafe

Reports must be made promptly and recorded accurately.

17. Monitoring & Review

Managers will:

- Monitor lone working practices regularly
- Review risk assessments after incidents
- Update procedures where necessary
- This policy will be reviewed annually or after any serious incident.

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JIGSAW FAMILY SUPPORT

Home Visit Policy and Procedure

1. Purpose

This procedure ensures that all home visits carried out by Jigsaw Family Support are:

- Safe
- Risk assessed
- Professional
- Consistent
- Aligned with safeguarding best practice

Home visits are an important part of outreach and alternative provision work, but they require clear boundaries and safety procedures.

2. Scope

This procedure applies to:

- Outreach workers
- Family support staff
- Mentors
- Practitioners delivering home-based support
- Any staff member visiting a young person's home

3. Pre-Visit Requirements

Before attending a home visit, staff **must**:

3.1 Complete a Risk Assessment

Including:

- Household members
- Behavioural history of the child
- Health & safety risks
- Pets
- Known criminal activity, substance misuse, or domestic abuse
- Environmental risks (building, neighbourhood, lighting, etc.)

3.2 Gain Management Approval

Visits must be logged with:

- Location
- Time
- Expected duration
- Names of those present
- Any known risks

3.3 Prepare Appropriately

Staff must:



- Carry ID
- Charge work phone
- Know emergency contact procedures
- Plan travel and exit routes
- Not carry valuables or large amounts of cash

4. Arrival at the Property

4.1 Initial Safety Check

On arrival, staff must evaluate:

- Who is present
- Any visible risks (noise, conflict, substance use, animals)
- Whether the environment seems safe

If unsafe, **do not enter**.

Contact your manager immediately.

4.2 Pets

Staff should request pets be secured in another room before entering.

4.3 Unknown Adults

If unexpected adults are present:

- Staff may refuse to enter
- Or request the visit take place somewhere neutral
- Or end the visit

Professional judgement and safety always come first.

5. During the Visit

5.1 Professional Boundaries

Staff must:

- Keep sessions focused on planned objectives
- Avoid personal topics and advice outside their remit
- Maintain transparency and accountability

5.2 Physical Safety

Staff should:

- Sit near an exit
- Keep belongings secure
- Avoid closed bedrooms or private areas

5.3 Safeguarding Awareness

Staff must report immediately if they observe:

- Signs of neglect
- Domestic abuse indicators
- Unsafe adult behaviour



- Risks to children or self-harm indicators

6. Ending a Visit Early

A visit must be ended immediately if:

- Anyone becomes aggressive or threatening
- Illegal activities are taking place
- A parent or household member is intoxicated
- Staff feel uncomfortable or unsafe

After leaving:

- Notify your manager
- Log the incident
- Make safeguarding referrals if required

7. After the Visit

7.1 Check-In

Staff must check in with their manager or designated contact as soon as the visit ends.

7.2 Record Keeping

Record:

- Who was present
- Duration
- Key discussion points
- Any concerns
- Actions to follow up

7.3 Safeguarding Concerns

Concerns must be:

- Reported to the DSL **immediately**
- Logged on the safeguarding system
- Escalated to social care if appropriate

8. Emergency Situations

If at any point staff face immediate danger:

- Leave the premises immediately
- Call **999**
- Contact the Manager/DSL once safe

9. Training Requirements

All staff completing home visits must have up-to-date training in:

- Safeguarding
- Lone working
- De-escalation



- Risk assessment
- Professional boundaries

10. Review of Home Visit Suitability

Home visits may be suspended or stopped if:

- Safety risks increase
- Parents/carers become hostile
- A child refuses to engage safely
- The home environment deteriorates

Sessions may then be moved to:

- A school
- A community venue
- The organisation office
- A two-worker visit

11. Policy Review

This procedure will be reviewed:

- Annually
- After any serious incident
- Following legislative updates

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JIGSAW FAMILY SUPPORT

Transporting Children Policy and Procedure

1. Purpose

This policy sets out clear guidance for safely transporting children and young people on behalf of Jigsaw Family Support.

It aims to ensure:

- The safety and welfare of all children
- Staff work within legal and safeguarding frameworks
- Transport arrangements are lawful, risk assessed, and approved
- Clear professional boundaries are maintained

Transporting children is a high-risk activity and must be done with care and accountability.

2. Scope

This policy applies to:

- Outreach workers
- Mentors
- Support staff
- Transport staff
- Volunteers
- Contractors providing transport services

It covers:

- Planned journeys
- Emergency travel (only when sanctioned)
- One-to-one transport situations
- Use of private or company vehicles

3. Key Principles

Jigsaw Family Support commits to:

- Prioritising child safety at all times
- Ensuring all journeys are authorised and risk assessed
- Maintaining professional boundaries
- Avoiding lone transport unless necessary and approved
- Clear communication with parents, carers, and referrers

Children must **never** be transported without managerial approval.

4. Legal & Regulatory Compliance

All transport activities must comply with:

- Road Traffic Act
- Highway Code
- Safeguarding and Child Protection legislation
- Jigsaw Family Support's Lone Working and Safeguarding policies



- Insurance and vehicle safety requirements

5. Conditions for Transporting Children

5.1 Authorisation

Before transporting a child:

- The journey must be approved by a Manager
- Parent/carer consent must be recorded (unless safeguarding requires immediate action)
- Referring agency (e.g., school or social worker) must be informed
- A risk assessment must be completed

5.2 Use of Staff Vehicles

Staff may **only** use their personal vehicle if:

- Insurance includes **business use**
- MOT is valid
- Vehicle is roadworthy
- They have provided required documentation to the organisation

5.3 Recording the Journey

The following must be logged:

- Start and end times
- Pick-up and drop-off locations
- Names of passengers
- Unexpected events or delays
- Any behavioural or safeguarding concerns

6. Lone Transport

Transporting a young person alone should be avoided where possible.

Where unavoidable:

- It must be risk assessed
- It must be logged as a lone working activity
- Young people must sit in the **back seat**
- Manager must be aware of journey times
- Staff must check in once journey is complete

7. Expectations During Journeys

7.1 Professional Conduct

Staff must:

- Keep conversation appropriate
- Maintain professional boundaries
- Never give out personal contact details
- Avoid discussing personal matters
- Not play inappropriate music or media



7.2 No Unauthorised Stops

Staff must:

- Drive directly to the destination
- Avoid detours unless necessary for safety
- Log any unexpected delay

7.3 Use of Seatbelts

All passengers must wear seatbelts at all times.

Staff must refuse to drive until all passengers comply.

8. Safety & Practical Guidance

8.1 Vehicle Requirements

Vehicles must:

- Be clean and well-maintained
- Have enough fuel for the journey
- Not contain inappropriate items

8.2 Unsafe Situations

Staff must stop transport immediately if:

- A child becomes aggressive
- Staff feel unsafe
- A crime is taking place

Staff must:

- Stop the vehicle safely
- Remove themselves to safety
- Call 999 if required
- Contact their manager immediately

9. Emergencies

In emergency situations, staff must:

- Call emergency services if necessary
- Prioritise safety over procedures
- Record the incident afterwards
- Notify the DSL and Manager as soon as possible

10. Behaviour Issues During Transport

If difficulties arise:

- Use de-escalation techniques
- Pull over in a safe location
- Inform your Manager
- Log the incident afterwards

Staff must not:



- Physically intervene except in genuine emergency
- Argue, threaten, or use punitive measures

11. Collecting and Dropping Off Young People

Staff must ensure:

- A responsible adult is aware of the pick-up and drop-off arrangements
- Children are never left unattended unless authorised
- Concerns about home safety are reported immediately

12. Data Protection & Confidentiality

Staff must:

- Keep all journey records secure
- Not reveal personal information about other young people
- Not discuss confidential details during journeys

13. Training

Staff transporting children must receive:

- Safeguarding training
- Lone working training
- De-escalation training
- Risk assessment training
- Vehicle safety/road safety guidance

Additional training will be given where high-risk transport takes place.

14. Policy Review

This policy will be reviewed:

- Annually
- After any serious incident
- Following legislative or regulatory updates

Policy Title	Transporting Children Policy and Procedure
Approved By	S. Whitehouse
Date Approved	1.09.25
Review Date	31.08
Version	



JIGSAW FAMILY SUPPORT

Safe Use of Premises/ Premises Management policy

1. Purpose

The purpose of this policy is to ensure that all premises used by Jigsaw Family Support are:

- Safe
- Secure
- Well-maintained
- Suitable for children, families, staff, and visitors
- Compliant with legal and safeguarding requirements

This policy applies to any premises used for:

- Alternative provision
- Outreach base or office
- Family sessions
- Meetings or training
- Group work or community activities

2. Legal and Statutory Framework

This policy aligns with:

- Health and Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Fire Safety Order 2005
- Equality Act 2010
- Working Together to Safeguard Children 2023
- Local authority safeguarding standards
- UK GDPR (for CCTV or digital systems)

3. Scope

This policy covers:

- Buildings and rooms used for service delivery
- Entrances, exits, parking, and surrounding areas
- Furniture, equipment, and resources
- Fire safety systems
- Security systems
- Cleaning and hygiene
- Accessibility for children with SEND
- Meeting spaces and offices
- Any premises used intermittently by staff (e.g., hired rooms)

4. Responsibilities

4.1 Directors / Senior Leadership

- Ensure safe and compliant premises



- Allocate funding for maintenance and safety

4.2 Premises Manager / Health & Safety Lead

- Oversee daily safety and use of premises
- Conduct regular premises checks
- Maintain safety records
- Manage repairs and maintenance
- Oversee fire safety and risk assessments

4.3 Staff

- Follow premises safety rules
- Report hazards immediately
- Maintain cleanliness and safe environments
- Follow fire and emergency procedures

4.4 Contractors

- Must comply with health and safety rules
- Must not access children's spaces unsupervised

5. Security of Premises

5.1 Entry and Exit

- Visitors must be signed in
- Staff must challenge unknown individuals in restricted areas
- Children may not open external doors
- Doors must remain secure during sessions

5.2 Key Holding

- Only authorised staff may hold keys
- Lost keys must be reported immediately
- Keys must never be taken home by volunteers unless permitted

5.3 CCTV (if used)

- Must comply with UK GDPR
- Only authorised staff may access recordings
- Cameras must not be placed in sensitive areas (toilets, private spaces)

6. Safety of the Physical Environment

6.1 Furniture and Equipment

- Must be safe, stable, and age-appropriate
- Damaged equipment must be removed immediately
- No trailing wires or trip hazards

6.2 Cleanliness and Hygiene



- Regular cleaning schedules must be followed
- Toilets must be clean, stocked, and accessible
- Handwashing facilities must be available

6.3 Temperature and Ventilation

- Rooms must be well-ventilated
- Temperature must be safe and comfortable

6.4 Hazardous Substances

- Cleaning chemicals must be stored safely
- Substances must be COSHH compliant
- Children must not have access to hazardous materials

7. Fire Safety

7.1 Requirements

- Fire alarms must be tested regularly
- Fire extinguishers must be serviced annually
- Fire exits must be accessible at all times
- Fire evacuation routes must be displayed clearly

7.2 Fire Drills

- Must take place at least annually
- Staff must know evacuation procedures
- Visitors must be informed of fire exits

7.3 Emergency Procedures

- Staff must follow the Fire Safety Lead's instructions
- Personal Emergency Evacuation Plans (PEEPs) must be created for individuals who require support

8. Risk Assessments

Risk assessments must be completed for:

- Premises and rooms
- Activities on-site
- Equipment
- Fire safety
- Lone working
- Children with SEND or mobility needs

Risk assessments must be reviewed:

- Annually
- After incidents
- When changes are made to premises



9. Accessibility & Inclusion

Premises must support inclusion by providing:

- Accessible entrances
- Clear signage
- Appropriate lighting
- Quiet spaces for emotional regulation
- Adjustments for children with sensory needs

Where full accessibility is not possible, alternative arrangements must be made.

10. Safeguarding Considerations

Premises must be managed with safeguarding in mind, including:

- No unsupervised access for visitors
- Safe and private spaces for conversations with children
- Clear visibility when working with children (e.g., open windows in doors)
- Secure storage of confidential records
- Safe access routes during arrival and departure

11. First Aid

Premises must have:

- A stocked first aid kit
- A designated first aider on duty (where required)
- Access to medical information for children (stored securely)

Accidents must be reported according to the Incident Reporting Procedure.

12. Use of Toilets & Changing Facilities

- Toilets must be supervised appropriately
- Staff may not enter children's toilets except in emergencies
- Children must maintain privacy and dignity
- Changing support must follow safeguarding guidance

13. Cleaning & Maintenance

- Cleaning routines must be carried out regularly
- Repairs must be reported immediately
- Maintenance issues must be recorded and tracked
- External contractors must be supervised where children are present

14. Use of External or Hired Premises

When using premises not owned by Jigsaw:

- A risk assessment must be completed
- Fire and safety arrangements must be checked
- Staff must familiarise themselves with exits and procedures
- Child supervision ratios must be appropriate

15. Monitoring & Quality Assurance



The Premises Manager must:

- Conduct monthly premises checks
- Keep logs of fire alarm tests, maintenance, and repairs
- Report findings to Senior Leadership
- Address safety issues promptly

Premises safety is a standing item in team meetings.

16. Policy Review

This policy will be reviewed:

- Annually
- After significant incidents
- Following legislative changes
- As part of quality assurance

Policy Title	Use of Premises and Premises Management Policy
Approved By	S. Whitehouse
Date Approved	1.09.25
Review Date	31.08.26
Version	1.0



JIGSAW FAMILY SUPPORT

Outreach and Community Working Policy

1. Purpose

This policy outlines the standards and safety expectations for Jigsaw Family Support staff delivering services in:

- Family homes
- Community settings (parks, cafés, libraries, youth spaces)
- Public areas
- Other environments outside formal premises

Its purpose is to:

- Ensure safe and consistent practice
- Protect children, families, and staff
- Minimise risk in unpredictable or changing environments
- Maintain high-quality, professional outreach delivery
- Align practice with safeguarding principles

2. Scope

This policy applies to:

- All outreach workers, mentors, volunteers, and staff
- Any service delivered outside Jigsaw premises
- Home visits, community sessions, supervised activities, and outdoor work
- Alternative provision delivered beyond school settings

3. Principles for Safe Outreach Practice

3.1 Child-Centred Practice The child's safety and wellbeing come first in all decisions.

3.2 Dynamic Risk Awareness Outreach staff must continuously assess changing environments.

3.3 Professional Boundaries Staff must maintain clear boundaries even when working in informal settings.

3.4 Transparency All outreach activity must be logged, recorded, and shared with managers as required.

3.5 Collaboration Work must align with plans set by referrers, schools, and/or families.

4. Planning Outreach Sessions

Before any outreach activity:

- Staff must understand the child's support plan
- Risks must be reviewed (behavioural, environmental, family)
- DSL/Manager must approve work with high-risk children
- A **risk assessment** must be completed where needed
- Parents/carers must be informed of session locations
- Appropriate meeting points must be chosen

Staff must avoid:



- Isolated or unsafe locations
- Meeting in vehicles for sessions
- Excessively noisy or crowded places that hinder supervision

5. Working in Family Homes

When entering a home, staff must:

- Follow the Home Visit Procedure
- Assess safety immediately upon arrival
- Keep exits accessible
- Avoid entering bedrooms unless necessary and with justification
- End the visit if safety concerns arise
- Report concerns immediately to DSL

Staff must never:

- Stay in a home alone with a child without another adult present unless planned and risk-assessed
- Accept food, gifts, or personal items from families
- Engage in any physical restraint unless in an emergency

6. Working in Community Settings

Suitable community settings include:

- Libraries
- Youth centres
- Community centres
- Parks with good visibility
- Cafés (with appropriate safeguarding considerations)

Staff responsibilities:

- Keep the child in line of sight at all times
- Be alert to who is approaching the child
- Move locations if safety changes
- Document the location and purpose of the session
- Avoid highly secluded or unsafe areas

Staff must never:

- Take children into staff homes
- Take children to locations that are not pre-approved
- Enter community spaces that appear unsafe

7. Working with High-Risk Children

Additional oversight is required for:

- CCE/CSE risk
- County Lines involvement



- Missing episodes
- Gang association
- High-risk behaviours
- Mental health crisis indicators

In these cases:

- Manager must approve the outreach session
- Two staff may be required
- Sessions may need to be held indoors or at a safe venue
- Locations must be carefully chosen
- Communication with parents and referrers must be increased

8. Travel & Transport During Outreach

Staff must:

- Follow Transporting Children Policy
- Not transport children in personal vehicles
- Use taxis only when risk-assessed and authorised
- Ensure safe handover at start and end of sessions
- Never leave a child alone in a vehicle

Walking:

- Staff must choose safe, well-lit routes
- Stay aware of surroundings
- Avoid isolated areas

9. Dynamic Risk Assessment

Staff must continually assess:

- Who is nearby
- Environmental hazards
- Weather
- Behavioural changes in the child
- Presence of unsafe individuals
- Signs of gang activity
- Increasing tension or risks

If safety changes:

- Move location immediately
- End the session if needed
- Contact the Manager/DSL if risk escalates

10. Boundaries During Outreach Work

Staff must maintain:

- Professional distance



- Appropriate physical boundaries
- Clear expectations
- Practical safeguarding measures

Staff must not:

- Buy personal gifts
- Lend or borrow money
- Share personal contact details
- Use personal social media
- Meet children outside agreed sessions

11. Emergencies During Outreach

In emergencies:

- Move to a safe place
- Call **999**
- Inform DSL/Manager ASAP
- Do not attempt to manage violent situations alone
- Follow Crisis & Emergency Response Procedure

Incidents must be logged within 24 hours.

12. Recording & Review of Outreach Sessions

Staff must record:

- Where the session took place
- Purpose and activities
- Behaviour and engagement
- Safeguarding concerns
- Any incidents or risk changes
- Who was present

Records must be uploaded the same day wherever possible.

13. Staff Training

Staff working in outreach must receive:

- Safeguarding
- Lone working
- De-escalation
- Community risk awareness
- SEND awareness
- Trauma-informed practice
- Professional boundaries

Additional training will be provided for high-risk cases.

14. Monitoring & Quality Assurance

Managers will:



- Monitor session records
- Review risk levels
- Conduct outreach observations where suitable
- Review any incidents or patterns
- Ensure safety measures are followed



Community Safety & Environmental Risk Assessment Policy

1. Purpose

The purpose of this policy is to ensure that all outreach activities delivered by Jigsaw Family Support in community environments are:

- Safe and appropriately risk-assessed
- Suitable for the child's needs
- Conducted with clear awareness of environmental risks
- Delivered in a way that protects staff and children
- Consistently monitored and reviewed

Community settings can be unpredictable; this policy provides a clear framework for minimising risk.

2. Scope

This policy applies to:

- All outreach workers, mentors, and volunteers
- Any session conducted in public or community settings
- Outdoor and indoor community venues (parks, cafés, community centres)
- Offsite alternative provision
- Sessions involving activities in public spaces

3. Key Principles

3.1 Safety First Risk to staff and children is always the primary consideration.

3.2 Prevention Environmental risks must be identified before sessions take place.

3.3 Dynamic Risk Assessment Staff must continually assess changing risks in real time.

3.4 Child-Centred Practice The child's needs, vulnerabilities, and behaviours guide decisions about location and activity.

3.5 Avoidance of High-Risk Environments Staff must not work in places known for crime, exploitation, or unsafe conditions.

4. Pre-Session Planning

4.1 Initial Risk Checks

Before selecting a community venue, staff must consider:

- Local crime levels or known hotspots
- Presence of gangs, county lines activity, or exploitation concerns
- Visibility of the location
- Proximity to transport routes
- Crowds or isolating areas
- Weather conditions
- Child's behavioural and emotional needs
- SEND needs
- The presence of safe exit routes

If risks are too high, staff must:



- Choose an alternative location
- Request guidance from the Manager
- Consider two-staff sessions

4.2 Risk Assessment Requirement

A written risk assessment is required for:

- All new community venues
- Activities involving physical activity
- High-risk children
- Evening or dark-weather sessions
- Unfamiliar areas

Risk assessments must be:

- Completed before the session
- Saved securely
- Reviewed regularly

5. Environmental Risk Assessment Areas

Staff must consider the following categories:

5.1 Location Risks

- Crime or antisocial behaviour
- Poor lighting
- Hidden or secluded areas
- Poor mobile phone signal
- Dangerous roads or traffic
- Water hazards (rivers, lakes, canals)
- Weather exposure

5.2 People Risks

- Presence of known unsafe individuals
- Groups congregating
- Community tensions
- Drug activity
- Anti-social behaviour
- Presence of adults under the influence

5.3 Activity Risks

- Physical activities (sport, climbing, running)
- Tools or equipment used
- Slips, trips, or falls
- Allergies or environment-sensitive conditions

5.4 Child-Specific Risks



- Triggers or behavioural vulnerabilities
- SEND or sensory needs
- Risk of going missing
- Mental health risks
- Peer or gang associations
- CCE/CSE vulnerabilities

6. Staff Responsibilities During Sessions

6.1 Dynamic Risk Assessment

Staff must continually assess:

- Who enters the environment
- Changes in behaviour of the child
- New hazards appearing
- Signs of tension or conflict nearby
- Weather changes
- Other children or adults approaching

If the environment becomes unsafe:

- Move immediately
- End the session if needed
- Call the Manager/DSL if risk escalates

6.2 Visibility & Supervision

Staff must:

- Keep the child in line of sight
- Choose open, visible locations
- Avoid enclosed or isolated spaces
- Keep a safe distance from groups or conflict

6.3 Communication

Staff must:

- Have a working mobile phone
- Ensure location can be shared quickly if needed
- Update managers as required

7. High-Risk Situations

Sessions must not continue if:

- Individuals known to pose risk appear
- Drug activity is visible
- Violence or conflict is present
- Weather conditions become unsafe
- Location becomes crowded or overwhelming
- Child becomes distressed or triggers are activated



- Staff feel unsafe

Staff must leave immediately and contact:

- Manager
- DSL (if safeguarding involved)
- Police (if emergency or crime involved)

8. Prohibited Locations

Staff must not use:

- Private homes (without planned home visits)
- Isolated woodland or rural areas
- Abandoned buildings or construction sites
- Areas known for gang or criminal activity
- Cars as session venues
- Locations where exits are blocked or limited

9. Emergency Response

In emergencies:

- Move to a safe location
- Call **999** if needed
- Contact Manager/DSL
- Follow Crisis & Emergency Response Procedure
- Complete an incident report

Children must not be left alone in unsafe situations.

10. Recording & Reporting

Staff must document:

- The location used
- Environmental risks identified
- Any dynamic changes during the session
- Any incidents or near-misses
- The rationale for leaving or changing location
- Any safeguarding concerns

Reports must be submitted the same day.

11. Staff Training

Staff will receive training in:

- Environmental risk assessment
- Community safety awareness
- De-escalation and conflict avoidance
- Lone working
- Local risk factors (gangs, exploitation, crime patterns)
- Trauma-informed approaches



12. Monitoring & Quality Assurance

The Community Safety Lead will:

- Review risk assessments
- Monitor high-risk patterns
- Conduct spot-checks on venues
- Update staff on community safety alerts
- Attend local multi-agency safety partnerships (where possible)

13. Policy Review

This policy will be reviewed:

- Annually
- After incidents involving community safety
- Following updates to local risk information
- As part of organisational quality assurance

Policy Title	Outreach and Community Working Policy
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Date Approved	1.09.25
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