



Safeguarding Policy

The purpose and scope of this policy statement

The purpose of this policy statement is:

1. to protect children and young people who receive Teesdale Community Resource's services from harm. This includes the children of adults who use our services.
2. to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.
3. This policy applies to anyone working on behalf of Teesdale Community Resources, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England.

A summary of the key legislation is available from [nspcc.org.uk/learning](https://www.nspcc.org.uk/learning).

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and

other related documents, including:

- Role description for the designated safeguarding officer
- Dealing with disclosures and concerns about a child or young person
- Managing allegations against staff and volunteers
- Recording concerns and information sharing
- Child protection records retention and storage
- Code of conduct for staff and volunteers
- Behaviour codes for children and young people
- Photography and sharing images guidance
- Safer recruitment
- Online safety
- Anti-bullying

Charity Number: 1172652

- Managing complaints
- Whistleblowing
- Health and safety
- Induction, training, supervision and support
- Adult to child supervision ratios

We believe that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.
- We recognise that:
- the welfare of children is paramount in all the work we do and in all the decisions we take
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or
- sexual orientation have an equal right to protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their
- level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them
- appointing a nominated child protection lead for children and young people, a deputy and a
- lead trustee/board member for safeguarding
- adopting child protection and safeguarding best practice through our policies, procedures and
- code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support,
- training and quality assurance measures so that all staff and volunteers know about and follow
- our policies, procedures and behaviour codes confidently and competently
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording, storing and using information professionally and securely, in line with data

Charity: 1172652 Company: 7871055 VAT: 755981776

Charity Number: 1172652

- protection legislation and guidance [more information about this is available from the Information Commissioner's Office: ico.org.uk/for-organisations]
- sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
- making sure that children, young people and their families know where to go for help if they have a concern
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Contact details

Nominated child protection lead

Name: Rachel Tweddle

Phone/email: 07415167940/Rachel.tweddle80@gmail.com

Deputy child protection lead(s)

Name(s): Jonny Elliott

Phone/email: jonny.tcrhub@gmail.co.uk

Trustee/Senior lead for safeguarding and child protection

Name: Chris Arundel

Phone/email: Chris.j.arundel@gmail.com

NSPCC Helpline

0808 800 5000

This policy statement came into force on

14th March 2019

Safeguarding Procedures

Remember, these are to safeguard you and our service users.

General Atrium/Grounds

- **Staff and volunteers need to sign in and out at the main desk when on the premises.**

- Staff and volunteers need to list what they are planning to do on the premises eg. Teach music, office work, work in the café.
- When engaging in conversation with users of the atrium and grounds, staff and volunteers should not move away from the public access areas on their own unless another team member is on site and is aware. For example, if a member of the public asks to speak to you privately and you are on your own, you must insist the conversation continues in the public areas. This is not the case in reference to meetings with other professionals or pre arranged meetings.
- It is acceptable for a member of staff or volunteer to work alone in the atrium and grounds as long as another team member is aware of this. The management recommends that if you are working alone, all outside entrances are kept locked from the public. It is acceptable to arrange a meeting on your own and ask the person meeting you to telephone when they arrive so that you can let them in.
- If you are asked to do a tour of the building and grounds you must ensure that another team member is aware of this and the approximate length of time this will take. An informal conversation with your team member will suffice. It is best practice to only do tours with more than one person and only do a tour one to one if there are plenty of other people within the building and/or grounds.
- If a service user decides to disclose some information that you feel puts them at risk or appears that they are putting someone at risk, you need to follow safeguarding protocol.

Safeguarding Disclosures protocol:

If a client or service user decides to disclose some information to you that you feel puts them at risk, or means that they are putting someone else at risk, you will need to follow this protocol.

You need to tell them that you are going to note down what they are saying. You need to be very clear that although you can listen to them, you will need to pass the information on to the Safeguarding Officer, which in this case is the CEO. Do not ask any leading questions and let the person speak in their own words.

Write down as much as you can at the time and write it in the person's own words, not yours. If you cannot write down at that time, do so as quickly as possible once the conversation has ended.

You may need to ask the person to move into a side room if what they are saying is distressing to them or others. Rooms such as the Lakeside and Staff Room are glass fronted and the safest places to move to. If the person is known to us, ensure that you know their name and have a method of contacting them.

If they are not known to us, ask them for their name and a contact method. At this point tell them that you are going to contact the Safeguarding Officer and the contact them and explain the situation.

Speak with the Safeguarding Officer, who at this point will take responsibility for the situation. You may need to stay with the client until the Officer can be present. You may

wish to stay with the client if they know you or are in the need of comfort. Once the Safeguarding Officer has either issued instructions or become present in the situation, you will be able to leave.

At this point please remember not to share the disclosure with anyone else. The information is confidential. If you are distressed and need to speak to someone about the disclosure, speak to the Safeguarding Officer, who can either arrange a one to one session or anonymous counselling.

Safeguarding and the Music Studio

- The Music Studio is a specific area of the centre, which needs to have specific procedures in place.
- All teachers, coaches and workshop leaders must have a DBS check and must have had an interview with a member of Senior Staff in order to deliver sessions in the studio.
- All teachers, coaches and workshop leaders must sign in and out at the main desk.
- No teacher or coach should be teaching one to one in the studio without the presence of another member of staff or volunteer on the premises. It is best practice to ensure that the other people on site know that you are teaching in the studio in case of emergency.
- If teaching a group session, the teacher or coach should not be in the building alone with a student. If a student is left on their own, for example, they are waiting for a lift, they must wait outside the premises in good light. It is good practice to ensure that parents/carers are aware of this procedure and why we enforce it. If the client is still waiting alone when you leave the building you can choose the either wait in view of CCTV until they are collected or contact the CEO for advice.
- A Senior Manager should be accessible at all open times in case of emergency. The ideal scenario is that the Manager is on the premises during open hours and present in the studio. If this is not possible, they need to be contactable via telephone.
- If you feel that you have an issue with a client's behaviour or attitude, you should in the first instance leave the room and ensure that the other clients are safe. This might mean asking them to leave the room too for their own safety.
- You should contact a Senior Manager and ask them to assist in dealing with the situation.
- No member of the team should feel threatened by a client or colleague. If a Senior Manager cannot calm the situation or is not available immediately, you will need to make a decision about the seriousness of the situation. You could contact the CEO, who could come to the studio or if the situation is an emergency, you should dial 999 and ask for the police. You must ensure that you and any other clients are safe and away from harm.
- If a client decides to disclose to you, you need to follow the safeguarding protocol above. In the Studio, you can use one of the practice rooms to talk to the client.
- You must never teach a lesson in a room that has no outside light. For example, if using the Hole in the Wall, the door must be kept open and the curtains must be open. Other team members must be able to see into your practice room at any given time.

- You must never teach a lesson one to one without another team member being present on site. This could be a fellow internal customer, trusted volunteer or employee who is aware that you are teaching in the studio.
- Parents and Carers must never be allowed to spend lengths of time in the studio or in a workshop you are running. We have a duty of care to our clients and need to be sure that everyone with access to them has a DBS and a purpose to be present.

Data Protection

Teachers, coaches, counsellors and workshop leaders contracted to work self employed at the TCR Hub should keep records of students and clients individually. If you are hiring the studio for your own work, and have booked the client yourself, it is your responsibility to safeguard their data. Student's personal details should never be left accessible to other clients, students or members of the team.

When answering enquiries about the Hub, staff and volunteer contact details should never be provided unless they have specifically said that this is acceptable. You must always check with the team member before sharing information. All members of staff should use their Hub email address and not use this for personal use as well.

WhatsApp Groups

It is now common practice for service users, clients and volunteers to wish to communicate via a WhatsApp group. It is important to remember that WhatsApp is classed as Social Media and therefore has a recommended age guide of 16 years. Written permission needs to be sought in order to set up a WhatsApp group with anyone under the age of 18 years. Parents and Carers are within their rights to not give permission for a young person to be part of a WhatsApp group and members of staff must have an alternative method of communication if this is the case.

It is the employee's responsibility to ensure that anyone who is part of a WhatsApp group respects group groundrules, accepts that employees are not expected to respond to conversations outside of their working hours and that they will adhere to their usual standards of behaviour. All WhatsApp groups that are set up must have a specific purpose and be deleted once that purpose has ended. All group members are asked not to use contact details from a WhatsApp group to contact members individually, outside of the group, unless specifically given permission to do so. We advise that employees use a separate work phone for WhatsApp groups.

Social Media Communication

As Social Media is now used as a common method of communication, clients and service users often use this as a way of contacting members of staff at the TCR Hub. It is important that employees remember that their Social Media pages are personal to them and should only be used for personal communication. Any conversations relating to a work topic should be directed to the TCR Hub Facebook page or to your email address.

Charity Number: 1172652

We advise that employees do not accept friend requests from clients or service users on Social Media. We understand that in a small community there will be some crossover, perhaps if a member of staff is part of another community group outside of the TCR Hub. It is important that all parties concerned respect boundaries and the professionalism of the TCR Hub team.

Employees are asked not to accept any friend requests from anyone under the age of 18 who is a service user of the TCR Hub and not a previous personal contact of the employee. Employees are asked to guide the young person to the use of email or a specific WhatsApp group or conversation.

Reviewed: 11th October 2023

Next Review: October 2024

This policy is reviewed annually