



Safeguarding Policy

Guidance and approaches for our work with young people and vulnerable adults.

Organisation name : Terravita WTP

Responsibility for controlling and processing assigned to Anneka Schofield (Manager).

Email address: Anneka.schofield@terravitawtp.co.uk

Safe Guarding Leads: Anneka Schofield (Manager)

Safe guarding leads are required to complete the Safer Recruitment in Education Level of Safeguarding training every 3 years. At least one of the Safe Guarding leads has received Prevent training and additional training in key areas such as Neglect and Self Harm. The safe guarding leads are committed to build up their knowledge in the other key areas such as Child Sexual Exploitation, Domestic Abuse, and FGM.

Review date: June 2025.

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 and guidance is available from nspcc.org.uk/childprotection.

Why is safeguarding important?

- To protect young people and vulnerable adult
- To ensure young people and vulnerable adults have a positive experience with our organisation.
- To protect staff.
- To protect the organisation.

It is the duty of everyone who has contact with children and vulnerable and protected adults, whatever their role or if they are a visitor, to protect them from harm as well as to create a positive environment in which they enjoy the services Terravita WTP offers.

All allegations, suspicions of harm or abuse and concerns will be taken seriously and responded to swiftly, fairly and appropriately.



Useful terms

Safeguarding is defined in ‘Working Together to Safeguard Children 2018’ as:

- protect children from maltreatment.
- prevent impairment of children's health or development.
- ensure that children grow up in circumstances consistent with the provision of safe and effective care.

Disclosure and Barring Service (DBS) – England and Wales The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

Child means a person under the age of 18 years.

Young person refers to people aged 12-25 years old. Much of our work with therapeutic groups falls into this age group, so this term will be used but in this document, this also includes children and vulnerable or protected adults.

The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody, does not change his/her status or entitlements to services or protection - Working Together to Safeguard Children 2018, HM Government Children means more than one child. In this document, child/children are used generically and includes vulnerable and protected adults.

In **loco parentis**: when there are no accompanying parents or other responsible adults (e.g. grandparent, child minder, carer, babysitter) with children and where parental or individual consent forms have been signed, leaders are expected to act as their parent and keep them safe in a way you would expect a parent/carer to.

Local Authority Designated Officer (LADO): LADO Officers provide advice and guidance to employers and voluntary organisations that have concerns about a person working or volunteering with children and young people who may have behaved inappropriately or if information has been received that may constitute an allegation.

Regulated Activity: An activity that you must not do if you are legally barred from working with children or vulnerable or protected adults.

In this context, ‘**regular**’ means:

- carried out by the same person frequently (once a week or more often), or



- on 4 or more days in a 30-day period (or in some cases, overnight).

‘Normal Duties’ can be considered as something the individual might be expected to do as part of their post on an ongoing basis. This will be described in their job description. It excludes one-off occurrences and unforeseeable events.

Vulnerable adult: A vulnerable adult is a person over 18 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of themselves, or is unable to protect themselves from significant harm or serious exploitation. A person’s vulnerability will depend on their circumstances and environment, and each case must be considered individually. This may include people who would usually consider themselves not vulnerable but they may become vulnerable in the situation they are placed under at that moment in time e.g. young people over 18 on work experience or in a session, in a remote place, without skills to navigate that environment without support. It may also include situations where there is a power imbalance because of position, experience or age e.g. a manager is seen to have more power than an intern. An intern may try to gain favour or not wish to highlight issues against a manager as they will fear repercussions or loss of placement/work. A culture of open, honest communication is encouraged and fairness to all.

Volunteer :Unpaid but must follow same training and standards that paid staff or the same level would be expected to perform. This is to ensure the safety of the people we are working with. If they do not have a DBS certificate, they must not be left in charge or alone with any young people.



Code of conduct

Policy statement

Terravita WTP acknowledges that the welfare of young people is paramount in all the work we do and in all the decisions we take. Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare. All children/young people, 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/young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues. Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse. All staff and volunteers, regardless of their role, have a responsibility for understanding our policy and implementing our safeguarding approach.

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.
- 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 and storing and using information professionally and securely, in line with data protection legislation and guidance (see the data protection policy).
- Sharing information about safeguarding and good practice with young people 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.



Expectations

Visitors

All visitors must be sent the 1 page safeguarding overview and sign that they have read it before entry to the site. This should also be displayed in the office.

Safeguarding information and statement will be displayed in toilets and on the webpage and how to report suspected concerns.

Staff/volunteers

All staff and volunteers have a duty to read the safeguarding policy yearly and complete training and checks appropriate to their role. This will be discussed with line managers.

All staff and volunteers have a duty to report any concerns or incidences to the farm manager as soon as possible after the incident. Incident reporting forms must be completed and handed to the farm manager as soon as possible after the incident.

If a report of abuse is disclosed to staff/volunteers, then follow the disclosure procedure. Do not promise to keep it a secret, explain that if you are concerned that there is risk of harm to the young person or anyone else, then you are duty bound to report it to the manager and appropriate agencies.

Remain professional and do not form inappropriate relationships with young people. Protect themselves, young people and the organisation by following the safeguarding policy.

For events involving children, be clear when acting in “in loco parentis” making sure individual consent forms have been signed and responsible staff are over 18.

Safeguarding lead/managers

Ensure safeguarding policy is reviewed annually.

Ensure safer recruitment procedures are followed.

Ensure staff are appropriately trained. Record training and date completed for each employee/volunteer.

Keep staff/volunteers up to date on any changes or recommendations.

Keep safeguarding a focus for all – ensure slot in meetings.

Follow up all safeguarding incidences.

Review practice regularly and after any incident.



Undertake annual checks on staff that are registered with the Update Service to ensure they are still suitable individuals to be working with children/young people.



Types of abuse

Different forms of abuse

Includes:

- **Physical** : hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.
- **Sexual** : forcing or enticing a child to take part in sexual activities including physical contact, kissing, touching outside clothing, showing sexual content (photos/videos), taking inappropriate photos, encouraging young people to act in a sexually inappropriate way and grooming.
- **Emotional** : Telling young people that they are worthless/unloved/inadequate, not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on young people. Overprotective and limitation of exploration and learning, or preventing the young person from participating in normal social interaction. It may involve seeing or hearing ill-treatment of another. Behaviour causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.
- **Neglect** : persistent failure to meet a child’s basic physical and/or psychological needs.
- **Online** : Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones.
- **Grooming** : Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse or exploitation.
- **Financial** : Financial abuse is another name for stealing or defrauding someone of goods and/or property.
- **Bullying and cyber bullying** : Physical - hitting, kicking, theft. Verbal - racist or homophobic remarks, threats, name calling. Emotional - isolating an individual from the activities or social acceptance of their peer group.
- **Radicalisation** : Young and vulnerable students are susceptible towards radicalisation by malicious individuals who attempt to lead the young/vulnerable students astray. Extremism is vocal or active opposition to fundamental British values. During the process of radicalisation, it is possible to intervene to prevent children being radicalised.



- Domestic : Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship.
- Female Genital Mutilation : is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision, cutting or sunna. Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence.
- Child sexual exploitation and abuse : Child sexual exploitation is a hidden crime. Young people often trust their abuser and don't understand that they're being abused. They may depend on their abuser or be too scared to tell anyone what's happening.
- Forced marriage : Forcing someone to marry without their consent is a criminal offence.

An individual may abuse or neglect a child directly or may be responsible for abuse by failing to prevent another person harming that child.

Signs of harm or abuse

- Change their usual routine
- Begin to be disruptive, aggressive or unreasonable
- Being nervous, losing confidence, or becoming distressed and withdrawn
- Have possessions going missing
- Start to stammer or stop communicating
- Have unexplained cuts or bruises
- Start to bully other children
- Are frequently dirty, smelly, hungry or inadequately dressed
- Display sexual behaviour or using sexual language inappropriate for their age
- Seem afraid of parents or carers
- Takes risks
- Obsessive behaviour
- Stop eating/eating disorders/changes in eating habits
- Self-harms or Thoughts about suicide



- Are frightened to say what's wrong
- Don't want to attend or take part in activities.

Suspicious of abuse should always be reported to the safeguarding manager.

Reporting incidences of safeguarding

Suspected abuse

If abuse is suspected If you suspect that a child may be suffering abuse but have no evidence, you should first contact your local Safeguarding Adviser or any member of the Safeguarding Team, who can discuss the situation and guide you.

You should not attempt to carry out your own investigations, but must be able to discuss the subject and should pass on any concerns you may have.

Write down any suspicions as soon as possible outlining what you have witnessed, heard or were told.

Disclosed Abuse

Should a child disclose abuse to you, you should:

- Listen carefully and stay calm
- listen more than talk, and respond with affirmative statements such as 'that must have been very difficult for you.' Avoid advice giving or problem solving
- Allow them to speak without interruption and accept what they say
- Be understanding and reassuring but do not give your opinion
- Reassure them that they are not to blame, and you believe them
- Avoid making promises of confidentiality or outcome (you have a duty to pass on the accusation to the authorities and if you promise not to tell you will betray the trust of the child)
- Do tell them you will help and that it is OK to tell
- Keep questions to a minimum. Any questions you ask should be open ended, 'tell me about ...' or a repeat of what the child has said as a means of confirming the information: 'what you are telling me is ...'



- Do not interrogate. Don't ask the child a lot of questions, especially leading questions. A question in which you provide a possible answer - Did this or that happen? Were you at home? Did your dad hit you on the leg? Avoid using the word 'why'
- Avoid being judgemental about the information supplied
- Make brief, accurate notes at the earliest opportunity. Use the actual words used wherever possible
- Tell your Safeguarding Adviser urgently.

Reporting

Report immediately to the safeguard manager or senior staff.

Or

If safeguard manager is not available. If a referral organisation is on site with the group, report to them. Keep a copy of notes for the safeguard manager and name, role and date of who you reported it to. This is to allow the safeguard manager to follow this up.

Or

If there is not a member of staff from a referral organisation and you are worried that a child or young person is at risk or is being abused contact the children's social care team at your local council.

Hampshire social care team

- [Contact Adults' Health and Care | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/health-and-social-care).
- calling them on 0300 555 1386 if it is urgent.

Or

Call **999** if the child is at immediate risk, or call the police on **101** if you think a crime has been committed.

The NSPCC operates a 24-hour helpline staffed by childcare professionals for anyone concerned about a child. It is primarily for use by adults and can be used anonymously: 0808 800 5000.

Ensure the safeguarding lead has a copy of your notes and incident report.



If a child refuses to go home because of abuse

A child should be encouraged to go home unless you feel they are in real danger by doing so. You cannot legally keep a child from going home with their parents. You can, however, insist on calling the police, who may ask you to stay with the child until they arrive. If the child does go home after disclosing abuse to you, you should contact the local Child Protection Team via the police and tell them of your concerns. Do not disclose to the parents what the child has said.

Report to safeguarding lead.

All safeguarding incidence reports will be shared with referral organisation.



Accusations against staff

If you or another staff member/volunteer is accused of abuse or inappropriate behaviour, it must be reported to the safeguarding manager immediately. This includes accusations for activities outside of the organisation or while working for us.

This will then be investigated.

Whilst a staff member is under investigation they may be temporarily suspended from their role subject to the outcome of that investigation.

If a staff member is under investigation for activities outside their role with the organisation, which might breach the organisations Safeguarding Policy, this organisation reserves the right to suspend the staff member.

The outcome of the investigation may lead to disciplinary action or dismissal if wrong doing is found. If the investigation shows illegal actions, the police will be informed.

To protect yourself, ensure you are up to date with your safeguard training.

Media interest

It is important that you handle initial media enquiries in a way that will not aggravate the situation, or generate negative publicity. It is also important to be aware of legislation that prevents the naming of children and young people in the media.

Notify the Terravita WTP manager of any media attention and a communication plan will be prepared.

Don't give any statement to the media - simply refer them to the farm manager. Do not say no comment. Instead take a contact number and find out when their deadline is, then contact the Manager.



Safer recruitment

‘Organisations should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children including safe recruitment practices and ongoing safe working practices for individuals whom the organisation permit to work regularly with children, including policies on when to obtain a criminal record check’ **Working Together to Safeguard Children 2018, HM Government**

Terravita WTP requires any individual engaged in Regulated Activity or working unaccompanied with children to undertake the appropriate DBS checks in order to work with young people. Depending on the nature of the role and the level of supervision, this will require either Enhanced or Enhanced with barred list checks.

Further information about the process for accessing DBS for staff is available on the Intranet.

Suitable training and staff/volunteer supervision will be organised and managed by the farm manager for each role. This includes safeguard training and regular updates.

Sessions have set working procedures including staff:young people ratio's. These must be followed to protect young people, staff and the organisation.



Inappropriate relationships

Staff must not enter into a sexual relationship with a child.

Sexual intercourse, sexual activity, or inappropriate touching of a child under the age of 16 years is a criminal offence. A child under 16 in law can never give their consent.

A sexual relationship, involving mutual consent, between two 16 to 18 year old staff (as long as both are above the legal age of consent) will be assessed regarding any possible conflict of interest issues.

A new sexual relationship between a staff member (aged over 18) and a child (aged over 16 years of age but under 18) entered into as a consequence of the staff member's role with the RSPB whilst not a criminal act, may well be a breach of trust and an abuse of the adult's position. Such a relationship will be subject to investigation and may result in disciplinary action.

Terravita WTP has a legal duty to refer anyone removed from work with children and/or Regulated Activity to the DBS. Therefore, a staff member involved in a sexual relationship with a child over 16 years of age may be referred to the DBS for consideration. This could result in the individual being barred from working with children.

No-one should encourage a physical or emotionally dependent relationship to develop between them and a child; this is often referred to as grooming. Staff must never send children inappropriate or sexually provocative messages or images by text or other electronic media.

Terravita WTP will also investigate any relationship that is considered to be an abuse of position or power. An example, may be if a staff member was acting favourably to one intern over others in order to enhance a relationship, even if this is not sexual. There should be fair opportunity for all. Care needs to be taken to ensure favouritism does not develop. This can be avoided by following career/development plans regularly which are reviewed by senior staff.



Monitoring our approach to safeguarding

Our Safeguarding Policy is reviewed annually by the safeguarding lead.

Incidences will be investigated and reviewed.

Updates will be monitored by the safeguarding lead and be communicated to all staff/volunteers.



Safeguarding Statement

The following safeguarding statement must be displayed at all events/activities:

Terravita WTP is committed to safeguarding and promoting the welfare of young people and vulnerable and protected adults. We ensure our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and regulatory requirements. Everyone has the right to take part in activities with us in a safe, positive and enjoyable environment.

Code of conduct

Do

- Provide a good example of acceptable behaviour.
- Respect everyone's right to privacy unless this is to keep the young person safe.
- Make your communications open, friendly, clear and positive.
- Be available as a listening ear and, if necessary, refer for more appropriate help.
- Try to ensure that their actions cannot be misunderstood or cause offence and are acceptable within a relationship of trust.
- Plan to have more than one adult present during activities.
- Adhere to policies laid out in The Safeguarding Policy
- Be aware that they are accountable to the children, their parents or carers and the organisation. As a member of the Children's Workforce you may not act or behave in the following manner:

Do not

- Permit abusive behaviour such as bullying, ridiculing or taunting.
- Have inappropriate physical or verbal contact with others.
- Touch a child in a way that could be misunderstood or without their express consent.
- Jump to conclusions or make assumptions about others without checking facts.
- Encourage inappropriate attention-seeking behaviour such as 'crushes'.



- Show favouritism to anyone.
- Make suggestive remarks or actions, even in jest.
- Resort to corporal punishment
- Deliberately place themselves or others in a compromising situation.
- Swear. Young people's inappropriate language must be dealt with in a sensitive manner.
- Smoke/Vape outside designated area.
- consume alcohol in front of young people and when working.
- take non-prescribed drugs. It is illegal to take non-prescribed drugs not sold over the counter, at any age.

Consideration

- The use of touch should never be open to misinterpretation. For example, a comforting hug after a minor fall or handholding to cross a road may be entirely suitable, so long as it is initiated by the child and is not part of a 1:1 situation. It is important that staff are open with each other so that it is clearly understood that the way you interact with children is a legitimate issue to discuss. Be aware, however, that some children may develop crushes or other inappropriate attachments to staff/volunteers. In such cases, touch is rarely appropriate.
- You should discourage children from becoming infatuated with you and other staff. Situations where an individual develops a 'crush' on an adult need to be handled sensitively. While it is important not to encourage a participant with a crush, the adult should be aware of the damage caused by rejection. If an adult thinks a child is developing a crush, she/he should mention it to their Safeguarding manager
- Staff should avoid showing favouritism. There are times when an adult finds it easier to relate to one child. However, singling them out can create a feeling of resentment from others in the group, or they can become the object of their teasing. Similarly, unrealistic expectations can be created, and the motive misunderstood.
- Bullying will not be tolerated. Be careful that an authoritarian attitude may be viewed by some young people as bullying. We aim to create an open friendly atmosphere.



Supervision

Avoid working in isolation out of the sight of parents or other staff/volunteers.

Whilst staff are awaiting their DBS disclosure, they must be supervised by someone who does have these checks.

Contingency planning should ensure that wherever possible levels of supervision can be maintained by suitably checked adults. However, in an emergency, this may not always be possible and if there are insufficient suitably vetted adults available, other responsible adults will need to be asked to step in.

Events

All activities and sessions must be risk assessed with the needs of the group considered.

Plan to avoid any situation in which an individual is alone (1:1) with a child or vulnerable and protected adult.

Ensure you have the required the correct adult:client ratio for your audience and the activity you are undertaking. Some activities will require a higher adult:client ratio.

Always know how many unaccompanied children there are throughout the activity and where they all are.

Know what to do in the event that a child goes missing, or if one is found.

Know what to do if there is an accident or if abuse is witnessed or reported to you, and how to get support.

Report and incidences or near misses.

Ratios

Must always have 2 staff minimum. Sessions for children under 6 must have parents with them.

School visits: 1:30 for school groups.

Therapeutic intervention: 2:8 max.



Age	Adults	Children
0-2	1	3
2-3	1	4
4-8	1	6
9-12	1	8
13-18	1	10

These are based on [Ofsted](#) guidelines

If there are unaccompanied children, staff must be DBS checked.

Organiser check list

- Signed parental/carers consent.
- Agreed dropping off/collection time and procedures.
- Supervisory staff have DBS clearance, Outdoor First Aid certificate,
- Photographic consent forms are completed and retained before any photographs are taken on behalf of organisation. Completed consent forms must be stored on file with the photos, and destroyed on the child's 18th birthday.
- Risk assessment completed.
- Adequate supervision.
- Safeguard statement displayed.
- Check young people in and out.
- Plan any arrangements for toileting. Do not go in toilets with young people.
- Clearly advertised start and finish times.
- Avoid any staff being alone with a child in private. If this is not possible, for example when administering first aid, then ensure that other staff are aware of the situation and support the action being taken.
- Ensure everyone knows where the fire point is and what to do in an emergency.
- The front and back rule. Ensure adults are at the front and back of a line of children heading to and from an activity.
- Ensure all staff know the lost child procedure.
- Check phone signal.
- Have a adverse weather plan.
- Be prepared to adapt session if need be.



Lost child procedure

If young person goes missing from session

- Session leader to do regular head counts. Keep eye on group. Know where individuals are. Search immediate area. Call for support from extra staff when you realise a young person is missing. Notify referral organisation.

- Organise systematic search.

Should the search prove unsuccessful after no longer than 30 minutes – call the police.

- Write up detailed notes of what happened, when and who was involved. Hand to safeguarding manager. A copy to be send to referral organisation.

If a child is reported lost

- Remain calm. Get as much information from the parents/guardians/session leader as possible; (name, address, description, colour of clothes, where the child was last seen and a photo if they have one).

- Reassure the parent/carer/leader and ask them to stay put at the lost child point (if there are two people, one could accompany you on the search).

- Ask the parents what they would have expected the child to do on their own (do they like water, climbing trees). Do they have a phone?

- Organise a systematic search.

- Should the search prove unsuccessful after no longer than 30 minutes – call the police.

- Write up detailed notes of what happened, when and who was involved. Hand to safeguarding manager.

If you find a lost child

- Get down to the child's height. Show the child your name badge and tell them you work there. Ask them their name or check a jacket for a nametag.

- Carry out a brief search of the immediate area with the child. Usually “lost” children are near their family.



- Notify other staff on the reserve that you have found them, stay with them in an open area and use calming words.
- If possible, seek help from another adult (that way you don't break the finding yourself in a 1-1 situation rule). Then take them to the office.
- Confirm the identity of anyone claiming the child and make sure the child can identify them. Do not release the child to anyone under 16. If in doubt call the police.
- If the child is not collected or claimed within 30 minutes, inform the police giving them as much detail as possible.
- Write up detailed notes of what happened, when and who was involved in the Incident and report to safeguarding manager.



Young workers

Young workers could be paid staff, volunteers or internship or work experience placements. There is added risk with young workers because they may be inexperienced or lack maturity.

Check age and type of work for young worker is in line with local rules and regulations.

You must let the parents or guardians of any young person under 18 know the possible risks and the measures put in place to control them. The working environment must also be discussed with the young person and parent.

- Check that the younger worker understands their role and responsibilities.
- Find out what the younger worker can and can't do.
- Ensure the younger worker is trained and supported so they can meet all the responsibilities of their role.
- Ensure the young worker has a line manager who will closely monitor and train them. The line manager should build a positive relationship and encourage the young worker to go to them if there are any issues. It is important that the young person feels valued and listened to and supported.
- Arrange frequent reviews and catch ups to talk about how the younger worker is doing and resolve any issues that may arise
- Arrange a CPDP at start, mid-point and end of placement. As part of these discussions, training and development needs should be considered.



Disruptive behaviour

Disruptive behaviour

- If a young person is causing disruption on site. If you feel comfortable, have a conversation and explain why what they are doing is not safe, dangerous or disruptive. See if you can engage them positively. If you do not feel safe and there is a risk to them, yourself or property, call the police.
- You have control and can deliver ultimatums to parents/carers/referral organisation if you feel the activity is suffering because of their young person's behaviour.
- If an activity does not feel safe with a young person or the group, stop the activity. Move onto something else. Always have a backup option. If the session feels unsafe, stop the session. Trust your gut. Review session and work out a new plan with referral staff.
- In non-therapeutic sessions, It is not unreasonable to insist that a parent of a regularly disruptive child attends and takes responsibility for their child's behaviour. This is not appropriate in therapeutic sessions.

Physical intervention

The welfare of the young people is paramount. If you feel a young person is at risk of causing harm to themselves or others, physical intervention can be used. This must be a very last resort and minimal. In these situations it is imperative to try and resolve the issue by talking to the child to de-escalate the situation unless it is impractical to do so or if lack of immediate action puts the child at further immediate risk of harm. Do not use physical intervention if you are at risk of being injured. If the situation is unsafe, call 999.

In these circumstances, it is vital to:

- Consider your safety and that of others
- If possible, consult a colleague to assess the best course of action and to see if they are able to support you
- Talk to the child if possible first and give them instructions about what you want them to do, rather than what you want them to stop doing: For example 'I want you to sit down' rather than 'don't do that'.
- Try to de-escalate the situation if possible. Remain calm, with neutral facial expressions and keep your voice low with an even tone.



- Allow the child time and space to react to what you are asking them to do unless it is impractical to do so or if lack of immediate action puts the child at further immediate risk of harm
- Consider distracting or diverting the child unless it is impractical to do so or if lack of immediate action puts the child at further immediate risk of harm.
- If you need to physically intervene, use no more than minimum force and no more than is necessary to resolve the incident to prevent the child being injured. injuring themselves or others. Try to have a witness.
- Do not strike blows, act with unnecessary or unreasonable force or retaliate.
- Avoid contact with the intimate parts of the body and the head and neck. Using force towards these areas could cause serious harm to the child.
- Stay in control of your actions and record what has happened.
- Get the individual and group to a safe environment. End the session. Call young persons parent/carer/referral organisation to collect young person early if needed.
- Phone police if you feel that you cannot manage the situation safely.
- Notify the Safeguarding manager as soon as possible. Write up an incident report.

Digital communication policy

- You should not contact any child under the age of 14 directly. Communication should be with parents, carers and/or guardians, digitally or otherwise.
- When contacting parents, carers, guardians or children over the age of 14, you should:
 - use appropriate language – try to avoid any words or phrases that could be misinterpreted or misconstrued.
 - ensure that any images you send are appropriate and that external hyperlinks you include do not lead to inappropriate content.
 - blind copy (Bcc) another member of your team into any message you send to a young member. Should an RSPB staff member be invited to join Group Text Chats, such as a WhatsApp Group, we always recommend that there are two members of staff in any Group Chat.



Sharing photos and/or videos

Ensure that you have signed parental consent before sharing photos or videos of anyone on website, social network or specialist media sharing sites. Completed and signed forms must be stored with original content and kept until the young people are 18 years old.

Avoid mentioning children's full names or including other information that could reveal their identities. Be aware that children's full names can be visible on Facebook and Twitter, so think carefully about the content you are posting, particularly if you are tagging their account into the post.

Make sure children are aware that they should not share photos or videos of their friends online without permission from each other, parents, carers or their guardians. Consider disabling the ability to comment on YouTube videos to avoid negative comments and uncontrolled content.

Emails

There is no need to contact young people under 18 directly via email. If you need to make contact, this should be a parents email account.

Social media

No setting up or managing any social media accounts for, or targeted at, children/young people.

Data protection

See data protection policy.

Only data (information) that is required for the running of an event/activity may be collected, and it must be collected in such a way that makes it clear what is to happen with the data.

For young people less than 16, parents must give permission for data collection. 17/18 year olds can make that decision for themselves.

Any forms that contain confidential information about children must be treated with care, stored safely, securely and shared with approved adults only on a 'need to know' basis, e.g. after an accident or before eating or preparing food.



Children's personal data must be kept safe and secure. Forms must be stored in a locked cabinet or desk when not in use. When they are being used, they must be kept by the main leader of the event/activity and not left for members of the public to see (e.g. not pinned on a notice board while a meeting is in progress).

Keep forms that relate to one-off events along with the rest of the paperwork for the event, but destroy after 18 months.

Photographic consent is granted in perpetuity, but the consent form is kept until the child's 18th birthday. The consent form must be kept with the photos. A photocopy can be kept digitally. The original can then be shredded.

When working with children, young people and vulnerable adults, always ensure the welfare of that individual and the group is paramount.

Useful contacts

Hampshire social care team

- [Contact Adults' Health and Care | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/contact-adults-health-and-care).
- calling them on 0300 555 1386 if it is urgent.

Call **999** if the child is at immediate risk, or call the police on **101** if you think a crime has been committed.

The NSPCC operates a 24-hour helpline staffed by childcare professionals for anyone concerned about a child. It is primarily for use by adults and can be used anonymously: 0808 800 5000.

Childline T: 0800 1111 www.childline.org.uk

Children England Provides a wide range of support to voluntary and community sector organisations working with children, young people and families. T: 0207 833 3319 www.childrenengland.org.uk