

## Migrant English Project policies and procedures

This document contains the Migrant English Projects four policies and accompanying procedures for making sure that everyone at MEP is safe, treated fairly and with respect, and knows what to do if there is a problem.

These policies should be read after first reading MEP's Statement of Principles and Basic Rules at <http://mepbrighton.com/about-us/>

The four policies are: Equality and Human Rights; Child Safeguarding; Health and Safety; Confidentiality and Whistleblowing.

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## 1. Equality and Human Rights policy

Policy title:	Equality and Human Rights
Author:	Ollie Beaney
Policy date:	31 <sup>st</sup> March 2014
Review due:	Every 12 months by MEP Protection Working Group
Who this policy applies to:	All members (volunteers and service users) and visitors to MEP
Who is responsible for this policy:	All volunteers and the Protection Working Group (PWG)

### Introduction

The aim of this policy is to ensure equal and fair treatment for all volunteers and people using our services and not to discriminate on grounds of race, colour, nationality, ethnicity, religion or belief, sex, gender assignment, marriage and civil partnership, pregnancy and maternity, responsibilities for dependants, sexual orientation, age, social class, criminal history, disability, HIV status, or age.

This policy is also important because the people who come to MEP may have escaped from violent situations and experienced hardship or trauma. They may be reluctant to go to officials, including the police, when they have a problem. So we need to make sure that MEP is a place where people are safe and are treated with respect, and where we all know what to do and who can help us if there is a problem.

Statement of general policy	Action / Arrangements
1. MEP aims to provide a safe and welcoming environment for all members (volunteers and service users) through safe recruitment practices	<ol style="list-style-type: none"> <li>1. All volunteers will complete an application form and provide details of two referees.</li> <li>2. At least one reference will be taken up before a new volunteer is invited to join MEP</li> <li>3. All new volunteers will attend an induction session that will include briefing them about confidentiality, protection issues and MEP's Statement of Principles</li> </ol>
2. Volunteers are selected on the basis of their experience, personal attributes, qualifications, and commitment to our values. We do not discriminate on the basis of a criminal record. However, we provide services for vulnerable people and put their interests first.	<ol style="list-style-type: none"> <li>1. We ask applicants to disclose any unspent convictions in their application form. However applicants are not asked to disclose information about spent convictions. We will only consider an applicant's criminal record if we feel that s/he may pose a risk to our users. MEP will always review the individual circumstances of the case and explain any decision to the applicant.</li> <li>2. Selection criteria relating to volunteer positions will not discriminate by asking for inappropriate qualifications or experience.</li> </ol>

Statement of general policy	Action / Arrangements
<p>3. MEP aims to ensure our services are accessible to anyone who needs them regardless of: race, colour, nationality, ethnicity, religion or belief, sex, gender assignment, marriage and civil partnership, pregnancy and maternity, responsibilities for dependants, sexual orientation, age, social class, criminal history, disability, HIV status, or age,</p>	<ol style="list-style-type: none"> <li>1. Provide training to relevant members of MEP around diversity and equal opportunities.</li> <li>2. Consider where we are hosting our activities and whether these locations are accessible to people with differing needs.</li> <li>3. When planning activities, consider their accessibility and appropriateness for different groups.</li> <li>4. Ensure that materials, communication and venue are accessible to as wide a spectrum of the community as possible; considering a diverse range of needs and backgrounds: <ol style="list-style-type: none"> <li>a) Keep written and spoken language clear and simple and avoid over-complicated terms, jargon, abbreviations and initials.</li> <li>b) Distribute our information as widely as possible; recognising that many people do not have access to the internet, i.e. display information at community and voluntary organisations and advertise through groups who provide services to certain sections of the community to ensure that we are reaching individuals and communities that we might not reach otherwise.</li> <li>c) When required, access interpretation and translation services to ensure everyone is adequately informed of all aspects of these policies and procedures.</li> </ol> </li> </ol>
<p>4. MEP will not tolerate any form of discrimination, harassment, bullying and abuse (see definitions below) from any volunteers, students or service users of MEP.</p>	<ol style="list-style-type: none"> <li>1. The 'Basic Rules' document outlines the behaviour expected from volunteers and service users.</li> <li>2. The Whistleblowing policy and procedure provides a clear avenue for volunteers and service users to raise concerns about malpractice.</li> <li>3. All volunteers have a personal responsibility for the practical application of this policy and will be briefed during their induction to ensure they are aware of the avenues available to report concerns and breaches of this policy.</li> </ol>
<p>5. MEP believe that when there are problems or misunderstandings between members, it is important to resolve them quickly. MEP will therefore support anyone who needs mediation.</p>	<ol style="list-style-type: none"> <li>1. MEP encourages all members to try to resolve problems and misunderstandings with other members between themselves in a friendly way.</li> <li>2. If problems arise between people that are not resolved or escalate, the Complaints and Whistleblowing procedure should be followed (see below).</li> <li>3. Ensure all members are informed of this policy via the Basic Rules Document.</li> </ol>

## **Definitions of Discrimination, Harassment, Bullying or Abuse:**

Discrimination occurs when a person is treated less favourably than someone else because of a particular characteristic or characteristics. For example, it is discrimination if you treat someone less favourably because they are from another country, are a woman or disabled.

Harassment may be defined as unwanted and unwelcome behaviour that causes distress to the person it is directed against. It may be repeated or persistent, or it may happen on just one occasion.

Bullying is usually repeated, aggressive behaviour that causes physical or mental harm or distress to another person.

Abuse is a violation of an individual's human and civil rights by any other person or persons, through a single act, repeated acts or an act of neglect. Abuse may be physical, verbal or psychological.

Behaviour that comes into these categories includes, but is not limited to: unwelcome sexual advances like suggestive comments and touching; display of pornographic, racist or other offensive materials; racist or sexist remarks or jokes and other offensive language; personal insults and spreading rumours; verbal and written harassment by letter; telephone or e-mail; cyber bullying – sending abusive text or images by email, twitter etc; aggressive behaviour or threats; indecent or sexual assault; any act of violence; human trafficking and forced labour.

## 2. Child Safeguarding policy

Policy title:	Child Safeguarding
Author:	Tracy Lucas
Policy date:	31 <sup>st</sup> March 2014
Review due:	Every 12 months by MEP Protection Working Group
Who this policy applies to:	All members (volunteers and service users) and visitors to MEP
Who is responsible for this policy:	All volunteers and the Protection Working Group (PWG)

### Introduction

The Children Act 2004 states that 'Organisations... including those who primarily support parents..., have a duty to hold the child's welfare as paramount'. As an organisation that supports adults, including parents and indirectly their children, MEP is committed to ensuring that all volunteers are aware of their obligations and those of MEP in order to safeguard the children with whom we have contact. It has developed this safeguarding policy accordingly.

### Basic Principles

- a child is any person who has not yet reached their 18th birthday;
- all children are equal irrespective of age, disability, gender, race, religion or belief, pregnancy and maternity, marriage and civil partnership, sexual orientation and gender reassignment;
- all children have the right to freedom from abuse and exploitation;
- Safeguarding is defined by the UK Government as: 'The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood'. Safeguarding requires the implementation of 3 types of measures: Preventative, Interventionist and Responsive. This document has been split accordingly.

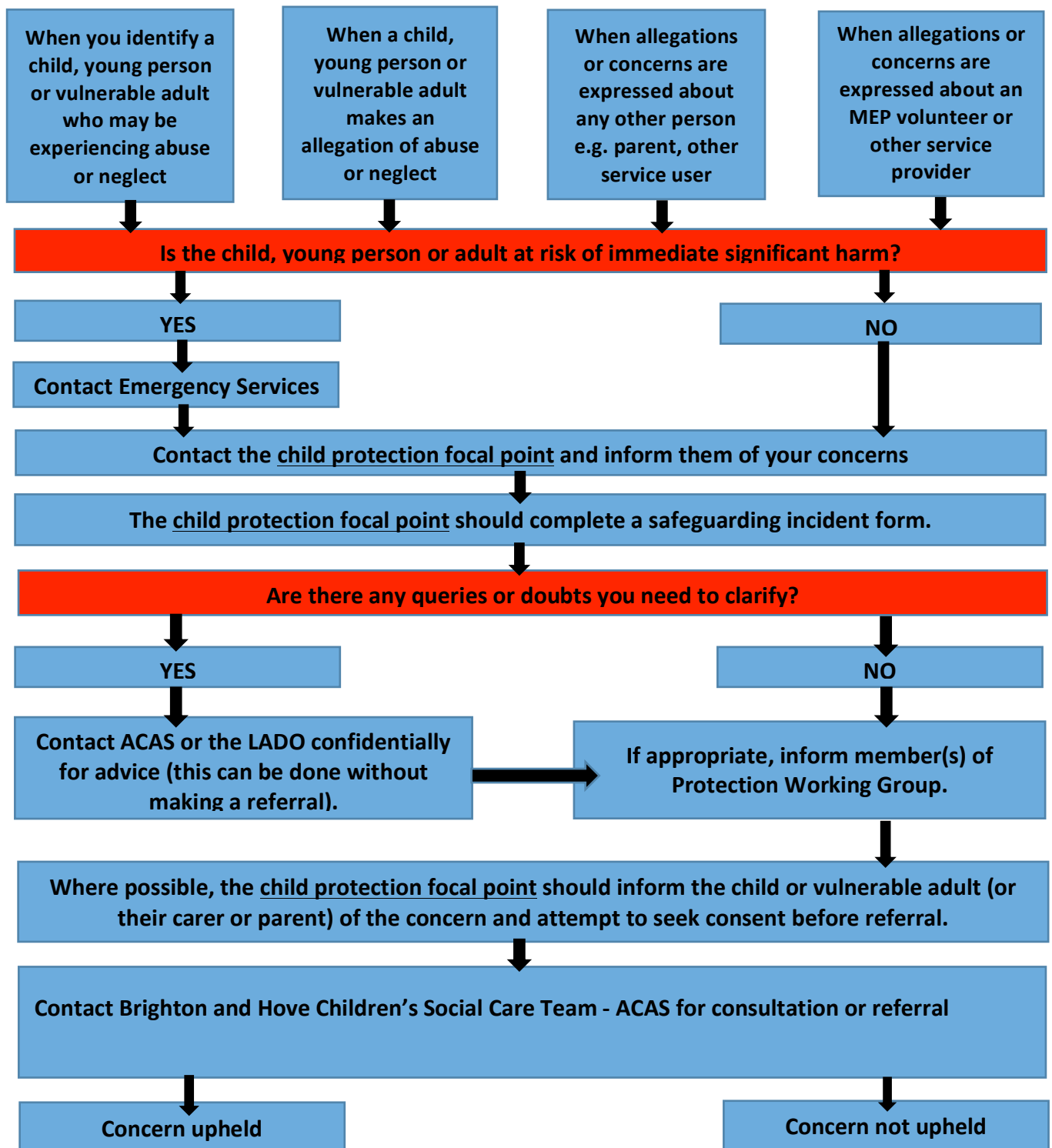
Prevention policy	Action
1) Ensure that safe recruitment procedures are in place and that all volunteers are suitable for their position.	<ol style="list-style-type: none"> <li>1. All volunteers will complete an application form and at least one reference will be taken up before a new volunteer is invited to join MEP.</li> <li>2. DBS (Disclosure and Barring Service) checks are optional for MEP because volunteers do not spend regular unsupervised time with children or vulnerable adults. However, MEP will regularly review government policy regarding DBS checks and encourage volunteers to share DBS certificates if they already have them.</li> </ol>

<p>2) Ensure all volunteers fully understand MEP's ethos and working practices, and their responsibility to ensure that all children coming to MEP are safe from harm.</p>	<ol style="list-style-type: none"> <li>1. All new volunteers will attend a thorough induction including a briefing on all MEP policies and procedures, our statement of principles and what we expect of volunteers as well as what we can offer them (explained in the '<a href="#">Information for volunteers</a>' document' available on the MEP website).</li> <li>2. Before starting at MEP, volunteers will be asked to sign a declaration form confirming that they have read all four MEP policies as well as the 'Information for volunteers document' and agree to comply with the requirements in these documents.</li> <li>3. The 'Information for volunteers' document will be reviewed on a yearly basis (or sooner if required).</li> <li>4. A log will be kept of all those who have signed their policies and a record of when these should be reviewed (once a year).</li> <li>5. The 'Information for volunteers' document and all four policies will be published on MEP's website and made available at MEP's welcome desk.</li> </ol>
<p>3) Ensure that all our volunteers apply the highest standards of behaviour towards children both within their professional and their private lives.</p>	<p>Actions 1-5 above.</p>
<p>4) Ensure activities are conducted in a safe and secure manner for adults and their children.</p>	<ol style="list-style-type: none"> <li>1. All MEP members must read the Health and Safety, Equality and Human Rights and Confidentiality and Whistleblowing Policies and ensure they report potential risks to children's safety to the Child Safeguarding Focal Point.</li> </ol>
<p>5) Ensure that the privacy of all those who come to MEP is respected. Photographs will not be taken of adults or children without written consent.</p>	<ol style="list-style-type: none"> <li>1. MEP will not take photographs of students or their children without prior completion of a consent form.</li> <li>2. A log will be kept with this information.</li> </ol>
<p>6) MEP is an adult-focused organisation and not a service for children. All children (under 18s) attending MEP <u>must be accompanied, and supervised</u> at all times by a parent or legal guardian.</p>	<ol style="list-style-type: none"> <li>1. Ensure everyone coming to MEP is informed of the responsibilities of parents and legal guardians for supervising their children.</li> <li>2. Display signs reminding everyone that children are the responsibility of their parent or legal guardian and cannot leave the room without them (including trips to the toilet).</li> <li>3. Refer anyone under the age of 18 wishing to study English to the appropriate services for children (See <a href="#">Useful contacts</a> on MEP website).</li> </ol>

Intervention policy	Action
1) MEP is committed to ensuring its working practices comply with national quality standards.	<ol style="list-style-type: none"> <li>1. MEP will liaise regularly with Safety Net to ensure the standards necessary to safeguard children are in place and continue to meet 'Bronze Award' standard.</li> <li>2. Through forums such a Community Works, MEP will make itself known to other organisations who work with similar groups of people to share learning and best practice about our work.</li> </ol>
2) MEP will prioritise the safeguarding of children and cooperate with social services when necessary. All information about members and their children at MEP will be protected by a confidentiality procedure and will only be shared in line with strict guidelines.	<ol style="list-style-type: none"> <li>1. Refer to Confidentiality and Whistleblowing Policy and see Child Safeguarding guidelines below.</li> </ol>

Response policy	Action
1) MEP will ensure that there is a clear pathway for staff and volunteers to report, record and monitor concerns.	<ol style="list-style-type: none"> <li>1. Procedures for managing child protection concerns are developed and reviewed on a yearly basis (or sooner if required).</li> <li>2. Procedures are communicated to all volunteers through induction and displayed at the welcome desk and on the website.</li> <li>3. A volunteer who regularly attends MEP will be identified as Child Safeguarding Focal Point. Members of the Protection Working Group will act as back-up focal points. Their names should be clearly displayed and updated on the safeguarding procedure.</li> </ol>
2) Any concern or allegation of abuse or exploitation will be referred in line with this policy.	
3) All volunteers at MEP have a responsibility to ensure they are able to recognise safeguarding concerns and deal with them appropriately.	<ol style="list-style-type: none"> <li>1. All volunteers will read and confirm in writing that they will comply with MEP policies.</li> <li>2. At a minimum, Protection Working Group members must complete an e-safeguarding course and preferably attend a Safety Net child safeguarding training. All volunteers will be encouraged to undertake child safeguarding training (see Annex 3 for providers).</li> </ol>

## 2.1 Child Safeguarding Quick View Procedure



MEP Child Protection Focal Point (name) **Michelle Phipps** Date updated: **23 April 2014**  
 ACAS Local Children's Social Care Team: Tel: **01273 295920** / E-mail: [ACAS@brighton-hove.gcsx.gov.uk](mailto:ACAS@brighton-hove.gcsx.gov.uk) (please note ACAS also have an Advice Service on this number for general support and enquiries around issues of concern where you may not feel sure whether it requires a social work referral).  
 LADO – Local Authority Designated Officer **Darrel Clews** can be reached on the same number or email [Darrel.clews@brighton-hove.gov.uk](mailto:Darrel.clews@brighton-hove.gov.uk)  
 POLICE **0845 60 70 999** and ask for child protection team



## 2.2. Child Safeguarding Guidelines

### There are four main categories of child abuse:

**Physical abuse** is when a child is hurt or injured by a child or an adult. Physical abuse includes hitting, kicking, punching and other ways of inflicting pain or injury such as poisoning, drowning or smothering. It also includes giving a child harmful drugs or alcohol.

**Emotional abuse** is when adults deny children love or affection, or constantly threaten or humiliate them. Sarcasm, degrading punishments and ignoring a child are also forms of emotional abuse and undermine a child's confidence and sense of self-worth.

**Sexual abuse** is when a child is abused sexually by an adult or young person whether or not the child is aware of what is happening. Sexual abuse can include kissing, inappropriate touching, touching the child's genitals or breasts, sexual intercourse and oral sex. Encouraging a child to look at pornographic magazines or videos is also sexual abuse.

**Neglect** is when a child's basic need for love, food, warmth, safety, education and medical attention is persistently not met by parents or carers.

**Bullying, racism and other types of discrimination** are forms of child abuse. Like other kinds of abuse they can harm a child physically and emotionally.

See LSCB Website

([http://www.safenetwork.org.uk/training\\_and\\_awareness/Pages/assessing\\_injuries\\_and\\_concerns.aspx](http://www.safenetwork.org.uk/training_and_awareness/Pages/assessing_injuries_and_concerns.aspx)) and Sussex safeguarding procedures (<http://pansussexscb.proceduresonline.com/index.htm>) for more information

### When to act

- if you see or hear something that concerns you
- if a child makes a disclosure
- if a third party tells you something of concern

### How to deal with a safeguarding concern – For volunteers:

- Be familiar with MEP's policies and procedures.
- Follow the 5 Rs:
  - RECOGNISE – Be aware and don't ignore it
  - RESPOND - Act quickly if you are worried about a child's safety
  - REPORT - Speak to MEP's child protection focal point as soon as you can. In their absence speak with a member of the Protection Working Group.
  - RECORD – Make a note of what was said, what you saw, and follow your organisation's policy on recording information
  - REFER – Pass on concerns to relevant agencies
- **Do not** attempt to investigate any allegation of abuse. Your role is to recognise signs of possible maltreatment and/or simply to receive a child's story. Keep questions to a minimum. Only ask as much as you need to identify that you have a concern and can pass on the details

## **If a child or young person tells you that someone has harmed them:**

### **Do...**

- Listen to everything the child/young person has to say
- Believe them
- Reassure the child or young person that they have done the right thing in telling someone
- Write down what they have said
- Get support for the child and yourself
- Stay calm for the young person's sake
- Act quickly if you believe they are at risk of harm

### **Do not...**

- Do nothing and assume someone else will do something
- Promise not to tell anyone else
- Ask the child leading questions, such as 'did your mum/dad do that to you?'
- Discuss the concerns with the suspected abuser if it will put the child at further risk
- Express disbelief in what the child is saying
- Seem to tell the child off ("Why didn't you tell me before?")
- Panic

## **How MEP will deal with Safeguarding Concerns.**

- Any risks to a child's emotional and physical safety – which are not (yet) defined as 'significantly harmful or abusive' will be recorded and reported to Protection Working Group who will then decide whether to share this information with relevant agencies and with parents & carers.
- MEP will endeavour to remain open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their consent, unless it is unsafe or inappropriate to do so.
- If consent is *not* given then MEP will consider whether the risks to the child will be significant if an assessment and/or intervention does not take place, or if the information is not shared with other relevant staff and agencies – which may then become a Child Protection concern.
- Where the concerns relate to parental issues MEP will signpost the parent(s) to support agencies – in order to minimise the risks to the child(ren)
- The situation will be monitored closely and records kept in order to respond to any signs of progress, and any signs of deterioration.
- If there are any doubts, MEP may speak to ACAS for advice without making a specific referral or sharing personal information.
- Judgements about whether or not to make a referral will be based on the facts of the case.

## **Referrals to Social Services**

- If it is deemed necessary to make a referral, the Protection Working Group will contact ACAS, or if it is felt there is an immediate danger, they will contact the police child protection team.
- The more factual information that MEP can give about the child and his/her situation, the more speedily and efficiently Children's social care or the police will be able to deal with a referral.

The types of information needed include:

- The full names and date of birth of the child, carers or any other family members
- The child's full address and telephone number
- The daytime address and contact telephone number for parents/carers
- The ethnic origin, religion and cultural background of the child, his/her family or carers
- The reason for your referral, including a description of any injuries observed, allegations made, discussions with the child or other person, details of any witnesses and dates/times/places of alleged incidents
- Details of any action taken and people you have contacted since the concern arose
- Details of immediate or impending danger to the child
- Details of any previous concerns or any relevant background information.

The person making the referral may be asked for their opinion about how the child and family will react to the referral and any subsequent Child Protection enquiries. Particularly important are any factors which may place the child or others at further risk, for example, where there is domestic violence. If you don't have this information, it should not stop you. You can make a referral without giving your name, although you will need to say this very clearly and give the reasons why. This can make it more difficult for social services to follow up.

Make sure you follow up your referral by:

- Making a factual record of what concerned you: timed, signed and dated
- Confirming it to children's social care services in writing

### **What will happen after a referral has been made?**

Where appropriate, a social worker will visit the child and its family and undertake an assessment of risk. In order to do this Social Services may work with and share information with a number of other agencies.

In some serious cases it will be necessary for Child Protection enquiries to be made under Section 47 of The Children Act 1989 and this might involve the removal of the child to a place of safety. Social Services may also arrange a Child Protection Conference.

In other cases help and support may be offered to the family in the form of regular visits and services designed to reduce the risk of abuse to the child.

### **What should MEP do if they are unhappy with the response?**

If you are unhappy with the response please contact the ACAS Team Manager to discuss your concerns at the numbers given above. If you are still not happy you should put your concerns in writing and send to the Team Manager/Service Manager.

## **2.3. Code of Conduct – Working With Children**

### **Everyone must ...**

- Identify, minimise, and attempt to avoid potential situations of risk for children.
- Identify and avoid potential situations, which may lead to volunteer behaviour being misinterpreted.
- Avoid taking any individual photographs and videos of children at MEP. Where photos are taken they must be respectful (e.g. ensure children are clothed adequately), and a parental / guardian consent form must be signed.

### **Nobody must ever ...**

- Hit or otherwise physically assault or physically abuse children.
- Engage in any sexual activity, with anyone under 18 years of age. Mistaken belief in the age of the child is not a defence.
- Develop relationships with children which could in any way be deemed exploitative or abusive.
- Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.
- Act in way that may place a child at risk of abuse.
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive;
- Behave physically in a way that is inappropriate or sexually provocative.
- Do things for children of an intimate, personal nature that they can do for themselves.
- Spend excessive time alone with children away from others (including in vehicles) or spend time in a child's home.

### 3. Health and Safety

Policy title:	Health and Safety
Author:	Ollie Beaney
Policy date:	31 <sup>st</sup> March 2014
Review due:	Every 12 months by MEP Protection Working Group
Who this policy applies to:	All members (volunteers and service users) and visitors to MEP
Who is responsible for this policy:	All volunteers and the Protection Working Group (PWG)

Statement of general policy	Action / Arrangements
1) To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	<ul style="list-style-type: none"> <li>• MEP will monitor Cowley Club risk assessments and supplement with our own where required.</li> <li>• Further risk assessments for outings etc., should be carried out by a volunteer at MEP and recorded before the outing takes place.</li> </ul>
2) To provide adequate training to ensure volunteers are competent to do their work	<ul style="list-style-type: none"> <li>• All volunteers will be fully briefed on Health and Safety procedures as part of their induction. This will be compulsory before starting with MEP.</li> </ul>
3) To implement emergency procedures – including evacuation in case of fire or other significant incident. You can find help with your fire risk assessment (see <a href="https://www.gov.uk/workplace-fire-safety-your-responsibilities">https://www.gov.uk/workplace-fire-safety-your-responsibilities</a> )	<ul style="list-style-type: none"> <li>• Emergency procedures including fire, to be clearly displayed and fire exits labelled.</li> <li>• Everyone must ensure exits and walkways to be kept clear at all times.</li> <li>• MEP Health and Safety Procedures to be clearly displayed at welcome desk.</li> <li>• Health and safety law poster is displayed on the basement staircase.</li> <li>• First-aid box and accident book are located: On the shelf above the fridge in the kitchen.</li> <li>• Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) (see <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>).</li> <li>• We will seek to ensure that there is always a volunteer with health and safety training on the premises when MEP is open.</li> </ul>
4) To engage all volunteers and service users in ensuring MEP is a healthy	<ul style="list-style-type: none"> <li>• All volunteers should approach a member of the Protection Working Group with any Health and Safety concerns in the first instance.</li> </ul>

Statement of general policy	Action / Arrangements
<p>and safe environment to work in and that all risks are quickly identified and addressed.</p>	<ul style="list-style-type: none"> <li>• All volunteers at MEP should be aware of hazards and familiarise themselves with the Health and Safety Procedures and suggest updates and amendments where needed.</li> <li>• Designated MEP volunteers should liaise with Cowley Club to ensure regular equipment checks have been carried out (e.g. fire extinguishers, first aid, cookers, etc).</li> </ul>

### 3.1. Risk Assessment and Health and Safety Procedures

#### Fire

- MEP must ensure there is always a designated fire and safety focal point on site during activities.
- To ensure swift evacuation a clear walkway must be maintained through the centre of the building.
- All new volunteers should familiarise themselves with fire exits and the whereabouts and operation of fire extinguishers at the induction.
- **DO NOT ATTEMPT TO TACKLE A FIRE YOURSELF.** You should only attempt to tackle a fire yourself if you have adequate knowledge on how to tackle a fire using the appropriate extinguisher. If the fire is large, if you are on your own or if you are not sure if you have the correct extinguisher then **DO NOT** attempt to put the fire out.
- **IF YOU DISCOVER A FIRE** shout “FIRE!” to alert others in the building and if possible activate the fire alarm via the nearest call point. You will need to call 999 and ask for the fire brigade. They will ask for the address (Cowley Club, 12 London Road, Brighton, BN1 4EJ), they will also ask what the emergency is.
- **EVACUATE THE COWLEY CLUB** Get out of the building via the nearest exit, taking anyone else you find with you. If possible you should take the sign-in book with you. If you exit via the front of the building you should assemble outside Costa Coffee on London Road to the left of the building. If you exit via the back of the building you should assemble on Providence Place to the right hand side of the building. Make sure all volunteers and service users are accounted for. Do not re-enter the building unless authorised to do so by the Fire Brigade.
- There is a signing in book on the front desk **EVERYONE MUST SIGN IN and SIGN OUT**

#### Aggressive visitors

Occasionally, MEP have had visits from members of the public who exhibit aggressive behaviour.

- Volunteers need to make sure that the front door is closed and locked at all times, and that there is someone on the welcome desk to meet visitors. If you are having trouble

with someone who wants to come in, close the door and ask another volunteer to come and help you.

- If you have any difficulties with anyone at MEP, stay calm and get someone else's attention. It can often help to keep a visitor calm by explaining exactly what you are doing to try and resolve a problem.
- If you feel that there is a genuine threat from the visitor either to themselves, or anyone else on the premises call the police. This should only be done as a last resort. It is preferable that the police do not enter the premises. However, if it is necessary, ensure that MEP attendees are notified in advance.

### **Moving the Cowley Club shutters**

The shutters are very heavy and by moving them alone you risk injury to yourself and other people.

- The shutters on the front of the Cowley Club should only be moved by 2 or more people.

### **Broken equipment and new hazards**

- All volunteers at MEP need to be aware of hazards such as trailing cables, loose carpets, obstructions, broken kettles, broken glass, etc.
- If you become aware of a hazard you should attempt to rectify the problem if you feel you can do so safely, otherwise it should be reported to a member of the Protection Working Group.

### **Lone Working**

Risk of having an unwelcome visitor or accident while working alone:

- As a rule there should always be at least two people in the building. However where it is unavoidable the individual in question should notify another volunteer that they will be working alone including dates and times.
- They should also ensure they keep the main door locked and their mobile phone on their person at all times.

### **Accidents**

- All accidents, injuries, and cases of ill-health requiring attention must be written in the accident book. Even if it's just a cut requiring a plaster!
- Under RIDDOR 2013, (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations) certain injuries and work-related ill health, and dangerous occurrences-even near misses (incidents with high potential to cause death) should be recorded and reported to the Health and Safety Executive (HSE).  
<http://www.hse.gov.uk/riddor/index.htm>
- The first aid box and accident book are located in the kitchen cupboard on the shelf above the fridge.

#### 4. Confidentiality and Whistleblowing

Policy title:	Confidentiality and Whistleblowing
Author:	Tracy Lucas
Policy date:	31 <sup>st</sup> March 2014
Review due:	Every 12 months by MEP Protection Working Group
Who this policy applies to:	All members (volunteers and service users) and visitors to MEP
Who is responsible for this policy:	All volunteers and the Protection Working Group (PWG)

Statement of general policy – Confidentiality	Action
1) MEP will ensure that any information volunteers share with MEP will be treated confidentially.	<ol style="list-style-type: none"> <li>1. All personal data, including names, contact details, criminal record and DBS checks will be:               <ol style="list-style-type: none"> <li>a) Stored securely e.g. in a locked cabinet or drawer at the home of a nominated member of MEP or password protected for confidential electronic information including emails.</li> <li>b) Adequate, relevant and not excessive</li> <li>c) Kept for no longer than is necessary</li> </ol> </li> </ol>
2) MEP will ensure that the privacy of service users is protected and that any information they share with MEP is treated confidentially.	<ol style="list-style-type: none"> <li>1. All service users will be asked only to disclose their first names.</li> <li>2. Service users should not be asked to disclose personal information.</li> <li>3. If a service user discloses personal information to anyone it will be treated confidentially in line with this policy.</li> <li>4. Volunteers will be briefed at induction about what constitutes confidentiality, and asked to sign a declaration confirming that they will comply with this confidentiality policy.</li> </ol>
3) Confidentiality may be broken by MEP when: <ul style="list-style-type: none"> <li>• It is deemed that the person to whom the information relates is a risk to themselves (as in a threatened suicide) or others (as in abusive or criminal activity).</li> <li>• The person to whom the information relates, gives their consent.</li> </ul>	<ol style="list-style-type: none"> <li>1. See Whistleblowing and Child Safeguarding Policy.</li> </ol>



Statement of general policy - Whistleblowing	Action
1) MEP is committed to the highest standards of openness, probity and accountability. In line with that commitment, MEP upholds the rights of any volunteer, student or service user who has serious concerns about any wrongdoing within the organisation to come forward and express their concerns.	1. Develop and display a Complaints and Whistleblowing procedure to enable volunteers and service users to share their concerns (see below).
2) MEP will ensure that those who raise concerns of suspected serious malpractice are protected from dismissal, victimisation or any other detrimental treatment by MEP, provided they follow this policy.	<ol style="list-style-type: none"> <li>1. Any report of misconduct must be made confidentially and in line with this policy.</li> <li>2. Records must be kept confidentially</li> <li>3. Information will only be shared on a “need to know basis”.</li> </ol>

N.B. The Data Protection Act 1998 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.

#### 4.1. Complaints and Whistleblowing Procedure

1. All volunteers, students and service users are encouraged to report in good faith (that is, without malice):
  - a. any problems they may be experiencing with another member of MEP which they cannot resolve alone, or
  - b. any genuine concerns or suspicion they have of inappropriate behaviour or malpractice which is happening at MEP or which involves MEP volunteers, service users, associated organisations or visitors. Inappropriate behaviour or malpractice could mean:
    - criminal and illegal activity (e.g. child abuse, human trafficking, fraud or corruption);
    - activity which constitutes a danger to health and safety or to the environment;
    - discrimination, harassment, and bullying;
    - the cover up of any of the things listed above; or any attempt to prevent an individual from raising their concerns.
  
2. Concerns may be raised orally or in writing and should include full details and, if possible, supporting evidence.

3. Concerns should be reported to:
  - a. a member of the Protection Working Group, or;
  - b. the Child Protection Focal point if your concern relates to a child (see Child Safeguarding procedures and guidelines), or;
  - c. a member of MEP's management committee if you feel unable to raise your concern through the Protection Working Group;
  - d. police and/or social services in the case of allegations of violence, abuse, illegal or criminal activity.
  
4. The Protection Working Group or Management Committee must:
  - a. Ensure this procedure is explained to the person making the complaint and that they are fully aware of what will happen next and their rights.
  - b. Ensure that any person who, in good faith, raises concerns in line with this policy is protected from victimisation and other detrimental treatment.
  - c. Ensure that any person accused of alleged of inappropriate behaviour is fairly treated at all times and where appropriate has the right to put their own account of events forward at the earliest opportunity.
  - d. Base their actions on considerations of safety and well-being of any person implicated by the allegation and assess whether there are any immediate risks to adults or children.
  - e. Keep a record of their decision and the reasons for it – whether it is to share information with relevant agencies or not. If sharing information, then record what has been shared, with whom and for what purpose.
  - f. Ensure that the information shared is necessary for the purpose for which they are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (e.g. electronic documents should be password protected. Where appropriate pseudonyms should be used instead of names).
  
5. Depending on the type of allegation there are several options available to the group receiving the allegation:
  - a. Follow the Child Safeguarding Policy and Procedures if the allegation concerns a child,
  - b. Contact the relevant agencies for advice and if necessary referral (e.g. to police, adult social services, etc).
  - c. Investigate the allegations thoroughly and fairly and report back with evidence, conclusions and recommendations: For example, internal or external mediation, referral to authorities.
  
6. Confidential material relating to any complaint must be kept in a locked cabinet or draw at the home of a nominated member of the protection group and destroyed after one year if the incident is resolved informally, or handed to the appropriate authorities if it turns into a legal or criminal case.

## Annex 1. Child Safeguarding Incident Form

### CONFIDENTIAL

<b>Name of Child Protection Focal Point:</b> Location: Date and time report received:
<b>Report given to Child Protection Focal Point by:</b> Name (as above): Position/occupation: Address / Contact Information:  Relationship to Child: Date of suspected incident / incident:
<b>Child's details</b> Name: _____ Sex: _____ Age: _____ Date of birth (if known): _____ Address/contact information (if known): _____  Ethnicity: Languages spoken: Any other information about the child or the child's family and background:
<b>Has an allegation been made against someone? YES / NO</b> If yes, please complete with as much information as is known: Name (keep real name confidential – use a pseudonym): Sex: _____ Age: _____ Address/contact information (if known): _____  Occupation/employment details: Relationship to Child: Current location of alleged perpetrator: Other Information:

**Details of concern/incident: what, who, where when (including child's own words if possible). Describe any sequence of events as they happened if possible:**

**Who else knows about the concern/incident?**

**a) authorities (give names, positions and contact details where possible)**

**b) family members and or other individuals including MEP volunteers (give full names and contact details if possible)**

**Actions taken and/or analysis by Child Safeguarding Focal Point**

**Decision(s) made by Child Safeguarding Focal Point (or Protection Working Group) for further action**

**Referral details if applicable (including nature of referral, person or organisation referred to and date):**

**Signed off by (name and signature of Child Safeguarding Focal Point or Protection Working Group member):**

**Date:**

## Annex 2. Photography and Video Consent Form

It is MEP's policy that when we are planning to use an image of an adult or child (photograph or video) for MEP materials, consent must be obtained from the adult or child's parent or legal guardian. The purpose of this form is:

- To provide information for the person giving consent so they can make an informed decision.
- To be clear about how images will be used and what the consent applies to.

Note: A child (anyone under the age of 18 years) can give their own consent if they are old enough to understand. However, a parent or legal guardian must also sign the form on their behalf (see below).

### Declaration of Consent

1. I, (insert name) ..... give MEP permission to use any photographs or videos shot during MEP activities which contain my image, for any purposes in relation to MEP's work. These could include: the right to use them in any advertisements and other publicity materials, direct mail, books, newspapers, magazine articles, television programmes and internet publications throughout the world. If there are other reasons please explain here:  
  
.....  
  
.....

I understand that I do not have any rights of ownership or other claim over the images.

2. I understand that if I wish the image to be identified with a false name I will specify below.
3. I understand that MEP will keep all the images and use them for such period as it considers appropriate, and may move them into its image archive once they are no longer needed.
4. I wish for the image to be identified with a false name YES/NO (delete as applicable)

Signed ..... Date .....

To be signed by a parent / guardian if this consent relates to a child (anyone under 18 years old):

I, (insert name) ..... the parent(s)/guardian(s) of:

(insert child's name) ..... hereby give MEP permission to use any photographs or videos shot during MEP activities which contain my child's image, for any purposes in relation to MEP's work as described above and understand points 1 -5 above.

Signed ..... Date .....

### Annex 3. Training Courses for Volunteers

Volunteers are encouraged to attend training (mostly free) in areas such as health and safety, child protection and first aid. Any volunteers that attend training (or have already done so) are asked to let MEP know so we can keep a record of who has experience in particular areas. If you wish to attend one of these trainings on behalf of MEP, please contact a member of the Protection Working Group.

Course	Cost	Provider	Contact
Volunteer Induction	N/A	MEP	In house training
Community Group Child Protection Training	Free	Safety Net	<a href="http://www.eventbrite.co.uk/o/safety-net-906180167">http://www.eventbrite.co.uk/o/safety-net-906180167</a>
Supervising for safeguarding	Free	Safety Net	
Emergency First Aid at Work	£132	British Red Cross	<a href="http://www.redcrossfirstaidtraining.co.uk/Where-we-train/South-East/Hove.aspx">http://www.redcrossfirstaidtraining.co.uk/Where-we-train/South-East/Hove.aspx</a>
Everyday First Aid – Online course with certification	Free	British Red Cross	<a href="http://www.redcross.org.uk/What-we-do/First-aid/Everyday-First-Aid">http://www.redcross.org.uk/What-we-do/First-aid/Everyday-First-Aid</a>
Health and Safety at Work	Variable	IOSH	<a href="http://www.iosh.co.uk/Training.aspx">http://www.iosh.co.uk/Training.aspx</a>
First aid for the public	Approx. £45	British Red Cross	<a href="http://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-public-courses.aspx">http://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-public-courses.aspx</a>
Fire Marshall Courses	Approx. £116	St John's Ambulance	<a href="http://www.sja.org.uk/sja/training-courses/course-search.aspx">http://www.sja.org.uk/sja/training-courses/course-search.aspx</a>
E-safeguarding Understanding and recognising: - Physical Abuse - Sexual Abuse - Emotional Abuse - Neglect - What to do if you suspect abuse or neglect	Free	Safety Net	This is an E learning course that can be accessed online. E mail Safety Net to re-request a log in <a href="mailto:training@safety-net.org.uk">training@safety-net.org.uk</a>
Food Hygiene – level 1 and 2			Paolo
Mediation training			Paolo
Other trainings – To be identified by the group			Paolo

## **Annex 4. Important Contacts**

### **Emergency Services**

For Police, Fire or Ambulance: Tel 999 (emergency) or 101 (if it is not an emergency)

### **Making child protection referrals**

ACAS (Advice, Contact and Assessment Service) Local Children's Social Care Team: tel 01273 295920. Email: ACAS@brighton-hove.gcsx.gov.uk

Please note ACAS also have an Advice Service on this number for general support and enquiries around issues of concern where you may not feel sure it requires a social work referral or not.

LADO – Local Authority Designated Officer - Darrel Clews: Tel 01273 295920. Email Darrel.clews@brighton-hove.gov.uk

Police: Tel 0845 60 70 999 and ask for child protection team

Local Safeguarding Children's Board: Tel 01273 295055 [www.brightonandhovelscb.org.uk](http://www.brightonandhovelscb.org.uk)

Safety Net: tel 01273) 411613 / [www.safety-net.org.uk](http://www.safety-net.org.uk) /[www.safetynetkids.org.uk](http://www.safetynetkids.org.uk)

NSPCC: [www.nspcc.org.uk](http://www.nspcc.org.uk)

For details of other organisations and resources, see [Useful organisations](#) on MEP website