

- Families First Southampton

Policies

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1 Data Protection / Retention

The **Data Protection Act 1998** contains principles affecting employees' and other personal records. *Information protected by the Act includes not only personal data held on computer but also certain manual records containing personal data, for example employee personnel files held in a structured filing system. The purpose of these rules is to ensure you do not breach the Act.*

Families First Southampton holds confidential personal information about our employees and our customers – both children and their parents / carers, for example their names and home addresses. This information is held either in a password protected computer database system, or in a locked filing cabinet. Information held is kept to the minimum needed to operate the Families support and to fulfill the requirements of our registration. Access to it is granted on a need-to-know basis.

If you are in any doubt about what you can or cannot disclose and to whom, do not disclose the personal information until you have sought further advice from

Marina Murphy

Families First Southampton Protection Officer

You should be aware that you can be criminally liable if you knowingly or recklessly disclose personal data in breach of the Act. A serious breach of data protection is also a disciplinary offence and will be dealt with under the company's disciplinary procedures. If you access another employee's personnel records without authority, this constitutes a gross misconduct offence and could lead to your summary dismissal.

1.1 The Data Protection Principles

There are eight data protection principles that are central to the Act. Families First Southampton and all its employees must comply with these principles at all times in its information-handling practices. In brief, the principles say that personal data must be:

1. **Processed fairly and lawfully** and must not be processed unless certain conditions are met in relation to personal data and additional conditions are met in relation to sensitive personal data. The conditions are either that the individual has given consent to the processing, or the processing is necessary for the various purposes set out in the Act. Sensitive personal data may only be processed with the explicit consent of the individual and consists of information relating to:

- race or ethnic origin
- political opinions and trade union membership
- religious or other beliefs
- physical or mental health or condition
- sexual life

2 Safeguarding Vulnerable Adults Policy.

2.1 Introduction

Families First Southampton is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, engaged in the breadth of its activities.

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of Families First Southampton in relation to the protection of vulnerable adults from abuse. A separate policy for safeguarding children and young people can be found in our Policies Manual or on request from the Trustees or the Father's Worker.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of this policy are:

- To explain the responsibilities Families First Southampton and its staff, volunteers and trustees have in respect of vulnerable adult protection.
- To provide staff with an overview of vulnerable adult protection
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

2.1.1 Context

For the purpose of this document 'adult' means a person aged 18 years or over.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a 'vulnerable adult' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person:

"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 him or herself, or unable to protect him or herself against significant harm or exploitation".

The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect (see the Public Interest Disclosure Act 1998) and to pass on their concerns to the responsible person, Marina Murphy marinainthevalley@outlook.com or the relevant external agency.

For purposes of ensuring consistent and widely understood terminology, these policy and procedures will use the phrase 'Vulnerable Adults' to identify those eligible for interventions within the procedures.

2.1.2 Legal Framework

This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998.

The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.

2.2 The Role of Staff, Volunteers and Trustees

All staff, volunteers and trustees working on behalf of Families First Southampton have a duty to promote the welfare and safety of vulnerable adults.

Staff, volunteers and trustees may receive disclosures of abuse and observe vulnerable adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific adult protection issues.

2.2.1 Training

Training will be provided, as appropriate, to ensure that staff are aware of these procedures. Specialist training will be provided for the member of staff with vulnerable adult protection responsibilities.

2.3 What is Abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

The Department of Health in its 'No Secrets' report suggests the following as the main types of abuse:-

- **Physical abuse-** including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse-** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- **Psychological abuse-** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse-** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission-** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse-** including racist, sexist, that based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

2.3.1 Procedure in the Event of a Disclosure

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

2.3.2 Responding to an Allegation

Any suspicion, allegation or incident of abuse must be reported to the Designated Adult Protection Officer, Marina Murphy marinainthevalley@outlook.com where possible or a relevant external agency.

The nominated member of staff shall telephone and report the matter to the appropriate local adult social services duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

2.3.3 Responding Appropriately to an Allegation of Abuse

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for
- Support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern

- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

2.4 Confidentiality

Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

This policy needs to be read in conjunction with other policies for Families First Southampton including:

- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Safeguarding children and young people
- Permission to Share

2.5 The Role of Key Individual Agencies

Adult Social Services

The Department of Health's recent 'No secrets' guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse.

All local authorities have a Safeguarding Adults Board, which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults. It is normal practice for the board to comprise of people from partner organisations who have the ability to influence decision making and resource allocation within their organisation.

The Police

The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

Role of Designated Vulnerable Adult Protection Officer

The role of the designated officer is to deal with all instances involving adult protection that arise within. They will respond to all vulnerable adult protection concerns and enquiries. The designated Vulnerable Adult Protection Officer for Families First Southampton is Marina Murphy. Should you have any suspicions or concerns relating to Adult Protection, contact Marina Murphy at marinainthevalley@outlook.com

Role of Line Manager

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could, if agreed with the staff member dealing with the incident, make contact with the designated Adult Protection Officer in the first instance.

The line manager should ensure that all staff within their team are familiar with Families First Southampton vulnerable adult protection procedures and ensure that all staff undertake training, where appropriate.

2.6 Complaints Procedure

Families First Southampton has a complaints procedure available to all staff, volunteers and trustees.

2.7 Recruitment Procedure

Families First Southampton operates procedures that take account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on new staff, volunteers and trustees where applicable.

Families First Southampton Safeguarding Children's Statement

August 2016

This policy applies to all staff, including senior managers, the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Families First Southampton.

The Purpose of this policy is:

- to protect the young teenage fathers we work directly with and the children of the fathers who receive a service from Families First Southampton.
- to protect staff and volunteers with the all-embracing principles that guide our approach to safeguarding.

Families First Southampton believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

Legal Framework

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedom Act 2012
- Working together to safeguard children 2015

Families First Southampton recognise that:

- ❖ The welfare of children is paramount, as enshrined in the Children Act
- ❖ All children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of 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 with other agencies is essential in promoting young people's welfare.

Families First Southampton will seek to keep children and young people safe by:

- Valuing them, listening to and respecting them
- Adopting child protection practices through procedures and a code of conduct for staff and volunteers
- Developing and implementing effective e-safety policy and related procedures
- Providing effective management for staff and volunteer through supervision and support. Access training that is specific to the roles that are within Families First Southampton and undertake safeguarding training/awareness annually.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Sharing information about child protection and good practice with children, parents, staff and volunteers
- Sharing concerns with agencies who need to know, and involving parents and children appropriately.

Families First Southampton are committed to reviewing our policy and good practice annually and the policy and procedure is available within Families First Southampton Policy Manual on our website www.familiesfirstsouthampton.org

3. Safeguarding & Child Protection Policy

3.1 Introduction

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of Families First Southampton in relation to child protection procedures.

The key objectives of this policy are:

To explain the responsibilities of Families First Southampton and its staff, volunteers and trustees have in respect of child protection.

To provide staff with an overview of child protection.

To provide a clear procedure that will be implemented where child protection issues arise.

3.1.1 Context

For the purpose of this document a child is defined as a person under the age of 18 (The Children's Act 1989)

All children have the right to protection from all forms of abuse including exploitation, neglect, physical and mental abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation.

3.1.2 Legal Framework

This guidance reflects the principles contained within the United Nations Convention on the Rights of the Child (UNCRC) ratified by the United Kingdom in 1991 and the Human Rights Act 1998.

The Children's Act 1989 sets out the legislative framework for safeguarding and promoting the welfare of children and the Children's Act 2004 underpins the Every Child Matters, Change for Children programme.

3.2 The Role of Staff, Volunteers and Trustees

All staff, volunteers and trustees working on behalf of Families First Southampton have a duty to promote the welfare and safety of children.

Staff, volunteers and trustees may receive disclosures of child abuse and observe children who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific child protection issues. This includes risk from being photographed or grooming, abuse on the internet. Any concerns regarding the internet must be discussed with professionals with particular expertise.

3.2.1 Training

Training will be provided, as appropriate, to ensure that staff are aware of these procedures. Specialist training will be provided for the member of staff with child protection responsibilities.

3.3 What is Child Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to prevent harm. Children may be abused in a Families or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children (Working Together to Safeguard Children 2006)

The 'Working Together to Safeguard Children' guidance published by the Government defines four categories of abuse as follows.

Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse

This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless, unloved or inadequate. It may involve bullying, causing children to feel frightened or in danger.

Sexual Abuse

This type of abuse involves forcing or enticing a child to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. Examples of physical contact include penetrative acts (rape, buggery or oral sex) or non-penetrative acts kissing, fondling, masturbation. It may include non-contact activities involving children in looking at or be involved in sexual online images and or encouraging children to behave in sexually inappropriate ways.

Neglect

This is the persistent failure to meet a child's basic physical and or psychological needs, likely to result in the serious impairment to the child's health and development. It can include failing to provide adequate food, clothing and shelter, adequate supervision or failing to provide medical help when needed.

3.3.1 Procedure in the Event of a Disclosure

It is important that children are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation is made that a child has been abused or when there is a suspicion that a child has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child.

If the complainant is the child, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information including using the

Families First Southampton Child Cause for Concern - Initial Cause for Concern Form'

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the child who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

3.3.2 Responding to an Allegation

Any suspicion, allegation or incident of abuse must be reported to the Designated Child Protection Officer on that working day where possible.

The nominated member of staff shall telephone and report the matter to the appropriate local social services department duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority Social Services department within 24 hours.

3.3.3 Responding Appropriately to a Child Making an Allegation of Abuse

- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Tell the child that the matter will only be disclosed to those who need to know about it.
- Allow the child to continue at her/his own pace.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.

- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next, and with whom the information will be shared.

Record in writing what was said, using the child's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional child protection agencies, following a referral from the designated child protection officer.

3.4 Confidentiality

Child protection raises issues of confidentiality which should be clearly understood by all.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of children with other professionals, particularly investigative agencies.

Clear boundaries of confidentiality will be communicated to all. All personal information regarding a child will be kept confidential except when; it is suspected that a child under 18 years is the victim of abuse.

If a child confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the child sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies for the child's own sake.

Within that context, the child should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the child before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child is the priority.

Where a disclosure has been made, staff should let the child know the position regarding their role and what action they will have to take as a result.

Staff should assure the child that they will keep them informed of any action to be taken and why. The child's involvement in the process of sharing information should be fully considered and their wishes and feeling taken into account.

Child Protection issues are highly sensitive and staff who receives information about children or their Families in the course of their work should share that information only within appropriate professional contexts. All child protection records should be kept secure.

3.5 The Role of Key Individual Agencies

Social Services

The Children's Act 1989 gives Local Authority Social Services the primary responsibility for the care and protection of abused children and children at risk of abuse. It is their statutory duty to ensure that there is an investigation in cases of suspected abuse or significant harm.

To take action to protect the child and to promote the welfare of the child.

Social Services also convene Child Protection conferences and manage the Child Protection Register.

Police

The overriding concern of the Police in child protection is the welfare of the child. Their general duties are to investigate crimes as well as a duty to prevent offences being committed and to protect those at risk of harm. The Children's Act 1989 permits the Police to take a child into police protection; where there is reasonable cause to believe that he/she would otherwise be at risk of significant harm.

Police and Social Services will work jointly where it is likely that criminal proceedings will be brought against the perpetrator of the abuse.

NSPCC

The NSPCC pursues its objective of identifying and preventing child abuse through consultation and cooperation with Social Services. They are identified as an 'authorised person' under the Children Act 1989. NSPCC runs national Child Protection Helplines.

Child Protection Officers of the NSPCC are required to initiate procedures that ensure their own appropriate response to any complaint or request for help on all matters concerning children.

Role of Designated Child Protection Officer

The role of the designated officer is to deal with all instances involving child protection that arises within Families First Southampton. They will respond to all child protection concerns and enquiries.

The designated Child Protection Officer for Families First Southampton is Marina Murphy

Should you have any suspicions or concerns relating to Child Protection Contact:

marinainthevalley@outlook.com

Role of Line Managers

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could if agreed with the staff member dealing with the incident, make contact with the designated Child Protection Officer in the first instance.

The line manager should ensure that all staff within their team are familiar with Families First Southampton's current Child Protection procedures and ensure that all staff undertake Child Protection training, where appropriate.

3.6 Use of Photographic / Video equipment

Written consent to take and use images of children should be obtained prior to the taking of photographs and or video footage. Parents/carers should be made aware of when, where and how the images may be used to give their informed consent. This would include any photos taken on your phone in a group setting that can identify any children.

3.6 Complaints Procedure

Families First Southampton have a complaints procedure available to all staff, volunteers and trustees. A copy can be requested or can be viewed on our website.

3.7 Recruitment procedure

Families First Southampton operates procedures that take account of the need to safeguard and promote the welfare of children and young people, including arrangements for appropriate checks and references on new staff, volunteers and trustees where applicable.

3.8 References, internet links and further sources of information

Working together to Safeguard Children – (A guide to inter-agency working to safeguard and promote the welfare of children.) Available to download at www.everychildmatters.gov.uk

Southampton's Local Safeguarding Children Board – www.southamponlscb.co.uk 02380 832995

Concerned about internet abuse www.safernet.org.uk helpline 0844 381 4772

What to do if you are worried a child is being abused.

Available to download at www.everychildmatters.gov.uk

4. Families First Southampton Complaints Procedure

4.1 Introduction

This policy is intended for use by anyone who has interaction with Families First Southampton as an organisation, a service provider or with Families First Southampton and its position on policy issues.

However, we recognise that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided falls short of what they could reasonably expect or that Families First Southampton position on a policy issue has caused them harm.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

4.2 Procedure

This is what you should do:

The complaint should be made either in person, or by telephone, fax, letter or email to the Chief Executive who will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Chair of Trustees, the complaint should be addressed to the Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Families First Southampton will do:

The Chair of Trustees will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair of Trustees will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members, which will include at least one Honorary Officer. The appeal must be lodged within 20 days from the date of the original findings of the complaints procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair of Trustees will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. He will report to the Board on this at least annually.

If you have a complaint, please contact:

Name : Mr Joe Wright

1 Spring Crescent

Portswood

Southampton

SO17 2FZ

Tel 023 8032 2197

Email joe@paintpotsnursery.co.uk

5. Families First Southampton - Lone Working Policy

5.1 Policy Statement

Families First Southampton recognises that, during the course of their work, it may on some occasions for employees to work alone. This may occur as a regular part of an employee's working practice or may occur on an occasional basis. In either situation it will arise from the understanding that this is the most appropriate and effective way of working Families First Southampton is committed to minimising the risk of lone working for its employees. The work of Families First Southampton is undertaken within groups and working alongside other organisations. If meeting client's particularly vulnerable adults, this should be undertaken in a place where the workers and clients are visible to other people. Two staff should visit clients in their own homes or a private place. This will be undertaken as a joint visit with another agency or a volunteer. When clients have been visited and the environment and client are considered safe and it is deemed necessary to visit a client at home this will be undertaken. If a worker considers the situation has changed or has become unsafe in any way the will leave immediately. Rooms in community buildings have been secured in places across the city to meet with clients.

At the present time the outreach work will be undertaken following the above guidelines however if there is an increase in staff and the work requires joint visits to private places the following procedure will be undertaken.

Management will ensure that systems are adopted, and resources made available to support these systems, which will provide for worker safety. Training will be provided for all relevant staff members regarding the systems and procedures that have been adopted regarding to lone working.

All Lone Workers will be fully trained in the systems and procedures employed to ensure their safety, as well as training in the practical safety issues related to the content of their work. The training should include initial generic lone working training, induction into the specific role and provision made for ongoing training and supervision. Only experienced workers who have completed the relevant training should undertake lone working. Systems & Procedures The following are suggestions for measures to enhance lone working safety that can be implemented independently or incorporated into organisations' own working practices. - At the development of the Lone Working Policy, the policy makers, managers and practitioners should meet together to review existing systems and working practices with regards to their effectiveness and any requirements for change.

Future reviews of the Lone Working Procedures should be timetabled into the organisation's meeting cycle. - A clear statement should be drawn up as to the purpose for the lone working within the organisation and circumstances relating to it. Prior to any worker undertaking lone working with a service user, any potential hazards in that particular situation should be identified, recorded and a risk assessment should be completed in conjunction with the worker. - All relevant information about the father, including information from referral agencies should be obtained and made available to the worker. - All initial visits should be undertaken by 2 workers.

Outreach should be undertaken by more than one worker and codes of practice should be developed for these workers. - Clear records should be kept of all lone working being undertaken within the

organisation. Workers should give a name, address and concise relevant information relating to the circumstances of a lone working visit. After a lone working visit the lone worker should phone to confirm the visit has finished the Procedures should be developed to cover actions to be taken if the worker fails to phone to base at the end of the visit, including time extensions, emergency passwords and ultimate actions of calls to the police

A record should be kept of any instances that constitute a threat or risk to the worker's safety and any instances of actual harm. - Systems should be put in place to ensure the recording of all individual work with young people. - A training programme should be developed and delivered to all staff relating to lone working procedures.

- Background information on the Families they are to work alongside.
- All first time visits to be done with two workers.
- Workers should have some knowledge of the working area & associated risks within that area - e.g. Drugs, criminal activity etc.

Procedure 2 (relating to period of lone working)

Before leaving, the worker should always inform a nominated member of staff of:

- Where they will be going and any risk factors
- Approximately how long the visit will last.
- What time they are expected to return Procedures need to be in place in the event of no contact from the worker, eg: Ring mobile of worker
- Ring home/mobile of place visited • Ring worker's contact • Ring senior management • Ring police

Procedure 3 (Self Check)

- Do a risk assessment, identifying any potential risks.
- Check that mobile phones, personal alarms, torches etc, are fully charged and in good working order.
- Always ensure you have a reliable contact and prearranged password in case of an emergency.
- Always keep timetable up to date - one for personal use and one to be left in office at all times.
- Wear appropriate clothing – i.e. flat shoes/boots and clothing that will not restrict worker from making a quick departure.

The Suzy Lamplugh Trust can be contacted for further information about these options. Training for Lone Workers Training is particularly important with lone working, to avoid panic reactions in unusual

situations. All lone workers need to be sufficiently experienced and trained, and understand all risks and procedures before starting to work alone. Training should heighten staff awareness with regard to-

1. Up to date Child Protection procedures, emergency duty arrangements and after hours working
2. Workers' being street wise, aware of potential risks of violence, verbal / physical aggression and allegations
3. Maintaining a safe environment for staff and young people at all times, including practical issues such as the use of personal alarms and mobile phones.

4. Action to be taken if staff or young people are put at risk. 5. Worker to be de-briefed immediately. Persons to be affected by these guidelines All paid full / part-time staff, voluntary workers & young people. These guidelines to apply within a varied working context, at all times of day or night. However, within the hours of darkness, two workers should be present at all times, preferably one male & one female. Lone working has been acknowledged as "necessary" to progress in work with young people, however this work needs to be as secure and as safe as possible at all times.

The Suzy Lamplugh Trust

PO Box 17818 London SW14 8WW

Tel 020 8876 0305 Fax 020 8876 0891

Email info@suzylamplugh.org Web www.suzylamplugh.org

6. Employment of Ex Offenders Policy

As an organisation using the Criminal Records Bureau (DBS) Disclosure Service to assess applicants' suitability for positions of trust, Families First Southampton complies fully with the DBS Code of Practice and undertakes to treat all applicants fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Families First Southampton is committed to the fair treatment of its staff, volunteers, potential staff and volunteers, and users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

This Families First Southampton policy statement on the recruitment of ex-offenders is made available to all applicants at the outset of the recruitment process.

We actively promote equality of opportunity to ensure the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience. We recognise that having a criminal record does not mean a lack of skills, qualifications and experience. We recognise that having a criminal record does not mean a lack of skills, qualifications and experience and we are aware that high quality training leading to qualifications is available in many prisons.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

We encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is brought under separate, confidential cover to a named employee, to the interview, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Families First Southampton to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in Families First Southampton who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974 and Exceptions and the Police Act 1977.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place about offences or other matter that might be relevant to the position. All information regarding offences is kept confidential in a secure lockable filing cabinet which is only accessed by personnel. The successful applicant can request to be informed who in the organisations knows of the conviction and reasons for that.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us.

This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal relevant information could lead to withdrawal of an offer of employment, or dismissal if it comes to light following appointment. We have a duty to identify any risk to the organisation business, customers, clients, volunteers and employees.

Please ensure that one of the following Criminal Conviction Forms are completed :-

Criminal Conviction Form A : for positions that do not require a Disclosure

Criminal Conviction Form B : for positions that require a Disclosure

7. Volunteers Policy

7.1 Introduction

Families First Southampton has Volunteers and voluntary action are at the heart of the organisation and we welcome the involvement of volunteers in all aspects of our work to enhance and extend the work which is undertaken by our paid staff.

As an organisation, Families First Southampton strives to meet the standards of best practice involving volunteers which are set by the Investing in Volunteers (IiV) quality standard managed by the National Council for Voluntary Organisations (NCVO). Best practice is overseen by the Families Worker and owned by designated staff members with volunteer involvement responsibilities.

Families First Southampton encourages volunteers in all areas of our work to learn about and understand the work of an infrastructure support organisation such as Families First Southampton. Specific information is provided to volunteers to as part of an induction.

7.1.1 Our Commitment to Volunteering

Choice - Volunteering is undertaken as a matter of free choice. Volunteers are not obliged to undertake tasks they are not comfortable with.

Inclusion - Volunteering is open and accessible to all with fair, simple and consistent processes. Volunteers have influence in how things are organised.

Support - Volunteers are appropriately introduced to their role and provided with ongoing support and training appropriate to their individual needs, abilities and skills.

Safety - The safety and wellbeing of all volunteers is regularly reviewed and adequate insurance is in place. Volunteers are made aware of how to raise concerns and how they will be handled.

Reimbursement - All volunteers are appropriately and promptly reimbursed for their travel and other agreed out of pocket expenses incurred whilst carrying out their role.

Reward - Volunteers receive appropriate recognition for their efforts and often hear the words "thank you".

Becoming a Families First Southampton Volunteer, we work closely with Southampton Voluntary Services (SVS) to identify volunteers. Other organisations are also aware of our need for volunteers. We advertise our opportunities in line with our commitment to Diversity and Equal Opportunities, targeting campaigns to minority, disenfranchised or hard to reach groups and within our resources will ensure accessibility to the information.

7.1.2 Volunteering Enquiry

The Families Worker will make contact with individuals who express an interest in a volunteer role in the organisation within 10 working days of their enquiry and will arrange an opportunity to discuss the role in full. At this point individuals will be provided with a copy of the Volunteer Policy. The information recorded on an application form is treated as strictly confidential and stored in compliance with the Data Protection Act 1998.

7.1.3 Screening and Selection

The process for screening and selection will depend on the nature of the volunteering opportunity and the next step will involve either a formal interview, informal interview or a taster session. At this first point, time will be given to explore the motivations for the individual wishing to volunteer. All formal interviews which take place will include at least one of Families First Southampton Trustees. During an interview, we will seek some basic information about the prospective volunteer as well as ensuring that the placement will match the volunteer's skills, experience and interests with Families First Southampton essential needs and requirements. For the majority of volunteering opportunities, two references will be required and volunteers will not commence unsupervised within a volunteering opportunity until these references have been received and are satisfactory. References will be accepted from current or previous employers, or character references from those who know the individual, though providing this is not a close relative. It is not our intention to put up any barrier for those who may find it difficult to provide details of referees and urge any prospective volunteer for whom this may be the case to seek advice from the Families Worker.

Some of the volunteering opportunities offered at Families First Southampton may require professional, technical or other qualifications. For these roles, volunteers will need to provide evidence of relevant qualifications or have independent confirmation of their experience.

In circumstances where a volunteer role involves performing activities with children, young people under the age of 18, or those which would deem an adult to be vulnerable, the volunteer will be advised that a criminal records check through the Disclosure and Barring Service (DBS check) will be required as part of the screening process for the role. The volunteer will be asked to provide identity documents and other relevant information to complete the check. Where possible, this will include at least one of the following primary identity documents, along with two trusted government documents (i.e. Marriage/civil partnership certificate, HM Forces ID card) or current and valid financial and social history documents (e.g. Bank or building society statement, Utility bill P45 or P60).

Primary identity documents :

- Any current and valid passport
- Birth certificate (issued at the time of birth)
- Current driving licence / provisional licence (photo card and counterpart)
- Biometric residence permit

The volunteer will be given appropriate assistance in the completion of the Disclosure application form. Should the prospective volunteer be someone who has not resided in Great Britain long term, we will endeavour to obtain information about any criminal convictions or proceedings in countries outside the UK, though depending on resources available to meet the charges of such investigations. The volunteer will be invited to look at other suitable volunteering opportunities within the organisation which do not require a DBS disclosure.

Families First Southampton does not preclude people who wish to volunteer who have previous criminal convictions, but will look at each individual situation objectively and fairly without compromising its legal duty of care, taking into account:

- The relevance of any offence in relation to the proposed volunteering opportunity.
- The nature of the former offence(s) and the seriousness of them.
- The time when the offence(s) occurred and whether there has been any pattern of offending
- The age and circumstances of the applicant at the time of the offence(s).
- Whether there has been any significant change of circumstances.

7.1.4 Diversity & Equal Opportunities

Families First Southampton is committed to the principles of diversity in all areas of its work. We are keen to ensure that our volunteers are representative of the community and the people who use our services. All abilities, backgrounds and needs are recognised, valued and respected as making a positive contribution to the work that we do. We are committed to monitoring and regularly evaluating our progress towards achieving diversity in all our staff including volunteers and expect volunteers to subscribe to the principles and practices of the Equal Opportunities Policy. In considering potential volunteers Families First Southampton will not discriminate on the grounds of age, disability or health condition, faith, race or ethnic origin, economic status, gender, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity.

7.1.5 Volunteer Role Description

To ensure that our volunteers are clear as to what is expected of them and to ensure that the volunteers' roles are interesting, challenging and ultimately rewarding, all volunteers will receive a written Volunteer Role Description describing their role and related tasks before commencing volunteering. For some roles it will be possible for the volunteer to build on their role once their confidence and experience has grown.

Each Volunteer Role Description will include the following:

- The volunteer's role title
- The function / purpose of the volunteer role
- A list of tasks / activities envisaged for the role

- Families First Southampton

- Times / days for activities to take place of volunteering activity and in some cases a Person Specification will be given, listing the skills and experience which are essential or desired for the role.

8 Whilst Volunteering at Families First Southampton

8.2.1 Induction

Before taking up the voluntary placement, all volunteers in addition to receiving a copy of this policy will be guided through all relevant materials, policies and procedures.

Volunteers will undergo a period of induction which will include:

- An orientation of the place of volunteering
- Showing volunteers where and how to use any relevant equipment
- An introduction to relevant staff and volunteers
- Information on the structure of the organisation
- A review of the Volunteer Role Description
- A discussion around times and dates of volunteering, trial period arrangements and any immediate training needs.

8.2.2 Trial Period

To ensure that the organisation and the volunteer are compatible, all volunteers will have an initial trial period. The length of this trial period will be agreed according to the time commitment of the volunteer and depending on the nature of the role. Any issues which arise during the trial period should first be discussed with the Families Worker with a view to resolving them quickly and to the satisfaction of all those concerned. However, should the volunteer not be best suited to the particular voluntary role, support will be given to find another suitable volunteering opportunity, either within the organisation or externally. Likewise, should the volunteer consider that the organisation or the volunteering opportunity does not fulfil their requirements; they may be able to withdraw from the role without fear of embarrassment.

8.2.3 Support and Supervision

Families First Southampton is committed to ensure its volunteers are correctly supported and supervised while volunteering with the organisation. Each volunteer will be informed of their direct Line Manager and relevant paid staff who will support them in their role. Volunteers must be willing to accept directions by relevant paid staff of the organisation and to abide by the organisation's policies and procedures during their involvement with the organisation.

Any operational issues should be raised as they arise.

All volunteers involved with Families First Southampton will be supported through regular supervision meetings.

These are in place to accommodate an opportunity for effective „two-way“ communication between the volunteer and the relevant staff member. A specified time will be set aside for this, which where possible will be mutually agreed.

During supervision meetings the staff member and the volunteer will discuss the following:

- Reflection on previous volunteering activity
- Acknowledging successful work
- Any matters of concern
- Reviewing and monitoring the current voluntary activity
- A plan future activity
- Any training relevant to the volunteer's role, or raising any training needs
- Reimbursement of any out-of-pocket expenses
- Providing written references
- Any developments or changes to a Volunteer Role Description
- Health and Safety
- Any appropriate tools or equipment required to enable a volunteer to carry out their role

Families First Southampton believes that no one should be at a financial disadvantage through volunteering their time on a freely chosen basis and is committed to meet, within the resources available, reasonable out-of-pocket expenses incurred by our volunteers. These include: Travel between home and place of volunteering activity which includes:

8.2.4 Public transport allowance

If travelling by bus or train, the ticket must be given to the Families Worker submitting expenses. Public transport from outside the City should first be discussed and agreed with the Families Worker.

The mileage allowance will be concurrent with the general Families First Southampton staff mileage allowance, which is:

For Cars and Vans: 40p per mile / For Motor cycles: 24p per mile

If a journey is in excess of 10 miles (round trip) volunteers are required to check arrangements with the Families Worker.

Contribution towards childcare and other care allowance will be considered on a case by case basis after 3 months of a volunteering relationship, within the resources available, by the Families Worker.

Contribution towards any parking charges incurred during a period of volunteering activity. Volunteers are encouraged to seek the cheapest appropriate parking.

If volunteering longer than five hours in any one period, a subsistence allowance of up to £3.00 will be paid. Receipts for items purchased must be retained and produced together with a completed SVS Expenses Claim form.

All expenses are paid retrospectively, unless otherwise agreed, after submission of expenses at the end of each month. Families First Southampton recognises that not all volunteers wish to accept reimbursement of expenses, but request that in these circumstances, volunteers claim expenses and donate this back to the charity, using the governments Gift Aid scheme for registered tax payers where able. This should be discussed with the relevant

8.2.5 Recognition / References

Families First Southampton is committed to providing references to volunteers who have completed more than 50 hours of volunteering with the organisation, or in circumstances where this has been agreed with the relevant Families worker. A full reference can be provided during an ongoing volunteering relationship, or for up to 2 years after the volunteer has left the organisation. References are provided by the Families Worker which will take place upon receiving a reference request or as part of an exit procedure for volunteers, whichever comes first. Families First Southampton accept that a volunteer should not be embarrassed to leave and should be supported with a positive exit procedure and hand over of their valuable work.

8.2.6 Problem Solving

While the involvement of volunteers within Families First Southampton is usually a positive experience for all, occasionally events may arise that lead to concern. This may be between one volunteer and another volunteer, or between a volunteer and a member of staff or the organisation itself. Sometimes it may be because a staff member has noticed that a volunteer is not adhering to their Volunteer Role Description, or someone has complained about a volunteer's work, attitude or conduct.

Volunteers have no legal entity in law and subsequently, whilst they receive the same legal rights as any member of the public in relation to, for example Health and Safety, Data Protection and the Protection from Harassment legislation, they receive no protection under Employment or Equal Opportunities law. Families First Southampton endorses the good practice of treating volunteers as if they are protected under law and to help compensate for this lack of rights, we feel it is important that our volunteers have a process in which concerns or complaints may be raised. The process ensures that volunteers are treated fairly and are not discriminated against, particularly in regard to equal opportunities. Families First Southampton believes it is important that problems or complaints are dealt with quickly, fairly, transparently, confidentially and with consistency.

If a volunteer has a complaint about Families First Southampton, a member of staff, a client or another volunteer.

Stage 1 (orally)

We expect that most matters can be dealt with informally before they become a problem, but if this is not possible, the volunteer should discuss the issue with the Families Worker as soon as possible.

Stage 2 (in writing)

If the matter is not satisfactorily resolved, then it should be made formally in writing to Families First Southampton Board of Trustees.

If the matter is unresolved at this point, then this should be explained in writing by the volunteer and sent to our partner organisation Paint Pots Nurseries. A report will be prepared by the Volunteer and the Trustees will be sent to Paint Pots senior managers. The matter will normally be dealt with within 20 working days from when the volunteer and the Trustees will notified of the decision.

If there is a complaint regarding the volunteer.

Stage 1 (orally)

We expect that most matters can be resolved informally, as many incidents are due to inexperience or training needs. Sometimes however the problem may have arisen due to more serious matters such as the volunteer not fitting into the team, being unreliable, unable to meet the required standards when undertaking tasks or the role is not appropriate for the volunteer.

Stage 2 (in writing)

Where informal measures are not enough, the Families Worker will raise the issue in a formal meeting, usually within one-to-one supervision with the volunteer. The volunteer will be given the opportunity during this meeting to express their opinion and state their side of the matter. If it is felt necessary an informal warning may be issued, with steps to improve and conduct agreed which will be recorded on the volunteers file. If the issue is unresolved satisfactorily at this stage, a meeting involving the volunteer, the Families Worker and a member of the Board of Trustees will be arranged as quickly as possible. This may result in a formal warning, with the understanding that following another warning, the volunteer will be as a last resort, asked to leave, considered for another more suitable volunteering opportunity within Families First Southampton, or supported to contact Southampton Voluntary Services to find an alternative role within another organisation.

In the rare circumstances when it is believed that a volunteer has committed a serious breach of one of the organisation's Policies or Procedures, or behaved in a manner that has or could have seriously affected Families First Southampton as an organisation, the volunteers, they will be immediately suspended while the matter is investigated by the Trustees.

A meeting will be arranged as quickly as possible between the volunteer, the Trustees. At this meeting the volunteer will be given the opportunity to put their case, either in writing or verbally. The volunteer may elect to bring a supporter (e.g. another volunteer, member of staff or a friend) with them to this meeting, who may advise them, but not speak on their behalf unless invited to do so. If a decision cannot be reached at the end of this meeting, the Trustees will endeavour to make a decision within 10 working

days. That decision will be communicated to the volunteer and also given in writing to them. If the complaint against the volunteer is found to be seriously affecting Families First Southampton, they will be excluded from volunteering from Families First Southampton. If considered less serious a plan will be put in place to support the volunteer to make any changes required.

8.2.7 Display Screen Equipment Use

If it is necessary for a volunteer to use a VDU (visual display unit) habitually on a regular basis to perform their role, an eye examination will be advised after 6 months of a volunteering relationship.

8.2.8 Copyright and Intellectual Property

Volunteers who produce materials which fall within the category of being "intellectual property" (i.e. the design of a leaflet or logo), by acknowledging this policy agree to grant copyright of any materials to Families First Southampton. Volunteers will not acquire publication rights or copyrights in connection with their activities involving research into the collection. Volunteers should not make public statements in the name of Families First Southampton or its projects without first seeking permission from the Families worker.

Any copyright and all other rights of a like nature conferred under the laws of England and Wales in materials created by the volunteer in the course of performing their volunteer activities, or exclusively for the purpose of performing volunteer activities, shall vest in the organisation upon creation. Volunteers waive all rights granted under the Copyright, Designs and Patents Act 1988, or as subsequently updated or amended. Where, in connection with the nature of the activity, the volunteer uses any materials in which the copyright is owned by the volunteer, the volunteer shall grant to the organisation a perpetual, non-exclusive, royalty free licence to use, maintain and support such materials.

8.2.9 Insurance

Families First Southampton ensure that our volunteers are protected whilst performing activities on behalf of the organisation by having in place the relevant Public liability and Employers' liability insurance. Up to date copies of our policy are on display within the reception area of Paint Pots House.

8.2.10 Confidentiality

Families First Southampton has access to sensitive information and data relating to many groups and individuals in the city and it is therefore imperative that the strictest confidentiality is maintained at all times. During the induction period, the Families Worker will go through the Confidentiality; Data Protection & Freedom of Information Policy to ensure volunteers understand and agree to the requirements of the policy.

8.2.11 Data Protection

All information about those volunteering within the organisation will be held within the requirements of the Data Protection Act 1998 and no information related to our volunteers or their personal circumstances will be discussed outside Families First Southampton, unless we have a duty of care to make a disclosure.

8.2.12 Health & Safety

Families First Southampton is committed to the health and safety of volunteers involved in all activities within the organisation. It is therefore Families First Southampton policy to do all that is reasonable to prevent personal injury and damage to property and to protect everyone from foreseeable hazards while volunteering with the organisation. Families First Southampton requires all volunteers to be aware of the Health and Safety Policy and to be familiar with its content. During the induction period, the Families Worker will go through the policy to ensure volunteer understand and comply with the requirements of the policy. Families First Southampton requires that all volunteers should be aware and comply with the requirements of the Equal Opportunities Policy, which will be provided to volunteers by the Families Worker during the induction period.

8.2.13 Violence & Harassment

Families First Southampton recognises that its staff, trustees, volunteers and service users may be victims of or perpetrators of violence and harassment, and that it has a duty to eradicate all forms of harassment and to take action where it is identified. During the induction period Families First Southampton requires that all volunteers should be aware and comply with the requirements of the Equal Opportunities Policy, which will be provided to volunteers by the Families Worker during the induction period.

Family Worker will go through the Violence and Harassment Policy to ensure the volunteer understands and complies with the requirements of the policy.

8.2.14 Smoking / Alcohol / Non-Prescription Drugs

Families First Southampton operates a policy of no smoking within our office base at Paints Pots House, other organisations premises or within its immediate environment. This policy also applies to volunteers when attending as are representative of the organisation at any public event. Smoking is not permitted in front of clients or the public at any time whilst engaged in voluntary activity. There is to be no consumption of alcohol or non-prescription drugs whilst volunteering and volunteers may not be under the influence of alcohol or non-prescription substances during their volunteering time. If volunteers are found to have violated this policy it will be deemed as gross misconduct and lead to the volunteering relationship being ended.

8.2.15 Criminal Activity / Disreputable Behaviour

Volunteers are required to inform Families First Southampton if they at any stage of their volunteering with the organisation receive a conviction or are subject to adverse child protection proceedings,

discriminatory investigations or any other circumstances that could impinge on the credibility of the organisation.

If you require this policy in a different format, we will endeavour to meet your needs within the resources we have available. Please contact: Families First Southampton's, Family Worker.

FFS - Families First Southampton : Forms

- Permission to Share Form
- Safeguarding Vulnerable Adults - Initial Cause for Concern Form
- Child Initial Cause for Concern Form
- Criminal Conviction Form A - Criminal Convictions Declaration for positions that do not require a Disclosure
- Criminal Conviction Form B – Criminal Convictions Declaration for positions that do not require a Disclosure

Families First Southampton Permission to Share Form

Name:

DOB/Gender:

Address:

Telephone:

Email Address:

Collecting, Viewing and Sharing Information

By collecting, viewing and sharing information about you we aim to be able to refer you to a service that can best meet your needs.

This information will be stored electronically and possibly on paper. It will:

Enable us to refer you to another organisation.

We aim to work with as many organisations as possible to be effective in our provision of services. This will be done in accordance to the Data Protection Act 1998.

However in an emergency, or life threatening situation, there may be circumstances when we need to view and share information without your consent, for the safety of yourself and others. You need to let us know if you want to update or change who you want to share your information with.

It is your choice who the information is shared with. You should let us know if you wish this to be updated at any time.

Are you willing for us to share your information with :



Personal

Families

Yes/No

Guardian

Yes/No

Carer

Yes/No

Appointee

Yes/No

Advocates

Yes/No

Who else would you like?

.....

.....

Which of these is your preferred contact?



GP Surgery

Anyone involved in my treatment and care

Yes/No



Hospital

Anyone involved in my treatment and care

Yes/No



Community Health

Anyone involved in my treatment and care
i.e. District Nurse, Dentist

Yes/No



Health & Social Care Team

Anyone involved in my treatment or care

Yes/No



Mental Health Services

Anyone involved in my treatment and care

Yes/No



Other Organisations

Housing Department/ Association	Yes/No
Legal professionals	Yes/No
School/ Education	Yes/No
Employment Services	Yes/No

Please list below any others not on this list that are important to you

.....
.....



Emergency Services

Fire	Yes/No
Police - Local / International	Yes/No

DO NOT SHARE WITH (please list below) :

.....
.....
.....

Declaration of Permission to Share Information

“I understand that information about me will be stored on computer and possibly paper. This will only be used in accordance with the Data Protection Act (1998). I agree to information about me being viewed and shared as indicated above where this is necessary in order to assess my needs and arrange and provide services.”

Signed: Date:

Print Name:

Safeguarding Vulnerable Adults - Initial Cause for Concern Form

Date & time :

Name of individual cause for concern is about :

D.O.B / Age (if known) :

Address (if known) :

.....

.....

Describe your concern and action taken:

Observations to support cause for concern:

Description and location of any visible marks, bruising etc:

Name of alleged abuser and relationship with vulnerable adult (if known):

Signature of person completing the form:

Witness:

Date:

Child Cause for Concern Form

Initial Cause for Concern Form

Date & time :

Name of individual cause for concern is about :

Age (if known) :

Address (if known) :

.....

.....

Describe your concern and action taken:

Observations to support cause for concern:

Description and location of any visible marks, bruising etc:

Name of alleged abuser and relationship with child (if known):

Signature of person completing the form:

Witness:

Date:

Criminal Conviction Form A

CRIMINAL CONVICTIONS DECLARATION

for positions that do not require a Disclosure

STRICTLY CONFIDENTIAL

Please complete the following statement and bring it with you to the interview in a sealed envelope marked confidential.:

If you do have any unspent criminal convictions, then please give details below.

This information, along with the health form and references will be considered after a decision has been made on an applicant's ability to do the volunteering, but before an offer of appointment is made. If further details or information are required we may contact the applicant at that time.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences. However failure to declare unspent convictions may result in an offer being withdrawn or dismissal after an appointment has been made.

I do* / I do not* have any criminal convictions (*please delete as appropriate)

<u>Date of conviction(s)</u>	<u>Offence</u>	<u>Any factors you consider relevant</u>

Signed :

Date :

Criminal Conviction Form B

CRIMINAL CONVICTIONS DECLARATION
For positions Exempt from the Rehabilitation of Offenders Act 1974
because of access to children or vulnerable adults

STRICTLY CONFIDENTIAL

Please complete the following statement and bring it with you to the interview in a sealed envelope marked confidential.

If you have any convictions spent or unspent, then please give details below.

The terms of the Rehabilitation of Offenders Act 1974 are set aside for the purposes of this position. Criminal convictions including spent convictions must be declared. The fact that convictions have been recorded against you will not necessarily debar you from consideration for this appointment. However failure to declare convictions may result in an offer being withdrawn or dismissal after an appointment has been made

This information, along with the health form and references will be considered after a decision has been made on an applicant's ability to do the volunteering, but before an offer of appointment is made. If further details or information are required we may contact the applicant at that time.

I do* / I do not* have any criminal convictions (**please delete as appropriate*)

Please note that a DBS Disclosure will be required for all successful applicants.

<u>Date of conviction(s)</u>	<u>Offence</u>	<u>Any factors you consider relevant</u>

Signed :

Date :