



SAFEGUARDING POLICY AND PROCEDURES 2026

ecobirmingham
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Charitable Incorporated Organisation No. 1177761

Safeguarding Young People and Vulnerable Adults

ecobirmingham is committed to following government guidelines on safeguarding children, young people and vulnerable adults and good practice including safe recruitment of children's workers. We work to a formal safeguarding policy, a copy of which can be found on Sharepoint.

"This Policy does not form part of your contract of employment. We reserve the right to amend or remove this Policy."

If you have any concerns regarding the safety or welfare of a child, young person or vulnerable adult, you can speak to the Designated Safeguarding Co-Coordinator or the Board of Trustees. See Section 2 – Essential Names and Contact Information.

Section 1 - Safeguarding policy

ecobirmingham recognises that every person, adult or child, is deserving of respect, value and care.

Principles and Intent of Practice

We are committed to:

1. The care, respect and nurture of all vulnerable groups encountered within our activities.
2. The safeguarding and protection of children and other vulnerable people.
3. Developing procedures and good practice guidelines to further these principles.
4. The promotion of a culture of good practice in relation to activities promoted by ecobirmingham and its partners including:
 - A rigorous recruitment procedure for all people responsible for children or vulnerable adults.
 - Safe caring communities where there is a culture of "informed vigilance" as to the dangers of possible abuse.
 - Knowledge and preparedness to refer to statutory agencies when abuse is known or suspected.
 - A willingness to respond, without delay, to any or complaint made which suggest that a child, young person, or adult may have been harmed, cooperating with Police or other statutory body involved.
 - Providing, and encouraging participation in, yearly training in all aspects of safeguarding for staff and volunteers.
 - Developing safer spaces around potential threats, against children or vulnerable adults or the physical environment.

Section 2 – The Aim of our Policy

Sometimes our activities require us to take risks. As adults, taking risks is easier when we know we are supported by others and have confidence in our personal experience. Our children are more vulnerable with limited experience and their protection is a paramount responsibility. Vulnerable Adults at risk of abuse include people with a wide range of disabilities and circumstances such as suffering mental health issues.

This document follows the legal requirements of the 1989 & 2004 Children’s Acts. In order to do this, we want to create a framework that lets those whom we engage with know that they are both physically and emotionally safe.

We also aim to inform and support adults in what action to take if they are concerned about a child’s welfare or that any child may be suffering harm. This also includes our advice on acceptable use of social media (see section 7).

Essential Names and Contact Information

Safeguarding Co-ordinator: Kam Bola	xxx
Safeguarding Trustee: Alice Holloway Neville	xxx
Children’s Social Care Contacts – Children’s Advice & Support Service (CASS):	0121 303 1888 CASS@birminghamchildrenstrust.co.uk
Via secure email:	
NSPCC 24-hour Helpline	0808 800 5000
Police	999 or 101

Section 3 – Guidelines for Good Practice

We are committed to ensuring we keep children, young people and vulnerable adults safe when participating in activities or events at the ecocentre site, or in an outreach location organised by ecobirmingham.

It is the duty of all staff, freelancers and volunteers to ensure they

- Seek to prevent the physical, sexual or emotional abuse of any child or young person while engaged in any activity.

- Listen, respond and follow up any allegation of abuse, whether perpetrated in the course of activities or elsewhere.
- Protect adults against false allegations.

We have a duty of care to minimise risk and to ensure that our policy is flexible enough to respond to varying levels of precaution depending on the nature of the events being organised.

The policy aims to be in keeping with our values of openness and equality. We recognise that the statutory checks by the Disclosure and Barring Service (DBS) play an important role in protecting children from potential abusers but this is only one part of our child protection policy. All the procedures detailed below, many of which are already common practice, should be followed in addition to DBS checks.

1. All employees should complete an application form and references must be taken up before they work with children or vulnerable adults.
2. All workers (employed or volunteer) should hold an enhanced certificate of their DBS clearance. All new employees, associates and volunteers joining ecobirmingham will be subject to a DBS check when joining.
3. At least two adults, ideally not from the same household, should be present at any event with children and young people.
4. An adult should not be alone with a child where their activity cannot be seen, unless this is a parent with their own children. This may mean leaving doors open or two groups working in the same space.
5. ecobirmingham will appoint two people, preferably one Trustee and one member of staff to take on the role of Safeguarding coordinators. These are trusted and trained people to whom children, young people or adults can take concerns regarding their own or someone else's safety.
6. We should foster an understanding in children and young people of how to be active participants in their own safety and make them aware of the appointed adults.
7. All staff and volunteers are responsible for contributing to the safety and well-being of all others and need to be knowledgeable in this, as in other aspects of health and safety.

Section 4 – What to do if a disclosure or allegation of abuse is made at an event.

Protecting the child, young person or adult 'at risk' is paramount. All actions, decisions and the reasoning behind them must follow from this. Record all actions, decisions and reasoning, document on the Safeguarding Concern Form - if in doubt ask. An adult 'at risk' should be involved in the decision to take action, unless there is immediate danger.

Responsibilities and Actions

If an allegation or disclosure is made to a worker:

- Listen to the child/young person or adult, allowing time and space for them to speak, using -open ended questions.
- Listen but do not investigate, challenge or make judgements.
- Be honest, tell them you will have to inform someone else in order to keep them safe
- Ensure the child/young person or adult is not at immediate risk – if they are, contact the police or relevant social care services immediately.
- Write it all down as soon as possible, using an incident report form if available, recording what the child or adult has said using their own words as far as you can remember.
- Reassure the child.
- Inform the Safeguarding coordinator in the first instance or your direct line manager/project coordinator.

Action required by the Safeguarding coordinator (Designated Person)

- Ensure all details are recorded within 24 hours, including name, age and address of the child/adult and the date and time of the disclosure/ allegation / concern about harm.
- Take advice regarding the allegation / concern from a Statutory Agency e.g., Children’s or Adult Social Care, or the Police, and follow this up with a written referral if appropriate. The Statutory Agency will advise about informing the parents/family of the child or adult.

Section 5 - Prevention

Safe recruitment

We will ensure all volunteers / workers will be supported in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written set of ‘Guidelines for good practice when working with children’ (Sections 3 & 4) with which all volunteers / workers are familiar and adhere to at all times.
- Those applying have completed an application form and a self-declaration form
- Safeguarding has been discussed before working with children and an audit trail is kept on our Office 365 platform.
- Written references have been obtained, and followed up where appropriate
- A criminal records disclosure (DBS Check) has been completed (for details of how to do this see Appendix A)
- The volunteer / worker knows how to report concerns

- The volunteer / worker knows where they can access a full version of the child protection policy.
- When a worker has been vetted by the DBS, this status and reference number will be recorded on our Office 365 server in line with our GDPR policy. This enables a record to be kept of approved current and past workers.

Management of Workers – Codes of Conduct

All workers have been issued with 'Guidelines for Good Practice when Working with Children' (Sections 3 and 4 of this document). Meetings will undertake to follow the principles found within the 'Abuse of Trust' guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

Section 6 - Recognizing and Responding Appropriately to an Allegation or Suspicion of Abuse

Understanding abuse and neglect

Defining child abuse or abuse against an adult 'at risk' is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult 'at risk'.

In order to safeguard those in our trust we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

- 1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
- 2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also, for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

No one shall be subjected to torture or to cruel, inhuman or degrading

treatment or punishment.

*These can indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year. Careful and sensitive investigation is needed to ascertain if abuse or self-harm is taking place, and if self-harm, the reasons for this.

Responding to allegations of abuse

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- We have two designated Safeguarding coordinators. The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the appropriate designated safeguarding coordinator to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities. ecobirmingham staff members should fill out a safeguarding concern form and record information as accurately as possible and send it to the safeguarding lead.
- If the Safeguarding coordinator is not available, or, if the suspicions in any way involve the Safeguarding coordinator, then you should make your report to one of the Trustees. If unable to contact any of these people, then contact Social Services or the police.
- Where the concern is about a child, the Safeguarding coordinator should first contact the local Children's Social Care (Birmingham Safeguarding Services) or the Police. Advice may be sought from NSPCC 0808 800 5000.
- Where required the Safeguarding coordinator should inform the Trustees, at an appropriate time and the insurance company.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made according to these procedures and kept secure.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding coordinator, the absence of the Safeguarding coordinator should not delay referral to Children's Social Care, the Police or taking advice.
- Trustees will support the Safeguarding coordinators in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies if the individual with the concern feels that the Safeguarding coordinator has not responded appropriately, or where they have a disagreement with the Safeguarding coordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. This will also be treated as a formal grievance at board level.

The role of the Safeguarding coordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies, which have a legal duty to investigate.

Effective Listening

Ensure the physical environment is welcoming, giving opportunity for the child or adult 'at risk' to talk in private but making sure others are aware the conversation is taking place.

- It is especially important to allow time and space for the person to talk.
- Above everything else listen without interrupting.
- Be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used.
- Try to remain calm, even if on the inside you are feeling something different.
- Be honest and do not make promises you cannot keep regarding confidentiality.
- If they decide not to tell you, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, etc.

Helpful Responses;

- You have done the right thing in telling.
- I am glad you have told me.
- I will try to help you.

Unhelpful Responses;

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else.

Detailed Procedures Where There Is a Concern About a Child:

Allegations of physical injury, neglect or emotional abuse

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Coordinator will:

- Contact Children's Social Care for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Care.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g., poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, seek advice from the Children's Social Care.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Coordinator will contact Children's Social Care Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.

The Following Procedure Will Be Followed Where There Is a Concern That an Adult Needs Protection:

Suspicious or allegations of physical or sexual abuse

If an adult 'at risk' has a physical injury or symptom of sexual abuse the Safeguarding Coordinator will:

- Discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and rights to lead an independent life.
- If the adult 'at risk' is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.
- For advice contact the Adult Social Care Vulnerable adults Team via the local duty officer who have responsibility under Section 47 of the National Health Service and Community Care Act 1990 and government guidance, 'No Secrets', to investigate allegations of abuse.
- The consideration of mental capacity is crucial at all stages of safeguarding adults' procedures as it provides a framework for decision making to balance independence and protection. For example, determining the ability of a vulnerable adult to make choices, such as choosing to remain in a situation where they risk abuse; determining whether a particular act or transaction is abusive, or consensual; or determining how much a vulnerable adult can be involved in making decisions in the given situation.
- Legislation underpinning practice in this area is guided by the application of the Mental Capacity Act 2005, which provides a statutory framework to

empower and protect vulnerable people who may not be able to make their own decisions. Safeguarding procedures must recognize the rights of adults with mental capacity to make informed choices about the way they want to live and the risks they want to take.

Allegations of abuse against a person who works with children

If an accusation is made against a worker, whilst following the procedure outlined above, the Safeguarding Coordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will need to liaise with Children's Social Care Local Authority Designated Officer (LADO) who will direct the investigation and advise on suspension of the worker.

The allegation should not be raised with the worker unless advised by the LADO. If ecobirmingham are asked by the LADO to investigate the concern, a second adult should be present when the allegation is raised with the worker to act as a witness.

Section 7 – Acceptable use of Social Media

ecobirmingham recognises that digital social networking is extremely popular and acknowledges the right of staff and volunteers to freedom of expression. Whilst staff and volunteers are encouraged to recognise and make use of the obvious benefits of interactive technology, they must also be aware of the potential legal implications of material which could be considered abusive, defamatory, or inappropriate. Equally, some forms of contact with vulnerable people may also be misleading, misread or misunderstood so it is always advisable to maintain a professional working relationship.

This policy is not to stop staff and volunteers from conducting legitimate activities but is intended to highlight those areas in which issues, in particular in relation to Safeguarding Young People and Vulnerable Adults, and bullying and harassment, can arise.

The purpose of this guidance is therefore:

- Consent is gained for all content used by a responsible adult, guardian, or carer.
- To ensure that professional boundaries are maintained for the protection of all.
- To ensure that staff and volunteers of ecobirmingham are not placing themselves at risk of an allegation being made that their conduct in communicating with others is inappropriate.
- To protect the reputation of employees and volunteers of ecobirmingham as a whole from abuse through staff/volunteers' usage of social networking and personal internet sites.

1. Definition of social media

In the context of this document, social media includes all types of electronic and digital communication. This means:

- a. all websites (including mobile phone apps and desktop applications) that facilitate the communication of written words, videos, images and photography over the Internet. This would include sites such as (though not restricted to) Facebook, Twitter, Instagram, LinkedIn, but also web blogs, user groups and web forums, website user comments and email discussion lists.
- b. mobile phone use including texting.
- c. use of tablets.
- d. email.

2. **ecobirmingham's philosophy on social media**

Social media is increasingly becoming a practical and enjoyable means for many people to communicate with their friends, family and peers. Social media provides the opportunity to facilitate good and constructive communication between staff, volunteers, project partners and participants.

ecobirmingham recognises the potential to help reinforce public relations and engage with our wider audience and stakeholders, from new and prospective participants through to local businesses and media agencies.

3. **Why use social media?**

Staff and volunteers can use social media as another way to: share news of project dates, arrange meetings, activities and events, share pictures of events (but they must have permission to use the photograph) and promotional videos.

4. **Representing ecobirmingham**

We want our staff and volunteers to be proud of working for ecobirmingham. During induction they will learn about the expectations we have of them and the expectations they can have of us. We have a professional responsibility to protect those who are potentially vulnerable and be respectful of colleagues and participants. ecobirmingham staff and volunteers have an obligation to support and protect the charity's reputation when engaging in any public relations activities and project delivery. This refers to activity both on official social media sites and personal social media usage.

5. **Referring to other staff or volunteers on personal social media**

The charity promotes positive working relationships. These can easily be damaged by a thoughtless comment. Whilst we understand that online conversations can replace face-to-face conversations, under no circumstances should you reference any staff, volunteer, stakeholder or participant that is negative or disparaging. Bullying via social media, phone, tablet or email will not be tolerated in any form and the Disciplinary Procedure will be applied if this takes place. The police may also be informed dependent on the

circumstances.

6. Confidential information

Discussions on social media sites are often informal so it's important to remember that you must not discuss or share any confidential information.

7. Copyright, defamation and other legal issues

Please be mindful of UK laws that may be brought to bear upon your use of social media. These could include violation of copyright laws, GDPR laws and laws that protect an individual's or organisation's reputation whenever a statement regarding them is published or communicated to a third party.

Note: Individuals have been taken to court for making slanderous comments on Twitter.

8. Acceptable use

We actively encourage staff and volunteers to use social media to collaborate, organise and aid the discussion and exploration of their work in a professional capacity and manner.

9. Unacceptable use

Where it is found that a representative of ecobirmingham fails to abide by these guidelines and engages in damaging or abusive dialogue or communications, disregarding their obligations to act responsibly on social media networks, we will have no option but to progress the matter to disciplinary. We will conduct a formal investigation in line with the Disciplinary Procedure.

10. Social media Dos and Do Nots!

a. Do:

- Positively engage with your fellow colleagues, volunteers and participants if a social media page is in place for your area of work
- Follow ecobirmingham and our sister sites/accounts on Twitter, LinkedIn, Instagram and/or Facebook

b. Do not:

- Attempt to become 'friends' online with volunteers or participants outside of professional contact via social media.
- Attempt to contact volunteers by text or mobile phone unless you are given a Charity phone number, for example, for use during an event or visit or are calling the official Charity number.
- Name individuals, make negative comments or encourage negative debate.
- Use images, video, or music without permission.

- Offer personal information that would be inappropriate to others.
 - Make inappropriate personal comments online.
 - Publish pictures or videos that may be considered harassing, libelous, abusive, threatening, harmful, obscene, damaging to individuals or the charity's reputation, or personal dignity, or otherwise disparaging or objectionable in any manner or nature.
 - Impersonate other individuals when you submit information.
11. If you have a concern about any aspect of social media involving ecobirmingham staff, volunteers or participants, including cyber bullying, speak to your line manager, the director or a trustee or one of the Safeguarding Officers.

Reviewed 2026 – Next Review Date March 2027.

Appendix A – Disclosure and Barring Service registration and check

Before a worker (employed or volunteer) starts work with children and young people they should have an **Enhanced Disclosure and Barring Service (DBS) check**. ecobirmingham uses the Due Diligence Checking (DDC) for processing new checks and the process should be straightforward as long as care is taken to make sure that the forms are completed accurately. The steps to follow are listed below:

1. DBS requester at ecobirmingham will enter contact details of new applicants online. New applicants will be sent an email from DDC providing them with log-in information and a link to DDC's online applicant area. The email will also provide some basic information about DDC and a point of contact for any queries for the process.
2. DDC has a Guide for Applicants that can be found on <https://www.ddc.uk.net/help-advice/guidance-for-applicants/>
3. The applicant needs to meet with the ecobirmingham verifier so that they can check the THREE identity documents and complete the relevant section, which they can do on-line (or on the hard copy if required).
4. The verifier will then complete the process via the DDC website who will process it with the Disclosure and Barring Service.
5. Notification that the check was clear or otherwise will be sent to the verifier, and the certificate will be sent to the applicant only.
6. When a person has been vetted for working with children, ecobirmingham will make a record of this fact, recording the name, certificate number and date of issue of the certificate.

7. If the DBS check is not clear clarification should be sought.

ecobirmingham will automatically receive an email 35 months after application to renew a DBS check and can choose whether check for the person is required or not. There is no charge for volunteers to subscribe. Membership of the Update Service will enable the organisation to check the status of the person's DBS check quickly and simply every three years (or more often if necessary) and, if the information contained on the certificate has not changed, that person will never have to repeat the DBS check process described above.

Appendix B – Detailed Guidance on Working Safely

All organisations involved with children, young people or vulnerable adults must ensure they adopt safe working practice in every area.

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5.1 Duty of Care and Positions of Trust

The Children Act 2004 (England) through the Stay Safe outcome of 'Every Child Matters: Change for Children' programmes, places a duty on organisations involved in providing services for children and young people to safeguard and promote their well-being. This means all workers should treat those they are caring for with respect and dignity and demonstrate competence and integrity. (There are similar expectations in other parts of the UK.)

The duty of care is in part exercised through the development of respectful and caring relationships but also by workers taking all reasonable steps to ensure the safety and well-being of those for whom they have responsibility, particularly in relation to sexual, physical and emotional abuse. Before individuals start working with children, young people and vulnerable adults, they need to understand and acknowledge the responsibilities and trust inherent to their role.

In addition, under Health and Safety at Work legislation, organisations have a duty of care towards the well-being of all workers and ensure they are treated fairly. They are required to provide a safe working environment and guidance on safe working practice.

All adults working with children, young people and vulnerable adults are in positions of trust. It is therefore vital workers ensure they do not, even unwittingly, use their position of power and authority inappropriately.

Workers should always maintain professional boundaries and avoid behaviour which might be misinterpreted. Any kind of sexual relationship between an adult worker and a child under 18 years old or an adult 'at risk' is never acceptable and if concerns arise in this area, this should be recorded and reported to the Safeguarding coordinator.

The trusting relationship between worker and child, young person or adult 'at risk' means the worker should never:

- use their position to gain access to information for their own or others' advantage
- use their position to intimidate, bully, humiliate, threaten, coerce or undermine
- use their status and standing to form or promote relationships that are or may become sexual

5.2 Gifts, Rewards and Favouritism

The giving of gifts or rewards to children, young people and vulnerable adults can be part of an agreed policy for supporting positive behaviour or recognising particular achievements. In some situations, the giving of gifts as rewards may be accepted practice for a group of children, whilst in other situations the giving of a gift to an

individual child or young person will be part of an agreed plan with the knowledge of a manager and the parent or carer.

Any gifts should be given openly and not be based on favouritism. Adults need to be aware however, that the giving of gifts can be seen as a gesture to bribe or groom a young person.

Adults should exercise care when selecting children and/or young people for specific activities or privileges to avoid perceptions of favouritism or unfairness. Methods and criteria for selection should always be transparent and subject to scrutiny. Care should also be taken to ensure that adults do not accept any gift that might be construed as a bribe or lead the giver to expect preferential treatment.

There are occasions when children, young people or parents wish to pass small tokens of appreciation to workers, for example, on special occasions or as a thank-you, and this is acceptable. However, it is unacceptable to receive gifts regularly or of any significant value.

5.3 Risk Assessments

Taking care of children, young people and vulnerable adults involves taking responsibility for their well-being at all times, being prepared for unforeseen eventualities, anticipating situations where they could be harmed and taking steps to minimise the risks.

Organisations have a responsibility to assess the risk involved in the activities that are provided. This can include an informal check before the start of an activity to see that the building is safe and that the planned activities have been assessed for any risks.

It is advisable to appoint someone specifically for carrying out risk assessments. An easy and effective way of doing this is to compile a checklist for the activity, identifying any risks that could be encountered, the action required, the person responsible to carry this out and when any action has been completed.

The following are some areas that should be considered:

- Identification of hazards.
- Consider who might be harmed and how this might happen.
- Assess the risks and take action to remove or reduce them as far as possible.
- Record details of the action taken.

In a building the following may be considered hazardous: loose-fitting carpets, uneven floors, over-filled cupboards, very high shelves, blocked fire exits, glass doors, missing light bulbs, overloaded power points, trailing electrical cables, loose window fastenings.

5.4 Safety of Buildings and Equipment

The buildings being used for groups or activities should be properly maintained. The external fabric of the building, plus all internal fixtures, fittings, lighting, fire exits and equipment should meet the required safety standards. An annual review should also be carried out and, where necessary, action taken. All electrical equipment should have undergone an electrical safety test. In the UK these are known as PAT (Portable Appliance Inspection) tests.

Outside play areas should be appropriately fenced off with secure/bolt able gates to prevent small children from straying from the premises.

Safety requirements could also be publicly displayed on posters in appropriate locations around the building.

5.5 Food and Drink - Safety and Hygiene

Any food that is made and/or consumed on the premises should meet food safety regulations. It follows therefore that there should be someone within the organisation who has responsibility for this. They should possess a Basic Food Hygiene Certificate or equivalent and be knowledgeable in areas such as food preparation, handling, storage, disposal of waste etc. This is relevant to all organisations and especially to those running camps and other residential activities. If food and drink are provided during an activity, the following should be considered:

- Workers should follow good personal hygiene
- Basic health and hygiene regulations should be adhered to.
- All food and drink is stored appropriately
- Hot drinks should not be carried through an activity area and not placed within the reach of young children
- Snacks and mealtimes are appropriately supervised
- Fresh drinking water is always available.

Systems are in place to ensure that children, young people or vulnerable adults do not have access to food/drinks to which they are allergic. Typically, this can be peanuts, nuts, milk, eggs, fish, shellfish and gluten - found in wheat, barley, oats.

Useful contact

The Food Standards Agency is an independent Government department set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food.

Telephone helpline: [0330 332 7149](tel:03303327149)

email: helpline@foodstandards.gsi.gov.uk

Web: <http://www.food.gov.uk> or <http://www.foodstandards.gov.uk>

5.6 First Aid

Provision should be made for an appropriately qualified first-aider to be available at all activities together with an adequate First Aid kit.

Under the Health & Safety (First Aid) regulations it is the duty of every employer to provide at least one first aid container for each work site. Its contents should be stored in a waterproof container, and the designated worker should regularly check them.

Useful Contacts

St. John Ambulance, 27 St. Johns Lane, London, EC1M 4BU. Tel: 08700 104950
Web: www.sja.org.uk

St. Andrew's Ambulance Association, 48 Milton Street, Glasgow, G4 0HR.
Web: www.firstaid.uk

British Red Cross, 44 Moorfields, London EC2Y 9AL. Tel: 0844 871 11 11
Web: www.redcross.org.uk

5.7 Safeguarding Principles for Group or Activity

Some general principles for running a club, activity or service include:

- Ensuring that everyone is treated with dignity and respect in attitude, language and actions.
- Consideration for the number of workers needed to run the group and whether they should be male, female or both.
- A clear strategy for summoning additional help (if needed) in situations where a worker is working alone with a child, young person or adult 'at risk'.
- The level of personal care (e.g. toileting) required appropriate to the needs of the individual.
- Clear guidelines on personal privacy e.g. when working with children avoiding questionable activity such as rough or sexually provocative games and comments.
- Not allowing anyone under 16 years of age to be left in charge of children of any age or those attending the group being left unsupervised.
- Only workers assigned to the group being allowed to participate in the activity. Other adults should not be allowed free access.
- Making a note of other people in the building during the activity and any other events taking place at the same time.

5.8 Adult to Child Ratios

In order to supervise children's activities safely it is necessary to have sufficient adult leaders and helpers. Below are the suggested ratios of adult to child, recommended by the government through Ofsted. We recommend having at least two adults present, even with smaller groups.

Age Group	Staff Number	Child Number Ratio
Under 2 years	1	3
2-3 years	1	4
4-8 years	1	6
9-12 years	1	8
13-18 years	1	10

NB. Day Care regulations (Ofsted) cover activities which last for six days or more in a year, for children up to eight years of age where there is no one with parental responsibility with them and where the activity lasts for two hours or more in a day.

A risk assessment should be carried out for activities and especially where it is:

- outdoors
- high risk or dangerous
- when catering for people with disabilities or special needs

The results of the risk assessment may mean ratios need to be increased. The most important thing is to be specific in written guidance and expectations.

5.9 Data Protection, Human Rights and Safeguarding

The Data Protection Act 2018 is designed to provide privacy protection for individuals about whom certain personal information is kept. It lays down 'best practice' principles for those who keep the data and it applies to paper records as well as computerised information. The Act covers the whole of the UK, and all organisations, including places of worship, must comply with the rules on

processing data.

Where disclosing information might place a child, young person or adult 'at risk' at risk, then safeguarding considerations take precedence over data protection. In certain circumstances, the Data Protection Act allows disclosure of information without the consent of the person involved, including for the prevention or detection of crime, or the apprehension or prosecution of offenders. The European Convention of Human Rights also makes provision for the disclosure of information in connection with 'the protection of health or morals, for the protection of the rights and freedoms of others and for the prevention of disorder or crime. Disclosure should be appropriate for the purpose and only to the extent necessary to achieve that purpose'.

Children, young people and vulnerable adults have the right to be protected from harm. For example, information relating to concerns that a child is at risk of significant harm should not be withheld because it might be unlawful.

Information about allegations or concerns of abuse should not be shown to a parent or carer. Advice should always be sought from Children's Social Services, Adult Services, or the police.

Useful Contacts:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Information Line: Tel: 0303 123 1113 (local rate) or 01625 545 745 email: casework@ico.org.uk
Website: <http://ico.org.uk/>

5.1 Registration Form

When a child becomes a member or becomes involved in an activity run by an organisation, it is important at the outset that a general information and consent form is completed and returned giving contact details of parents/carers, plus medical conditions and/or any disabilities, and include details such as allergies or special dietary requirements where there is a provision of food and drink. This form should be renewed annually.

A register of those attending a club, event or activity should also be maintained, together with a register of workers. This should include a record of arrival and departure times, particularly if the participant does not attend the whole session. It is also good practice to keep parents/carers informed of the nature of activities.

5.11 Keeping Records

A record should be maintained for all activities where workers can write down unusual events or conversations that they witnessed. This may be very helpful if, for

example, leaders have to deal with a difficult member who subsequently makes an accusation of assault or a young person repeatedly makes sexual comments about workers that may, at a later date, result in an allegation of abuse. In this situation, written records would enable any allegations to be seen in context. These can be recorded in the accident and incident book.

Patterns of behaviour or concerns might also emerge from records that might not otherwise be so obvious - for example, bruising noted on a regular basis or a number of young people making similar comments about one worker that raises concerns. Other information might include records of incidents such as fights and the action taken. Records safeguard both children and workers.

Every child, young person, adult 'at risk', parent or carer should be able to view what is recorded about them. This information would need to be kept in a way that does not breach the confidentiality of an individual, therefore separate record sheets should be maintained for each child attending the group. Whilst it is important to observe data protection requirements, remember safeguarding is always the priority. Information about the prevention and detection of crime is exempt from Data Protection requirements. It may, therefore, be inappropriate to release information to a parent, which has been disclosed by a young person, without first consulting the statutory agencies.

Information of a sensitive nature (e.g., a child disclosing abuse) will need to be kept separately in a secure place. However, a cross-reference could be recorded in the record sheet like "Jenny spoke to Bill tonight - see separate note in Safeguarding file". In certain circumstances this information would need to be cross-referenced between records. Concerns can be raised many years after an event and therefore records should be kept indefinitely as advised by insurance companies.

5.12 Accidents

All accidents and near misses, however minor, should be recorded in an accident book and on the child's record sheet. In an accident, the parent/carer of a child or young person should be asked to read and sign the accident book. Whether an adult 'at risk' can sign the book will depend on the nature and extent of their disability.

If the child, young person or adult 'at risk' is not collected at the end of a session, a letter should be sent to the parent or carer explaining what has happened in much the same way a school would respond. If the accident requires hospitalisation an independent investigation is advisable.

5.13 Peer-group Activities (children and young people)

All peer-group activities should be overseen by named adults who have been selected in accordance with agreed recruitment procedures and have the backing of the leadership of the organisation.

Before setting up a peer-led activity the following should be taken into consideration:

- The appropriateness of the venue for the activity, carry out a risk assessment where necessary.
- Any medical issues, dietary needs and allergies will be appropriately managed.
- Emergency contact numbers are to hand for all members under the age of 18 years.
- If the provision of food is part of the activity, leaders must ensure that food is prepared in accordance with Basic Food Hygiene standards.

Whilst there may be a valid argument for groups of age 16+ being led and run by their peers, adult leaders should always be in the vicinity and should contribute to any programme reviews and planning. Peer-group leaders must be trained and supported by at least one adult worker over 21.

The following should also be followed:

- If there are children/young people under 16yrs at an activity, adult workers should be present or within earshot.
- No person under the age of 16 should be left with the sole responsibility of caring for or supervising other children or vulnerable adults.
- Young people (over 16) who assist with caring for other children/young people should be subjected to the same recruitment process as adults and have undertaken safeguarding training.
- Peer-group leaders should be aware of safeguarding procedures, including reporting concerns (e.g. abuse, bullying) to their supervising adult and that sensitive information should not be shared openly in the group.

Parents/carers must always be kept informed about what peer-group activities are for, who the leaders are, how they are run, where they meet and what parents can do to support them.

5.14 Home Visits

Workers and leaders may need to make home visits sometimes. In this instance ecobirmingham would issue formal identification to the person making the visit.

Guidelines for visiting:

- Inform a supervisor or another worker of the proposed visit and have it clearly marked in your calendar that you are on an outreach home visit.
- In the case of children and young people never go into a home if a parent or carer is absent unless the child would be at risk of significant harm if you do not do so.

- Keep a written record of the visit detailing the following:
 - I. Purpose
 - II. Time you arrived and left
 - III. Who was present
 - IV. What was discussed
- If the parent/carer is absent when the call is made, leave some means of identification and explanation for the visit that can be given to them.
- An invitation to a worker's home should only be extended with the knowledge of the team/leadership and the permission of the parent/ carer.

5.15 Unexpected Attendance at Activities

Sometimes children, young people or vulnerable adults will want to join in with an organisation's activities without the knowledge of parents or carers e.g. children playing outside or wandering the streets with no adult supervision. In these circumstances it is important to:

- Inform them this is a group event which must be booked with parental/carers' permission. Provide them with information and that they are welcome to get booked onto future events with their parent's/carer's permission.
- If you have additional concerns about the safety of the individual, try to establish their name, age (children), address and telephone number. Record their visit in a register.
- Ask if a parent/carer is aware where they are, and what time they are expected home. In the case of children, suggest the child seeks the parent/carer's permission to return the following week.
- If you have additional concerns about the child's safety you should make contact with the Safeguarding Coordinator and/or Birmingham Safeguarding Service in the first instance for advice and record your actions.

Without an interrogation, you will need to find out as soon as possible whether they have any special needs, (e.g. medication), so that you can respond appropriately in an emergency.

5.16 Parents/Carers Staying with Children's Groups

There may be occasions where parents ask if they can stay to watch the children's group's activity. It is important not to appear guarded but there may be concerns, particularly as the expectation is that all adults who work with children in any capacity should undertake DBS and other checks.

Organisations should therefore consider the following:

- Whilst a person watching may be a parent/carer for one or more of the children, to the rest of the children they are strangers. Parents can be permitted to observe groups and assist with their own children in the group. A clear distinction should be made at the beginning of the session.
- It can help certain children settle into a group, if the child knows that a parent/carer is there. After the settling in period, if a parent/carer wishes to continue to stay, consideration could be given to them becoming a helper/worker but they would be required to undertake the same recruitment and selection procedure as with any other worker.
- Organise an open evening from time to time as part of the on-going children's programme to build relationships and encourage parents to take an active role in supporting the group.
- Be aware that for some children with special needs, it may be appropriate for their parent/carer to stay with them for an extended period. This should be considered individually to help the child become fully integrated into the group/activity.

5.17 Suggestions and Complaints by Parents / Carers

Where a parent or carer wishes to make a complaint or make a suggestion about any activity or group the organisation is providing, it should be taken seriously. It is a good idea in the first instance for them to speak to the group leader who should endeavour to resolve the matter.

This should be followed up by a written response to the issue that has been raised and should be recorded and stored appropriately. The group leader should also be kept informed.

If a complaint is not resolved to the satisfaction of the parent or carer, then the matter should follow complaints procedures within the organisation. This should be readily available for anyone to see.

The above refers to complaints of a general nature. In the case of safeguarding concerns, these should follow the procedures in the safeguarding policy.

5.18 Working with Disruptive Children and Young People

Sometimes children and young people become angry, upset or disruptive. Occasionally their behaviour may endanger themselves or others. The Government has developed national standards in relation to early years and day care and the following guidelines can be adopted by organisations providing services to children and young people.

If someone is being disruptive:

- Ask them to stop.
- Speak to them to establish the cause(s) of the upset.

- Try to identify ways to positively engage them in the group
- Discuss your concerns with the child's parent and ask for their suggestions to help their child participate
- Explain to the Parent (and child if appropriate) that if they continue to be disruptive, this might result in exclusion from the group.

If they are harming themselves, another person or property, others in the group should be escorted away from the disruption. At the same time, and with a second worker present, request them to STOP. If your request is ignored, their parent or carer should be contacted and asked to come to assist. If the harm is significant and the child/adult 'at risk' refuses to stop, you might need to warn the individual that you will consider calling the Police, as a last resort.

The workers involved should always record what happened in writing as soon as possible after the incident. This should include:

- What activity was taking place?
- What might have caused the disruptive behaviour?
- The person's behaviour.
- What was said and how the worker and others responded.
- A list of others present who witnessed the incident.

This should be recorded on the child's registration form/incident logs. Parents should be informed of any incident of disruptive behaviour and the actions taken.

5.19 Anti- Bullying Policy and Practice (children & young people)

ecobirmingham have a **zero-tolerance** approach to discrimination, harassment, and bullying.

Bullying is repeated behaviour which is intended to hurt someone either emotionally or physically, and is often aimed at certain people because of their race, religion, gender or sexual orientation or any other aspect such as appearance or disability.

[\(http://www.bullying.co.uk/general- advice/what-is-bullying/\)](http://www.bullying.co.uk/general- advice/what-is-bullying/)

Children can bully each other, be bullied by adults and can sometimes bully adults. Any form of bullying results in pain and distress to the victim and is unacceptable behaviour within any organisation. Some common forms of bullying can be:

- Verbal -name-calling, sarcasm, spreading rumours, teasing including via emails or text messaging
- Emotional - being unfriendly, excluding, tormenting, graffiti, gestures, racial taunts
- Physical - pushing, kicking, hitting, punching or any use of violence
- Sexual - sexually abusive comments or gestures
- Racial - any of the above because of, or focusing on the issue of racial differences

- Homophobic - any of the above because of, or focusing on the issue of, sexual orientation
- Unofficial activities such as initiation ceremonies and practical jokes which may cause children physical or emotional harm even though this may not be intended

There should be a known zero-tolerance to bullying so if it does, children and leaders can report the matter and it can be dealt with promptly and effectively. There can be an expectation that anyone who knows that bullying is happening will report it.

Whilst the child being bullied needs protection, the person/people doing it need to address the reasons for their behaviour and be encouraged to relate to others in more positive ways. The organisation has a clear responsibility to respond appropriately to this issue and one way is to operate a clear anti-bullying policy.

Useful Organisation:

Kidscape, 2 Grosvenor Gardens, London, SW1W 0DH.

Tel: 020 7730 3300 Helpline: 08451 205 204

Web: www.kidscape.org.uk Email: webinfo@kidscape.org.uk

5.20 Tobacco and Alcohol

There is now a smoking ban in all enclosed public spaces throughout the UK and a no-smoking policy should therefore be enforced within any buildings where the organisation operates. There are exemptions to this in places such as care homes. From 01 October 2015 it is also illegal to smoke in a car when anyone under 18 years old is present. This applies even if windows are open and while the vehicle is stationary.

It is now illegal for anyone under the age of 18 in England and Wales to be sold cigarettes (or other products like roll-up tobacco and cigars) over the counter or at a vending machine. The organisation is able to impose a no-smoking policy, so it is important all those attending the activity are aware of and agree to abide by it.

There are also strict regulations on the sale and consumption of alcohol where children and young people are concerned. Workers do not have the right to confiscate alcohol found in a young person's possession but they can enforce a no-alcohol policy.

There may be occasions where it is felt necessary to inform parents /carers that a child/young person has been drinking, particularly if they are under the influence of alcohol at the group or there are concerns for their health or safety.

5.21 Solvents and Illegal Substances.

Workers should be alert to possession and use of illegal substances.

If a worker becomes aware a child, young person or adult 'at risk' may be abusing solvents they should be encouraged to seek professional help from their doctor or a counsellor specialising in this area.

Having said this, it is a criminal offence to allow anyone attending an activity run by an organisation to supply illegal drugs or use them on the premises. It is important to adopt zero tolerance on all illegal substances and draw up a protocol with the local police for dealing with such situations should they arise. All those attending the activity should be made aware of this protocol which should be clearly displayed.

For the individual involved:

- Ask them to stop, warning them of the consequences if they do not e.g. suspension or ban from the group.
- Inform parents/carers if the young person is under 18 years.
- Inform the parents/carers if the young person is over 18 years (with their permission).
- Discuss with the young person the proposed course of action, particularly if they re-offend (e.g. informing the police).
- Write down the content of any discussion with the young person, including the action taken and keep this in a secure place.
- Liaise with the police to devise a strategy for dealing with the use of illegal substances.

5.22 Special Needs and Disabilities

Workers should be aware that any child, young person or adult 'at risk' attending an activity who has a special need or disability may need extra help in areas such as communication and mobility (e.g. use of sign language and assistance in going to the toilet). They may behave in a non-age appropriate way. For example, a young person of 17 might behave more like a 2-3 year old, particularly in demanding cuddles or sitting on a worker's lap. So, it is important to set appropriate boundaries that consider their needs and protect workers from false accusation.

The organisation should:

- Ask the child, young person or adult 'at risk' attending the activity, and parents or carers how their needs can be met, ensuring all workers involved with them are aware of their expectations. This includes the number of workers needed to assist for a specific activity to prevent injury. Some of these needs may be more easily met than others, so be realistic. A family may ask for changes to enable easier access to the building (ensure you meet the requirements of the Disability Discrimination Act). Listen, and give

feedback to the person, family or carer as to what can or can't be achieved and the reasons why.

- Ideally ensure that a worker of the same gender assists if they need help with toileting, but again discuss with the person, their family or carer to discuss their preference and your ability to provide this. For example, you may have a Children's Meeting with only female workers, so is a male child happy for a female to provide personal care, are the parents comfortable with this? Generally, these issues once discussed can be agreed upon.
- Make buildings accessible (e.g. ramps, toilets for the disabled and hearing loop system) and encourage integration within the group.
- Developing appropriate disability awareness including the use of different forms of communication (e.g. sign language) and language etiquette.
- In some cases, it may be helpful to undertake an assessment of the child's needs and agree how these can be met

5.23 Personal Care

There may be occasions where personal care support may be needed for young children and adults with disabilities e.g. whilst attending ecobirmingham activities, Workers should be adhering to Health and Safety Guidelines and ensure they are able to provide support the child/children, young person or adult needs for example supervising comfort breaks. If they are not able to provide support in case of unforeseeable circumstances, they should immediately report to their line manager or site manager and seek assistance.

They should only be assisting someone who has given their consent if the need arises to support someone with personal care needs. In these instances, it is important to ensure that emergency contact details or next of kin details are available so relevant family member or carer can be contacted. In most cases parents will be in attendance for most of the activities.

Workers involved with supporting personal care, should ensure they have a chaperone where possible and to be sensitive to the individual needs of each person and that some care tasks could be open to misinterpretation. False allegations of sexual abuse are extremely rare but guidelines will safeguard both the children and adults. People feel safer if expectations are clear and methods of working are, as far as possible, consistent.

Useful Contacts

Every Disabled Child Matters, c/o Council for Disabled Children, National Children's Bureau, 8 Wakely Street, London, EC1V 7QE

Tel: 020 7843 6448, email: info@edcm.org.uk, web: www.edcm.org.uk

Through the Roof, PO Box 353, Epsom, Surrey KT18 5WS Tel: 01732 737041

email: info@throughtheroof.org, web: www.throughtheroof.org

5.24 Outings

If the organisation arranges day trips or visits for children and young people under 18, parents or carers should complete and sign a consent form for the activity. The organisation should also carry out a risk assessment of the activity to ensure all eventualities are covered and all adults in the team know what to do in the event of an accident or emergency.

On the day it is important to remember to take a fully charged mobile phone, all essential records and equipment and allocate named children to named pairs of adults.

5.25 Transport

Where children, young people or vulnerable adults are being transported by mini-bus the organisation needs to ensure there are guidelines in place and that these apply to all drivers and journeys carried out on behalf of and with the knowledge of the organisation. This does not apply to private arrangements for transport made, for example, between adults with parental responsibility.

Advice for transporting children, young people or vulnerable adults is as follows:

- Driving should be restricted to those who have gone through the organisation's recruitment procedures for workers.
- All drivers must have read the safeguarding policy of the organisation and agree to abide by it. They should be aware of the law against smoking in vehicles with children present.
- Parents / carers should be asked to sign a Transport Consent Form (or include it in the General Information and Consent Form).
- The driver should hold a full driving licence, the vehicle must be adequately insured and the vehicle road worthy.
- Having checked drivers, it is reasonable to expect that they may be alone with a child for short periods. Consideration should therefore be given to dropping off the least vulnerable last and plan routes accordingly. Two workers in a vehicle does not guarantee safety - there have been incidents where workers have acted abusively together.
- Drivers should not spend unnecessary time alone in the vehicle with someone they are transporting. If, for example, a child wants to talk to a driver about something and has waited until other children have been dropped off, the driver should explain that it isn't convenient to talk there and

then, but arrange to meet them at a location where there are other adults around with the knowledge of the group leader. (Remember they may want to talk to the driver about an abusive situation).

- When travelling in groups with more than one vehicle it is good practice to insist those being transported stay in the same groups on the out-going and return journey. This will avoid anyone, at worst, being left behind.
- At collection or dropping off points no child or young person should be on their own and the driver should make sure they are collected by an appropriate adult. This may also apply to an adult 'at risk', depending on the nature of their vulnerability and/or disability.
- It is advisable to be aware of instances where it may be unwise for a particular driver to transport a particular individual e.g. where there has been a disagreement or they have romantic feelings for a driver.
- If parents or carers do some transporting, ensure they are made aware that such arrangements are their own responsibility and not the organisation's.

5.26 Filming and Taking Photographs

Since the introduction of the Data Protection Act in 1998 and the GDPR Act 2018, organisations must be careful if they want to take photographs or film footage of people, and how images are used. This does not mean that photographs should not be taken or filming prohibited but there are certain protocols that must be followed to comply with data protection legislation as well as safeguard children, young people and vulnerable adults.

Permission must be obtained of both children and adults before a photograph is taken or film footage recorded. However, it is perfectly acceptable to ask parents/carers to let the organisation know if they do NOT want their child photographed or filmed. The worker should write to parents or carers to explain what is happening and leave the onus on the parent/ carer to contact them if they have any objections. In addition to this:

- It must be made clear why the image(s) or film is being used, what it will be used for and who might want to look at the pictures.
- When using photographs of children and young people, use group pictures and never identify them by name or other personal details. These details include e-mail or postal addresses, telephone or fax numbers.
- Obtain written and specific consent from parents or carers before using photographs on a website.

5.27 Information Communications Technology (ICT) Online Safeguarding Procedures

ICT (e.g., the internet, email, mobile phones) are very much a part of the twenty-first century. These new technologies are constantly developing and expanding into new areas.

ICT offer excellent resources and effective communication tools but there are unscrupulous individuals who use the technologies to gain access to exploit and even harm children, young people, and vulnerable adults. Workers, parents and carers, children, young people, and vulnerable adults all need to understand ICT safety.

We will identify and manage online risks by ensuring staff, volunteers and trustees understand how to keep themselves safe online, by using high privacy settings and password access to meetings.

Online services (where applicable) provided will be suitable for users, considering age restrictions and offering password protection to help keep people safe.

5.28 Websites for Organisations

There are certain do's and don'ts when it comes to protocols and the displaying of information when organisations use ICT and/or have their own website. These include:

- When designing a web site, make clear what is available for copying and what is not and don't refer to other sites without permission.
- Parental/carer's permission must be obtained before using any picture of a child or young person, and from the adult 'at risk' themselves and/or their carer by completing an ecobirmingham media consent form.
- Avoid using photos of individual children, young people or adult 'at risk'. In preference use a group photograph. However, DO NOT USE IT if they can be identified by their name or location and never reveal these in website information. This could inadvertently help a sex offender to identify or gain access to a child.
- Personal email or postal addresses, telephone or fax numbers must not be divulged.
- Organisations should seek to have their web site rated through the 'Recreational Software Advisory Council's RSACi system (Operated by the Internet Content Rating Association).
- Make web content accessible to people with disabilities.
- If web access is being provided e.g. for a youth project providing a cyber café, then consider using filtering software to prevent access to inappropriate web sites such as Netnanny, Cyberpatrol or Surfwatch. Your

Internet Service Provider may also have filtering software.

- If you are providing web access e.g. cyber café ensure that all users complete an internet permission form that includes where appropriate, parental/carer's permission.

Useful Contacts:

Internet Content Rating Association:

www.icra.org SafeSurf Rating Standard:

www.safesurf.com

Web Content Accessibility Guidelines (disability): www.w3.org/TR/WAI-WEBCONTENT/