

<b>Safeguarding Policy - Children &amp; young people</b>	<b>P-01</b>
<b>Version</b>	<b>V01</b>
<b>Date of Origin</b>	<b>01/07/2024</b>
<b>Responsible person</b>	<b>Director - Dedicated Safeguard Lead (DSL) Donna Sherred</b>
<b>Review Date - Amendments</b>	<b>01/07/2026</b>

**This policy refers to children and young people (CYP). For the purposes of this policy child, as defined by the Children Act 1989 and 2004, is anyone who has not yet reached their 18th birthday.**

### **Commitment**

- We will promote the welfare of any child or young person who uses our services or who we encounter and protect them from harm.
- We will always listen to a child or young person if they make a disclosure of any type of abuse: we will take this seriously and take the appropriate action. We will also take appropriate action should we observe or have concerns about abuse or neglect.
- We will make sure we comply with our legal, ethical, regulatory contractual and internal requirements.

### **STAK.life safeguarding app, in partnership with iTrust:**

**Our service users, staff and volunteers all have free access to the groundbreaking STAK.life iTrust safeguarding & whistleblowing app which gives them a safe anonymous voice. <https://theitrustapp.com/>**

***“As a speak up provider, iTrust empowers both individuals and organisations to discover the truth. Based on experience, we truly understand the needs of those who report wrongdoing and provide the highest quality reporting to those assessing their information. Building trust and protecting the security and reputation of every party involved is paramount to us – we take the utmost care in all that we do. Your reputation is our reputation”.***

**The application allows individuals to:**

- **Speak up and report wrongdoing and concerns (Anonymously if preferred)**
- **Report near misses. Suggest ideas and changes.**
- **Say something positive, All at the scan of a QR code**



## **1. Safeguarding Policy Principles**

1.1 This policy has been agreed by the Directors of STAK.life CIC and is published on the STAK.life website. This policy can be made available in large print or another accessible format if required.

1.2 This policy and its procedures apply wherever staff or volunteers are working with Children and young people, for example in a group or workshop or on any trips.

1.3 Stak.life, will have regard to the principles of Keeping Children Safe in Education 2023, when working with Children and Children and young people. It defines safeguarding and promoting the welfare of children as: Protecting children from maltreatment; Preventing impairment of children's mental and physical health or development; Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and Taking action to enable all children to have the best outcomes.

1.4 Children and young people should feel safe and protected from any form of abuse. Stak.life is committed to safeguarding and promoting the welfare of Children and young people and expects all staff and volunteers to share this commitment. As is stated in Part One: Paragraph 2 of Keeping Children Safe in Education (2023): "Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who encounters Children and young people and their families has a role to play. To fulfil this responsibility effectively, all staff and practitioners should make sure their approach is child-and young person centred. This means that they should consider, always, "what is in the best interest of the child".

1.5 Everyone at STAK.life will maintain an attitude of 'it could happen here' where safeguarding is concerned.

1.6 We know that autistic Children and young people are potentially more vulnerable, because their communication may not be understood by others, they may struggle with social interaction or have difficulties understanding people's motives, they may be less able to report abuse and thus be more vulnerable to it. This necessitates greater vigilance among professionals in recognising, reporting and investigating potential signs of abuse as well as ensuring that safeguarding issues remain on the agenda when working with autistic Children and young people. It is important for staff and volunteers to believe and validate the experiences of autistic Children and young people and not apply their own frame of reference, experiences or values with them as they may experience the world very differently to neurotypical people.

1.7 Stak.life will take all reasonable measures to:

Adopt a person-centred approach, ensuring that there is a culture of vigilance where staff actively listen and observe all Children and young people to identify concerns, seeking wishes and feelings of them through various mediums. The Children and young person's voice (whether spoken or communicated in other ways) will be actively sought when addressing any concerns or liaising with other agencies.

1.8 Ensure that we practice safer recruitment in checking the suitability of staff, and volunteers (including Directors, Groups and outside staff bought in for expertise) to work with Children and young people.

1.9 Ensure that where staff from another organisation are working with our Children and young people on site or on another site, we require written confirmation that appropriate child and vulnerable person protection checks and procedures have been completed on those staff. Appropriate checks (DBS, basic, standard and enhanced) will be completed for those carrying out regulated activities. Regulated activity refers to specific roles or activities that involve close and unsupervised contact with vulnerable groups, including children and adults. Where one to one care is necessary, two responsible adults are to be present where possible and one should have sound knowledge of any care plan. We will strive to ensure that one member of staff will have knowledge of the SPELL framework to support the individual. We will maintain an up-to-date Central Record of staff and volunteers.

1.10 Follow our safeguarding procedures and liaise with Kent local authority services where appropriate.

1.11 Be alert to signs of abuse and neglect, both in the school & work from outside (including within the community, at home and online) and to protect each child and young person from any form of abuse, whether from an adult or another child or young person including (child on child abuse)

1.12 Deal appropriately with every suspicion or disclosure of abuse and to support Children and young people who have been abused or considered to be at risk, in accordance with any agreed Child Protection plan, Child in Need plan or Early Help/Team Around the Child (or equivalent vulnerable persons plan);

1.13 Be aware that behaviours linked to issues such as drug taking and or alcohol misuse, deliberately missing education and consensual and non-consensual sharing of nudes and semi-nude images and/or videos can be signs that Children and young people are at risk of significant harm; Design and operate procedures which, so far as possible, ensure that staff and others who have not done wrong are not prejudiced by false allegations.

1.14 Be alert to the needs of Autistic individuals including any medical needs, physical and mental health conditions. Identify Children and young people who may be more vulnerable to radicalisation and know what to do when they are identified.

1.15 Identify Children and young people who may be more vulnerable to criminal exploitation (including through county lines and sexual), and know what to do when they are identified

1.16 Operate robust and sensible health and safety procedures and operate clear and supportive policies on drugs, alcohol and substance misuse.

1.17 In line with Prevent Duty Guidance: England and Wales (2023), have due regard to the need to prevent people becoming terrorists or supporting terrorism. We should be alert to not only violent extremism but also non-violent extremism, including certain divisive or intolerant

narratives which can reasonably be linked to terrorism. educational establishments and workplaces should be safe spaces in which children and young people can understand and discuss sensitive topics, including terrorism and the extremist ideas that are part of terrorist ideology, and learn how to challenge these ideas.

1.18 Talk to Children and young people about safeguarding and online safety, as appropriate to their understanding and learning needs for example through use of online resources, through the curriculum and PSHE (including Relationship, Sex and Health Education), together with guidance on adjusting behaviour to reduce risks including the safe use of electronic devices and the internet, building resilience to protect themselves and their peers, and information about who they should turn to for help.

1.19 Take all practicable steps to ensure that premises are safe and as secure as circumstances permit.

1.20. Consider and develop procedures to deal with any other safeguarding issues which may be specific to individual Children and young people using Stak.life services.

1.21 Ensure all staff understand that they are responsible for reporting all safeguarding and child protection concerns that they become aware of. Staff must report to the Designated Safeguarding Lead (or director) and document all concerns and action taken. Staff will be provided with training on how and when to use the reporting system by the Designated Safeguarding Lead upon Induction and annually thereafter.

## **2. Statutory and Regulatory Framework**

2.1 This policy has regard to law, statutory guidance and procedural frameworks for safeguarding children and young people:

- The Rehabilitation of Offenders Act 1974
- The Children Act 1989
- The Police Act 1997
- The Protection of Children Act 1999
- Criminal Justice and Court Services Act 2000
- Care Standards Act 2000
- The Children Act 2004 (supersedes The Children Act 1989)
- Safeguarding Vulnerable Groups Act 2006
- The Care Act 2014
- Domestic Violence Crime and Victims Act 2004
- The Children and Families Act 2014
- Working Together 2015
- Keeping Children Safe in Education 2023

### 3. Responsibilities

3.1 Stak.life CIC Directors have overall responsibility for this policy.

3.2 We mandate Donna **Sherred** to take executive responsibility for taking forward and implementing this policy as the nominated safeguarding lead.

3.3 The nominated safeguarding lead will:

- Ensure staff awareness of safeguarding issues for children and young people.
- report complaints to the social care authorities as appropriate.
- Ensure that accurate records of any incident, disclosure, or complaint in relation to safeguarding are maintained.
- Ensure that the safeguarding policy is reviewed and kept up to date and that
- policy monitoring procedures are implemented.

3.4 Line Managers will:

- Ensure that the policy is communicated to all staff and annual staff training is provided.
- Support any member of staff or volunteer in recording, reporting disclosures.
- Provide support to any staff member or volunteer accused of CYP abuse.
- Assist staff and volunteers who have been the victims of malicious or false CYP.
- abuse claims to reintegrate into their team/voluntary activities.
- Act promptly to protect the reputation of Stak.life CIC invoking disciplinary action where appropriate in accordance with the procedure.

3.5 Employees and volunteers

It is possible that anyone working or volunteering on behalf of Stak.life CIC may encounter CYP who make a disclosure of abuse or share information that raises concerns about abuse. It is therefore important that all staff, and where appropriate, volunteers are made aware of key issues outlined in the policy and carry out a duty to report any infringements of the policy or code as well as any disclosure or suspicion of abuse. (**See Appendix 1**) for procedure for protecting CYP from significant harm including dealing with discovery and disclosure of abuse.

3.6 Recording a disclosure.

A full written record of what was said, heard and/or seen should be made as soon as possible. The actual words spoken by a third party or a CYP should be used as much as possible, rather than an interpretation of what was said. It is imperative that during any disclosure, the individual is supported in an experience sensitive way that meets their needs. Specific facts relating to named people, dates, places etc. should be recorded accurately. Stak.life have chosen to adopt the National Youth agency Safeguarding concern / incident reporting template (**See Appendix 2**) which also contains a link to the form. It should be downloaded, completed and saved securely and only sent to [Staklifeoffice@gmail.com](mailto:Staklifeoffice@gmail.com) once safeguarding actions have been completed.

#### **4. Monitoring and review of the Safeguarding of CYP Policy and Procedures**

4.1 Stak.life CIC is committed to monitoring the effectiveness of the safeguarding policy and procedures to ensure that they achieve their objectives. The monitoring will be ongoing and form discussion at Director meetings. Reviews and amendments will take place by- yearly or as required if there is an expedient need or change in legislative governance.

4.2 When the policy is reviewed, we will ensure each objective is reviewed, and we will:

- Ensure that staff and volunteers are carefully selected, trained and supervised and have clear roles:
- All staff and volunteers will be informed of their safeguarding responsibilities including the extent of their involvement with CYP.
- New staff will be informed during their induction.
- A record of safeguarding training will be kept by the DSL

4.3 Expect staff and volunteers who have contact with CYP to abide by a clear Code of Behaviour **See Appendix 3** and to report any breaches of the Code by colleagues:

- All relevant staff and volunteers are provided with a copy of the Code and are asked to familiarise themselves with it.
- Familiarity with the Code by staff and volunteers fulfilling regulated positions is checked during their induction period and regularly at annual appraisal or during refresher training/supervision sessions.
- Line managers should work to consolidate a culture where the welfare of children is treated as paramount.
- Anyone who observes a breach of the Code of Behaviour will bring this to the attention of the safeguarding Lead. In certain circumstances, the Safeguarding Lead may decide that the individual breaching the Code requires further guidance or clarification over appropriate/inappropriate behaviour, followed by observation to ensure that the behaviour has improved. If no improvement is seen, or the breach seems of a serious nature, the person will be reported to the Directors. Action appropriate to the severity of the infringement will be taken; for example, the person responsible undergoes a training session and is closely supervised for a defined period. Serious infringements will cause a disciplinary procedure to be invoked.

4.4 Tell parents, carers, children, vulnerable adults, staff and volunteers how to report any concerns to us:

- The iTrust reporting application QR code is available as part of this policy (initial page) and will be explained and made available at Stak.life groups and meetings to parents CYP and carers.
- Information about the safeguarding policy is provided to all staff and volunteers working in regulated positions.
- The policy is downloadable from the website and therefore available to parents CYP and carers.

#### 4.5 Review our policy and practice at regular intervals:

This policy will be reviewed on a two-yearly basis to ensure it is up-to-date and complies with regulations and good practice.

- Moderation of the social networking media such as Facebook and Instagram etc. Will be monitored regularly to ensure that current procedures are working satisfactorily.
- The Directors will review incidents to check that these have been dealt with appropriately and to flag the need for improvements where relevant so that prompt action can be taken.
- Constructive feedback will be given where procedures were not followed accurately so long as there is no deliberate intent.
- Information will be monitored, e.g., how many staff or volunteers were rejected at the screening stage etc.

#### 4.6 The protection of CYP policy is monitored in terms of the users, i.e.

- Parents/carers and CYP:
- A central register of complaints, incidents or concerns as documented on the incident report form, is maintained by the Safeguarding Lead.

### **5. Online Safety**

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

5.2 Providing clear and specific directions to staff and volunteers on how to behave online through our online code of behaviour for staff and volunteers (**see Appendix 4**)

5.3 Supporting and encouraging the young people using our service to use the internet (Zoom), social media and mobile phones in a way that keeps them safe and shows respect for others. Supporting and encouraging parents and carers to do what they can to keep their children safe online.

5.4 Developing an online safety agreement for use with young people and their parents/carers. Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour reviewing and updating the security of our information systems regularly.

5.5 Ensure that meetings are highly secured, and password protected. Ensuring that usernames, logins, email accounts and passwords are used effectively and regularly changed/updated to maintain security.

5.6. Ensuring personal information about the children who are involved in our organisation is held securely and shared only as appropriate/needed with consent.

5.7 Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given. (**See Appendix 5**)

5.8 Providing supervision, support and training for staff and volunteers about online safety examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

5.9 If online abuse occurs, we will respond to it by:

- Having clear and robust safeguarding procedures in place for responding to
- online abuse
- Providing support and training for staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying.
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account.
- Regular review of the policies and procedures developed to address online abuse.

#### **6. Other relevant STAK.life policies and procedures**

- Safeguarding Vulnerable Adults Policy
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy
- Neuro- Affirmation Policy
- Privacy Policy

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## **Appendix 1.**

### **Procedure for protecting CYP from significant harm including dealing with discovery and disclosure of abuse.**

#### **1. Definitions**

##### **1.1 Significant harm**

Introduced under the Children's Act 1989, significant harm relates to the threshold that justifies compulsory intervention in family life in the best interests of a child and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer significant harm.

Whilst the definition of significant harm is open to interpretation, it is most often a compilation of significant events, which interrupt, change or damage a child's physical and psychological development. Certain factors, such as the degree and extent of physical harm and the frequency and duration of abuse and neglect, will be taken into consideration to determine whether this is the case. This is not to say that a single traumatic event, e.g., a violent assault, may not constitute significant harm.

##### **1.2 Abuse**

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of a single act or repeated acts and can occur in any relationship. Sometimes children are abused by other children or by adults who are trusted by them, or placed in a supervisory position in relation to them e.g. a teacher, foster carer, staff member at a children's home etc.

There are four defined categories of abuse, that may contribute to significant harm occurring. In reality, the experience of many CYP who have suffered significant harm will include more than one aspect of abuse. The four main categories are:

- Physical abuse
- Neglect
- Sexual abuse
- Emotional abuse

Procedure for protecting CYPs from significant harm including dealing with discovery and disclosure of abuse.

**1.3 Disclosure**

It may happen that a CYP feels able to tell one of our staff or volunteers about abuse they are suffering or likely to suffer – this is known as a ‘disclosure’.

**2. Responsibilities of Stak.life CIC, Staff and Volunteers**

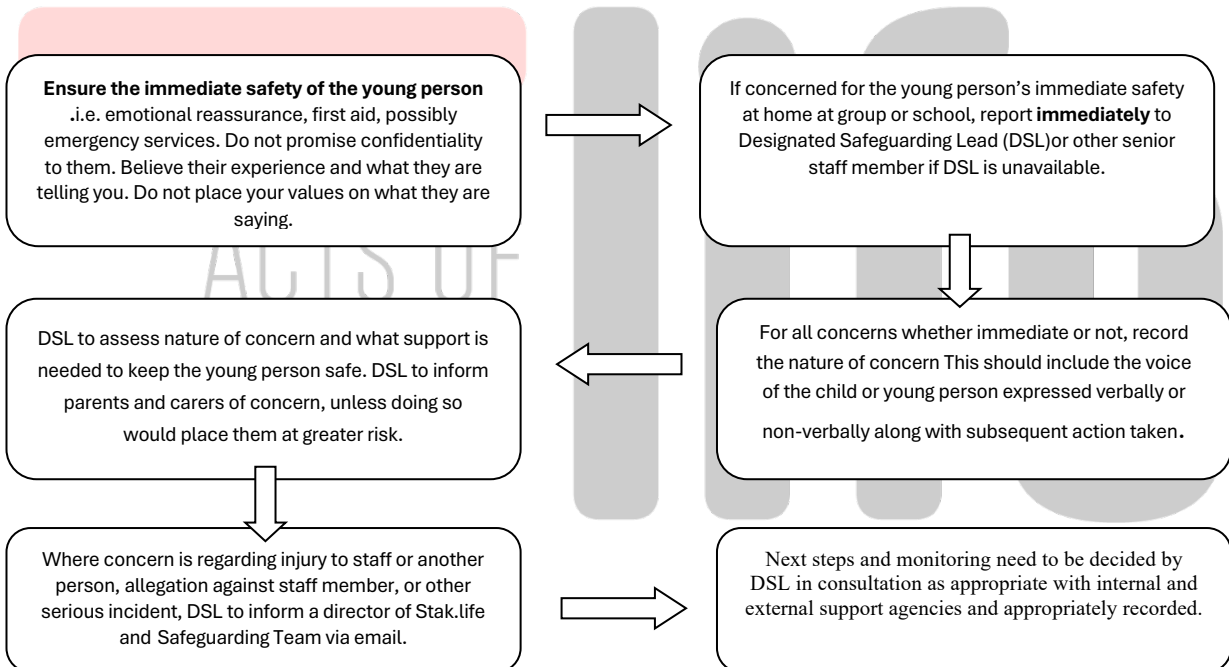
The paramount duty and responsibility of staff and volunteers is to prevent abuse of CYP occurring and report any abuse that is discovered, suspected or disclosed.

If a member of staff or volunteer receives a complaint about a colleague, an allegation about themselves or a disclosure of abuse or likelihood of abuse from a CYP, the fundamental rule is that prompt action is essential. Doing nothing is not an option when any kind of abuse is suspected or disclosed.

It is not the responsibility of our staff or volunteers to investigate or to decide whether a CYP is being abused.

**3. Dealing with a disclosure**

Where a CYP discloses to a member of staff or volunteer, the following important points should be remembered: Please see flow chart for key elements.



**Do not:**

- **Interrogate** – accept the CYP’s disclosure calmly, do not interrupt and listen
- **Make false promises** – at the outset, clarify that the information provided by the CYP cannot be kept secret and must be passed onto an appropriate person
- **Allow yourself to be left alone with a child** – even if a child requests privacy in order to disclose something, there should always be two adults visible at all times.

• **Be judgemental or jump to conclusions** – It is imperative that the CYP feels validated and that your own frame of references, values, bias, or views do not for any part of any conversation, even if you do not share or understand the proportionality or seriousness of the CYP’s view. It is the sensitivity to the CYP’s experience that should be validated, and which is paramount.

**Do:**

- **Reassure** – the CYP calmly and gently that the confidence has been heard, and that s/he has done the right thing in speaking to someone.
- **Listen carefully** – to what they are telling you, stay calm, get as clear a picture as you can, but avoid asking too many questions at this stage.
- **Explain that you have a duty to tell your manager or other designated person** – and that their concerns may be shared with others who could have a part to play in protecting them.
- **Be honest** – tell the CYP that they may need to repeat the disclosure within the course of an investigation
- **Gather contact details where possible** – staff and volunteers who are given information from someone whom they suspect may be guilty of abusing a CYP in their care should attempt to gain the individual’s contact details
- **Take notes** – comprehensive notes should be taken either during or immediately following any conversation, using an incident reporting form.

#### **4. Reporting disclosures**

##### **4.1 Emergency situations**

In some situations, it may first be necessary to take emergency protective action by calling the emergency services, e.g. if the person has been physically harmed or is being threatened.

Action to report suspected abuse or disclosures should be taken immediately afterwards or first if it is not necessary to call emergency services. Information should be recorded using an incident reporting form.

#### **4.2 Dealing with a reported disclosure.**

Where a disclosure is made to a staff member or volunteer the incident should be reported to the safeguarding lead. They will take the decision whether to inform social services and the relevant parents/carers, depending on the nature of the incident.

If the safeguarding lead is not present or contactable by telephone the local social services department Child Protection Team should be contacted directly – prompt action is paramount. If the matter is of a criminal nature, the local police station should be contacted.

In most circumstances, parents or carers will be informed of the company's decision to contact social services, unless it is thought not to be in the best interests of the child and doing so would place them at greater risk. In all cases, advice from the relevant social care authorities will be sought before contact with parents or carers is made.

If suspected abuse is being reported action must be taken to report the information to the relevant authority. The CYP must be made aware that this is the case but that all other information concerning the disclosure will be kept confidential and under no circumstances be discussed with others unless necessary and appropriate.

#### **4.3 Recording a disclosure.**

A full written record of what was said, heard and/or seen should be made as soon as possible. The actual words spoken by a third party or a CYP should be used as much as possible, rather than an interpretation of what was said. Specific facts relating to named people, dates, places etc. should be recorded accurately.

**Appendix 2**

**Safeguarding concern / incident report form**

[Safeguarding Concern / Incident Report Template - National Youth Agency \(nya.org.uk\)](http://www.nya.org.uk)

<p>This form is designed to report any safeguarding incidents or concerns. It should be completed by the worker who has been disclosed to, who witnessed the incident, was most directly involved or who provided first aid if relevant. Once completed it must be submitted as per the organisation's reporting protocols.</p>	<p><b>REFERENCE NUMBER For Office Use Only:</b></p>
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<b>Name &amp; role of person completing this form:</b>	
<b>Programme name:</b>	<b>Date form is completed:</b>

**Details of child, young person or adult at risk:**

<b>Name:</b>	<b>Address:</b>
<b>Contact number:</b>	<b>Gender:</b>
<b>Date of birth:</b>	<b>Any further information that may be useful to consider:</b>

**Parents/carers details:**

Name:	Address:
Contact number:	Email address:
Have parents/carers been notified of the incident?: Yes / No	If yes, please provide details:

**Details of reporter:**

Are you reporting your own concerns or responding to concerns raised by someone else?	Reporting my own concerns
	Responding to someone else's concerns
If responding to someone else's concerns, please provide their details below:	
Name:	
Relationship to child, young person or adult at risk:	
Email address:	
Contact number:	

**Incident Details:**

Date/ Time:	Group name (if applicable):
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Location of incident:

Description of the incident or concern: (continue on separate sheet if necessary & include reference number):  
*(Include relevant information such as what happened and how it happened, description of any injuries sustained, behaviour witnessed and whether the information provided is being recorded as fact, opinion or hearsay)*



Details of any previous concerns, incidents or relevant safeguarding records:



Child, young person or adult at risk account of the incident or concern: *(use their own words)*

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Witness account of incident or concern: *(include further accounts on separate sheets as necessary. Include reference number on each accompanying account)*

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**Details of any witnesses:**

Name(s): <i>(Consider anonymising where this will not negatively impact the ability to take immediate response actions)</i>	Relationship to child, young person or adult at risk:	Contact details:



<b>Details of any persons involved in the incident or alleged to have caused the incident, injury or presenting risk:</b>		
Name(s): <i>(Consider anonymising where this will not negatively impact the ability to take immediate response actions)</i>	Relationship to child, young person or adult at risk:	Contact details:
		
<b>Outcome of incident &amp; immediate actions taken: (tick box where relevant)</b>		
Ambulance required? Y/N  Name of hospital / medical facility attended if applicable:  Police/fire/rescue services attended? Y/N	First aid treatment provided: and by whom	Medication given:

Notes:		
Any resulting change of plans or disruption to the programme, if applicable:	Disciplinary procedures enacted:	Were any immediate changes to risk management procedures made?
Signed By Author:	Name:	Date:

**Reporting to the Designated Safeguarding Lead (DSL) section:** *(to be completed by DSL)*

Date & time DSL notified of incident/concern:
Date & time this form passed on to DSL (if different from above):
DSL comments: <i>(actions taken / impact on rest of programme / external agency involvement / initial lessons learned / follow-up actions required):</i>

External agency referral:		
Social services notified? Y/N	LADO notified? Y/N	Other referral made? Y/N
Date & time of referral:	Date & time of referral:	Agency:
Name of contact person:	Name of contact person:	Date & time of referral:
Contact number / email:	Contact number / email:	Name of contact person:
Agreed action or advice given:	Agreed action or advice given:	Contact number / email:
		Agreed action or advice given:

Signed By DSL:	Name:	Date:
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**For Office Use Only:**

Follow-up action required:		
Action:	Due date:	Whom responsible:




**Appendix 3**

**Code of Behaviour for Stak.life CIC  
Staff, Volunteers and Contractors**

**1.1. Introduction**

Every member of staff and volunteer who works with CYP needs to be aware of their role and responsibilities and have clear guidelines under which to operate. One way of achieving this is to have a Code of Behaviour, which clarifies what is acceptable and what is not acceptable.

All staff and volunteers who work with CYP, whether on a regular unsupervised or occasional supervised basis will be required to confirm that they have received it and understand their responsibilities under it.

## **2. Principles underpinning the Stak.life CIC code of behaviour**

- Everyone is treated with respect
- The best interests of the CYP are paramount over any other concern.
- Our environment must be such that CYP feel safe and valued and neuro affirming behaviours **MUST** be adopted at all times.
- Adults should be sensitive to child protection issues in all that they say and do
- All staff and volunteers should protect Stak.life CIC reputation and confidentiality by following these procedures at all times
- The Code of Behaviour guidelines below should be followed at all times

## **3. Code Of Behaviours**

No member of staff or volunteer will physically, sexually or emotionally abuse or neglect a CYP and the following guidelines should be followed at all times. This also covers where relevant online/social media activities:

### **Do:**

- Respect a CYP's right to personal privacy
- Take seriously all allegations made by CYP and act on suspicions immediately in accordance with Stak.life CIC safeguarding policy
- Encourage CYP to approach an independent person to discuss any problems they may be having.
- Provide access for CYP to talk to others about any concerns
- Abide by Stak.life CIC policies and guidelines at all times
- Encourage CYP and adults/carers to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- Remember that someone else might misinterpret your actions, no matter how well intentioned
- Recognise that caution is required even in sensitive moments such as counselling, dealing with bullying, bereavement or abuse
- Plan activities so that they involve more than one person being present, or at least in sight or hearing of others

- Maintain the confidential information of the organisation and of its clients

**Do not:**

- Contact CYP outside the project or activity without good reason, or swap correspondence or personal contact details
- Permit abusive youth peer activities like initiation ceremonies or bullying, this will not be tolerated
- Allow or engage in inappropriate language, suggestive remarks, gestures or touching of a kind that could be misunderstood
- Do things of a personal nature that CYP can do for themselves (e.g. dressing)
- Allow yourself to be drawn into inappropriate attention seeking behaviour, such as tantrums or crushes
- Exaggerate or trivialise CYP abuse issues
- Deter a CYP from making allegations through fear of not being believed
- Allow yourself to be left alone with a CYP at any time
- Take pictures of CYP in a state of undress particularly in their bedroom or in the swimming pool
- **ALWAYS** immediately share concerns on any of these matters with your line manager/Safeguarding Lead, or if not contactable, social services.

**5. Breaches to the Code of Behaviour**

- No infraction of the safeguarding policy and procedures will be tolerated
- Breaches of this Code will be dealt with through the company's disciplinary procedures for staff and volunteers

**Appendix 4**

**Online Code of Behaviour for Stak.life CIC**

**Staff, Volunteers and Contractors**

**1. Introduction**

Every member of staff and volunteer who works with CYP needs to be aware of their role and responsibilities online and have clear guidelines under which to operate. One way of achieving this is to have an Online Code of Behaviour, which clarifies what is acceptable and what is not acceptable. Staff will be required to confirm that they have received it and understand their responsibilities under it

All agreements and Online Codes of Behaviour will be stored securely by the company for a period of five years following the termination of employment or volunteer relationship, which is the current legal requirement.

## **2. Online code of behaviour**

No member of staff or volunteer will verbally, sexually or emotionally abuse or neglect a CYP via an online platform and the following guidelines should be followed at all times. This covers, where relevant, online meetings and social media activities:

- Only use secure platforms or Password protected platforms for online meetings
- Make sure online invites only go out to volunteers and are not available to the public (unless attendance is agreed prior to the meeting)
- Do not give out personal phone numbers or email addresses via an online platform
- Always gain staff and volunteer consent when something is being recorded
- Always gain staff and volunteer consent before taking a screen shot/ screen grab or picture of an online meeting
- Consider personal and family safeguarding when using video. Check what you have around you that may be in shot
- If attending or hosting a virtual meeting ensure that people are happy with family photographs, or indeed family being in shot? Recommend background blurring or use a pre-prepared background
- Always give staff and volunteers the option to attend online meeting/events with their video off to maintain privacy
- ALWAYS immediately share concerns on any of these matters with your line Safeguarding Lead, or if not contactable, social services.

## **3. Generally, good online behaviour involves:**

- Thanking, acknowledging, and supporting people- remember people may not be able to see you nod, smile or frown as you read their instant messages or attend online meeting. So, if they get no acknowledgement, they may feel ignored and be discouraged from contributing further. It is a good habit to respond constructively and acknowledging the other person's perspective.
- Acknowledging before differing - before you disagree with someone, try to summarise the other person's point in your own words. Then they know you are trying to understand them and will be more likely to take your view seriously.
- Clearly showing your emotions - smileys or emojis can be used to express your feelings. Most online platforms allow you to use emojis to express a variety of emotions. Emotions can be easily misunderstood online, be mindful that people may not realise

when you are joking, and one person's joke may not seem amusing to someone else. You should always be aware of the receiver(s) of your message, particularly as people from widely differing cultures and backgrounds may read what you write online.

- Avoiding 'flaming' - if you read or hear something that offends or upsets you, it is very tempting to type a speedy reply and hit 'send' without thinking – but don't! It can quickly escalate into a flaming spiral of angry messages and discussions.
- Disagreeing with the comment, not with the person - disagreement is expected but remember to focus on the matter under discussion and avoid negative comments about other people.
- Respecting difference – respect others' cultural, religious, professional, academic and economic backgrounds, skills, abilities and contributions.
- Asking permission - Do not use or reproduce others' comments or personal information without their express permission.
- Always upholding the organisational core values and beliefs – It is vital that when we attend a virtual meetings, we behave in the same way that we would when we attend an in person meeting and therefore our behaviour reflects the code of conduct that has already been agreed to by staff and volunteers.

#### **4. Breaches to the Code of Behaviour**

- No infraction of the safeguarding policy and procedures will be tolerated
- Breaches of this Code will be dealt with through the company's disciplinary procedures for staff and volunteers

#### **Appendix 5**

**Stak.life CIC - Consent for use of Image**

This form asks you to consent to the use of your image by Stak.life



Your image may be used in our printed publications for promotional purposes, in press releases, on videos, on social media channels, in presentation materials and our website. It may also appear in our advertising and in the local/ national media.

Your image shall be deemed to represent a fictional person unless agreed otherwise. We will not include your personal details (such as postal addresses, or telephone numbers) on our website, printed materials or other promotional materials.

Please note that that our website and social media channels can be accessed from outside the United Kingdom. We will only use images that identify you, with your further, explicit consent to do so, and we will not use the images for any purpose other than those mentioned above or as otherwise agreed.

***\*This form can only be signed by persons aged 18 years and over. If you are under 18 years of age, this form should be completed on your behalf by a parent or guardian.***

You may withdraw your consent at any time by contacting us at the address below. If you withdraw your consent, Stak.life CIC will not use your image in any new publications or materials and will delete your image from our records. However, your image may be retained on existing publications and materials where,

a) There is a legitimate interest for Stak.life CIC to maintain the public availability of those publications and materials, b) This legitimate interest is not overridden by any prejudice (damage or harm) to your own interests or fundamental rights or freedoms, and c) Where it is not reasonable and proportionate in the circumstances for the publications or materials to be withdrawn.

You may request the withdrawal of any publication or material containing your image, for reasons of prejudice to your own interests, fundamental rights or freedoms, by contacting us at the address below. Any such request will be considered by Stak.life CIC.

Stak.life CIC will retain and use images for five years, after which they will be deleted and no longer used. However, if used, your image may remain in publication for longer than five years.

Please answer the questions below, then sign and date the form as indicated:

***I give consent to be photographed to provide my image to Stak.life CIC. The purpose for which the photograph/s may be used has been explained to me. I understand that the photographs remain the property of Stak.life CIC.***

***I grant Stak.life CIC the right to use my image and any other reproductions or adaptation as indicated below:***

- I consent for my image to be used to represent a fictional person
- I consent for my image to be used in Stak.life CIC on our website, in advertising and with the media
- I consent for my image to be kept by Stak.life CIC for five years
- I consent for my image to be used by [insert partner organisation name] in publications, on their website, in advertising and with the media
- I am over 18 years of age\*

Name .....

Name of child (if applicable) .....

Place/event .....

Contact number .....

Signature:.....

Date:.....

Please send this consent form to [Staklifeoffice@gmail.com](mailto:Staklifeoffice@gmail.com)

If you have any questions at all please contact us.

For any complaints or concerns about the processing of your personal data, please contact the Stak.life CIC using the details above.

You also have the right to lodge any complaint about the processing of your personal data with the Information Commissioner's Office (ICO) with whom we are registered.