



Centre for Young Refugees and Migrants

## **POLICIES AND PROCEDURES**

**2020 VERSION**

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## **Terms, Acronyms**

### **Service Users**

To include all children, young people and vulnerable adults who access Dost's services

### **Staff**

To include all staff, coaches, tutors, student placements, volunteers who work/ volunteer at Dost

### **Trustees**

To include all Dost Trustees

### **Management**

To include YWPM and Board of Trustees

### **Visitors**

To include all visitors, funders, staff, volunteers and coaches from other organisations

### **Carers**

To include all parents/ extended family/ foster carers, keyworkers, corporate parents, such as Children's Services

### **The Public**

To include members of the public who may come into contact with Dost services or Service Users

### **Named Leads**

#### **Youth Work Programme Manager – YWPM**

Marian Spiers

#### **Designated Safeguarding Lead – DSL**

Marian Spiers (updated 2020)

Deputy DSL - Leila Seguin (completed 2020)

#### **First Aider at Work**

Marian Spiers (updated 2018)

#### **Mental Health First Aider**

Marian Spiers (2021)

#### **Data Protection Officer**

Marian Spiers

#### **Safety and Safeguarding Trustee**

Thomas Edwards (DSL Trained 2021)

# SAFEGUARDING AND CHILD PROTECTION

## Introduction

### Definition of Safeguarding

**Proactive** - “taking action to enable all children to have the best outcomes”

- Protection of children from maltreatment.
- Preventing impairment of children’s health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.



### **Principles - Safeguarding Children is everyone's responsibility**

- For services to be effective they should be based on the needs and views of children – child centred
- Child abuse is nondiscriminatory, stereotyping and assumptions do not protect children
- Cultural norms and ethnic traditions differ
- Abuse may be by inflicting harm or failing to prevent harm
- Cultural norms do differ; different cultural norms and ethnic traditions should be recognised, respected and understood, however, they may not always be accepted, as Child Protection Law in the UK must be upheld
- Professionals must exercise their powers and responsibilities in a way which does not compromise the human rights of the child, the parents or carers or other professionals

**The welfare of the child is paramount**

### Definition of Child Protection

**Reactive** - This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

### **The Role of a Youth Service/ Youth Workers and DSL's**

- Youth Work practitioners are not investigative agencies and should not attempt to investigate concerns arising about children in their setting
- However, Youth Workers and DSL's have a legal duty to assist Children's Services by referring concerns and providing information for child protection enquiries

“In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be of primary consideration”

**Article 3 UN Convention on the Rights of the Child**

Human rights within the United Kingdom are protected by the Human Rights Act 1998, which means that if an individual believes that their human rights have been breached, they can take action against this in a court of law.

**The right to freedom from torture and inhumane or degrading treatment or punishment.**

**The right to liberty and security.**

**The right to freedom of thought, conscience and religion.**

**The right to freedom of expression.**

**The right of access to an education.**

Although usually associated with adults, this Act provides equal rights to children who are also protected by its content.



This Safeguarding Policy outlines our approach to safeguarding children, young people and vulnerable adults (for the purposes of this policy children are under the age of 14, young people are 14-17 years old and vulnerable adults are 18-25 years old) although all young people who access Dost shall be considered as vulnerable.

Dost provides a service to 13-19-year-old young refugee and migrants.

This policy is written in accordance with the Children Act 2004 and Safeguarding Vulnerable Groups Act 2006.

It will be reviewed, added to, or modified from time to time and may be supplemented in appropriate cases by further statements related to the work of Dost.

Copies and subsequent amendments will be made available to all Staff/Trustees.

The success of this policy depends on the active support of all Staff to achieve its' objectives. This policy is mandatory for anybody working for or on behalf of Dost, meaning all Staff, including the Board of Trustees. The policy must be applied whenever there is a concern about a child, young person or vulnerable adult or about the behaviour of an adult.

Dost recognises the need for a well-defined policy setting out the standards it aims to achieve for safeguarding Service Users within our care.

This policy sets out the organisation and arrangements for achieving this aim, including the detailed responsibilities for key staff.

The definition of a vulnerable adult is a person who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.

## **Policy Statement**

Dost believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its' responsibility to safeguard the welfare of all our Service Users, by a commitment to good practice which protects them.

We recognise that:

- The welfare of the child, young person or vulnerable adult is paramount
- All children, young people and vulnerable adults regardless of age, disability, gender, racial heritage, religious belief or lack thereof, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- All our staff and volunteers need to be carefully selected and trained and accept responsibility for safeguarding children, young people and vulnerable adults that they come into contact with.

The purpose of the policy is to:

- Provide protection for the Service Users who receive Dost's services
- Provide Staff with guidance on procedures they should adopt in the event that they suspect a child, young person or vulnerable adult may be experiencing, or be at risk of, harm.

We will endeavour to safeguard all Service Users by:

- Valuing them, listening to and respecting them
- Adopting child protection guidelines through procedures and a code of conduct for Staff, Visitors, Trustees
- Conducting robust recruitment and selection processes, including the necessary safety checks in respect of references, declarations and Disclosure and Barring Service (DBS) checks at an enhanced level
- Sharing information about child protection and good practice with stakeholders
- Reporting, to Children's Services, any suspicion that a Service User has suffered, is suffering, or is at risk of suffering abuse
- Providing effective management for Staff through supervision, support and training including guidance on what to do if an individual is worried about a Service User.

## Organisation Responsibilities

### Trustees

The Charity Commission is clear that Trustees have primary responsibility for safeguarding in their charity. In fulfilling their duty of care to Dost, Trustees need to take steps to safeguard and take responsibility for the Service Users with whom Dost works.

This means they need to:

- Act in their best interests
- Ensure there is a DSL and Deputy DSL as part of Dost and ensure they fully understand their roles
- Ensure Staff have Safeguarding training and awareness and are DBS checked and appropriately vetted
- Receive termly and annual reports of Child Protection activities and referrals
- Take all reasonable steps to prevent any harm to Service Users
- Assess and manage risk
- Put safeguarding policies and procedures in place
- Undertake ongoing monitoring/reviewing to ensure that safeguards are effective and are being implemented
- Respond appropriately to allegations of abuse

Within Dost, the Trustee with responsibility for Safety and Safeguarding (Thomas Edwards), will update the regular Board meetings on any issues, and at which all of the above will be monitored. This Trustee will work in partnership with the DSL and Deputy DSL to maintain records of Child Protection concerns, disclosures of abuse, complaints or allegations against staff and any safeguarding actions carried out.

This Trustee is also responsible for informing the Charity Commission of any serious incidents.

### Youth Work Programme Manager

The Youth Work Programme Manager (YWPM) - Marian Spiers is currently the Designated Safeguarding Lead (DSL) (2020) for Dost and Leila Seguin is also trained as Deputy Safeguarding Lead (2020).

The DSL is responsible for:

- The implementation, maintenance, monitoring and review of this Policy, across Dost
- Leading by example in actively promoting safeguarding practices in Dost
- Ensuring all Staff have implemented the Safeguarding Policy and have received the appropriate safeguarding training and understand the safeguarding arrangements within Dost
- Informing, instructing, training and supervising Staff
- Reporting safeguarding issues which they cannot resolve and/or which are serious to the Trustees
- Reporting to the Trustees any relevant matters relating to safeguarding and/or any referrals to Disclosure and Barring Service (DBS)
- Keeping records of concerns raised against a member of staff or volunteer on their file
- Making a referral to DBS if required

As Designated Safeguarding Lead (DSL), the YWPM is also responsible for:

- Responding in a timely manner to any suspected abuse allegations
- Keeping written records in line with our Data Protection Policy
- Referring a case on to Children's Services where necessary or communicating with the known Social Worker if any concerns are raised.

### All Staff

All staff and volunteers are responsible for:

- Making sure that they understand the part they play regarding safeguarding all those who use Dost
- Co-operating with the DSL in following the safeguarding arrangements set out in this policy
- Reporting any suspicions of abuse or neglect to the DSL as soon as possible
- Reporting any concerns about the behaviour of any members of Staff, other organisation's staff or the Public towards Service Users.

## **Working in Partnership**

Dost will cooperate and coordinate with all organisations it works in partnership with, to safeguard the Service Users it has contact with and ensure any Service Level Agreements are in place.

## **Arrangements for Implementing the Safeguarding Policy**

### **Safer Recruitment**

Safeguarding of Service Users is considered at the recruitment stage. All new staff, volunteers and trustees are required to complete an application form, attend an interview, provide references and disclose any criminal convictions.

An enhanced DBS check will also be obtained for Staff, Trustees recruited to certain positions. A repeat DBS check will be obtained every three years for those who are eligible.

During interview, all candidates will be questioned regarding their understanding of safeguarding and how that might be a consideration in the role that they are applying for.

Staff are all required to read and agree to the Staff and Volunteer Code of Conduct and sign accordingly.

### **Safer Working**

All Staff working for or on behalf of Dost have a responsibility to safeguard the welfare of the children, young people and vulnerable adults that they are working with to ensure their physical, sexual and emotional safety. In order to achieve this all Staff should follow some simple guidelines.

### **Staff and Volunteer Code of Conduct**

- Treat everyone with respect
- Ensure your own behaviour is appropriate at all times
- Follow the Staff and Volunteer Code of Conduct (Appendix 5)

### **Good Practice Guidelines for working with children, young people and vulnerable adults**

- Plan activities which involve more than one member of staff, volunteer, or other relevant accompanying adult being present, or at least in sight or hearing of others
- When meeting with a Service User, this should take place as publicly as possible. If privacy is needed, the door should be left partly open and other Staff informed of the meeting
- Don't exaggerate or trivialise safeguarding issues
- Don't let allegations made by a Service User go without being addressed
- Ensure that allegations are recorded accurately and in a timely manner
- Don't deter anyone from making allegations through fear of not being believed
- Don't engage in or permit abusive behaviour between young people e.g., ridiculing, bullying
- Don't engage in sexually provocative/ rough physical games with a Service User
- Don't make suggestive remarks or gestures or jokes of a sexually inappropriate or discriminatory nature
- Don't show favouritism to any individual
- Don't allow yourself to be drawn into inappropriate attention-seeking behaviour, such as tantrums or crushes but deal with such behaviour firmly and fairly
- Don't give a Service User your personal contact details and do not communicate with them outside of the work you are doing with them
- Do respect a person's right to privacy

### **Physical Contact**

Staff should not have unnecessary physical contact with Service Users. There may, however, be occasions when physical contact is unavoidable or positively desirable or necessary for safety reasons, for example:

- Providing reassurance to a distressed person
- When teaching sports such as gymnastics or swimming
- When working with a person with a disability who requests such assistance
- Giving direct assistance when fitting outdoor activity equipment, e.g., harness
- Administering First Aid
- Life-guarding

Wherever possible there should be an attempt to ask the person to agree to such contact. Where appropriate, Staff should explain their actions. This should be conducted openly and ideally with another member of Staff present. Staff should be aware of their positioning so that, where possible, others can clearly see the assistance being given.

Staff should avoid doing things of a personal nature that the person can do themselves. However, when working with people with disabilities, personal care and help is sometimes required, although this should be agreed with the person beforehand.

In very rare circumstances there may be a need to physically restrain a young person for their own or others safety. The YWPM will provide advice in this area as necessary.

## **Social Media**

As technology develops, the internet and its' range of services can be accessed through various devices including mobile phones, computers and game consoles. Although the internet has many positive uses, it provides the key method for the distribution of indecent images of children.

Furthermore, social networking sites, chat rooms and instant messaging systems are increasingly being used by online predators to "sexually groom" or criminally exploit, children, young people or vulnerable adults. In addition, electronic communication is being used more and more by young people as a means of bullying their peers and distributing inappropriate images.

In order to safeguard Dost Staff and Service Users, the good practice outlined in the [Dost Digital Safety Policy](#) must be followed.

## **Photography**

Photos of young people taking part in Dost programmes and activities are an excellent way of documenting, communicating, evaluating and promoting Dost, but when personal information is added to photographs, these images can be used to identify Service Users, and put their safety and privacy at risk. The young people who attend Dost may be at more risk due to being able to be identified in photos, due to the fact that they may have been trafficked. Photographs can also be adapted for inappropriate use. To manage the risks associated with photographing children and young people all employees must comply with the [Dost Digital Safety Policy](#).

## **Residential Trips away**

Dost Staff organising and attending residential trips for Service Users must follow the procedures outlined in the [Residential and Trips Guidance Policy](#).

By following basic safeguarding best practices, we can protect Service Users participating in our programmes.

- Adults should ideally not share a bedroom with a Service User; however, this may be necessary where the adult is the child or young person's carer or where the residential set up does not allow for another option, e.g., on a sailing trip where the sleeping arrangements are open for all
- Bedrooms of only two young people should be avoided if possible and if this is not possible, should be offered to siblings or foster siblings if appropriate
- Bedrooms must not be mixed between the sexes and anyone identifying as LGBT should be catered for
- Adults and young people must use different shower facilities from each other wherever possible, or stagger times and access.

## **Responding to Safeguarding Concerns**

Staff may become concerned about a person in a number of ways, including but not limited to:

- A Service User may tell (disclose) them that they or someone else has been or is being abused
- There may be concerns due to the person's behaviour or presentation
- Concerns may be raised about the behaviour of an adult, who may be a member of staff, volunteer, another professional or a member of the public
- A parent, carer, relative or member of the public might share their concerns about a Service User
- Another Service User may share concerns about one of the other Service Users

In all cases the following procedures must be followed.

When a Service User wants to confide in you:

- Stay calm and listen carefully to them
- Show them that you take what they are saying seriously
- Encourage them to talk, but do not interrupt whilst they are recalling events
- Ask questions only to clarify your understanding of what you are being told
- Do not investigate. Do not ask them to repeat their account
- Do not promise to keep the information secret. Explain that you have to pass the information on to those who can help. Tell them what you are going to do next
- Do not confront any alleged abuser
- As soon as you can, write down what the young person has said, using their own words
- Report to your DSL as soon as you can, and definitely before the end of the shift/day
- Use Database (Salesforce) to flag a safeguarding concern to all of the DSL's and a DSL will pick up and respond to this.

Reporting a disclosure of abuse is not a betrayal of the young person's confidence. It is your duty and is also necessary to allow protective action to be taken in relation to the young person and any other children who may be involved/ affected.

If you feel a Service User may be going to tell you that they are being abused, but then stops or tells you something else, let them know that you are always ready to listen to them and/or remind them of the Childline number 0800 1111, but do not press them to tell you more.

If the Service User has communication difficulties or English is not their first language, pass this information on so that an appropriate interpreter can be identified, if appropriate.

If you become concerned due to the young person's behaviour, presentation or other reason:

- Do not trivialise or dismiss your concerns
- If the behaviour may be sexually harmful to other young people do not explain it away as 'normal'
- Report your concerns to your DSL as soon as you can, and definitely before the end of the shift/day

Information that may seem trivial can frequently form the missing piece of the puzzle and lead to protective action being taken.

Service Users who display sexually harmful behaviour need to have an assessment of their needs, including possible needs for protection.

If you become concerned about the behaviour of an adult:

- Do not dismiss your concerns
- Do not confront the person about whom you have concerns
- Report your concerns to your DSL as soon as you can, and definitely before the end of the shift/day

It is **VERY IMPORTANT** you do not ignore or dismiss suspicions about another professional or colleague, however well or little you know them, or whatever position they may occupy in their organisation.

If your concerns are about the Designated Safeguarding Lead (currently the YWPM) speak to a Trustee.

If your concerns are about a Trustee, then you should speak to the YWPM.

Your concerns will be taken in confidence and even if they are subsequently seen to be mistaken, you will not suffer any adverse consequences for raising the concern. The only exception to this would be where it could be conclusively shown that the concerns were raised maliciously.

If a parent, carer or other member of the public tells you of their concerns about a young person or the behaviour of an adult:

- Do not leave it to them to make their own referral to Children's Services. Make your own report
- Take adequate details about their concern and the identity of the young person
- Report your concerns to your DSL as soon as you can, and definitely before the end of the shift/day

Concerns raised by members of the public should always be taken seriously and where necessary Dost should take responsibility to make the referral to Children's Services or check that this has been done.

If you are dissatisfied with the response to any of your concerns above, raise these again with the DSL.

If you are unable or unwilling to do this you can approach a Trustee.

## **Designated Safeguarding Lead and Designated Person**

Dost currently has two members of staff, the Youth Work Programme Manager (YWPM - Marian Spiers) and a Youth Worker (Leila Seguin), who act as the Safeguarding Leads. Due to the size of the organisation it is not felt necessary to appoint additional 'Designated Persons' but this will be reviewed at Trustee Meetings. One of the Trustees is also responsible for Safeguarding (Thomas Edwards).

## **Training**

All Dost Staff and Trustees will be given access to safeguarding training. Staff are required to do a training course within the first three months of their employment. Volunteers will be given safeguarding training relevant to the position in which they are volunteering, this could be the YWPM talking through the Dost Safeguarding Policy with them or they may need to attend external safeguarding training. Trustees will be invited to attend a safeguarding training course or will be required to complete the NSPCC online Safeguarding Training or a local Council run Safeguarding Training if they do not already have safeguarding training through their work.

## **Working with Partner Agencies**

When Dost works with partner agencies it is important that there is clarity of responsibility for different aspects of safeguarding between the two parties. This will be covered by a Service Level Agreement. In all circumstances Dost should remain alert to indications that a Service User may be suffering, or may be at risk of suffering abuse or neglect and concerns should be reported to the Designated Safeguarding Lead.

## **Reports**

The DSL will follow Dost guidelines. This may include a discussion with a Designated Person in a partner organisation and/or reporting to an outside agency.

## **Concerns about the behaviour of a member of staff or a volunteer**

These procedures should be used in respect of all cases where it is alleged that a person who works with children, young people or vulnerable adults has:

- Behaved in a way that has or may have harmed a child, young person or vulnerable adult
- Possibly committed a criminal offence against or related to a child, young person or vulnerable adult
- Behaved in a way that indicates he or she may pose a risk of harm

If the concern is not connected to the person's employment or work activity, these procedures may also apply. It is in everyone's interest to resolve cases as quickly as possible, consistent with a fair and thorough investigation. All allegations must be investigated as a priority to avoid any delay. The time taken to investigate and resolve individual cases depends on a variety of factors including the nature, seriousness and complexity of the allegation.

There may be up to three strands in the consideration of an allegation

- A police investigation of a possible criminal offence
- Inquiries and assessment by Children's Services about whether a child, young person or vulnerable adult is in need of protection or in need of services
- Consideration by an employer or regulatory body of action in respect of the individual.

If there is an immediate risk, appropriate actions may need to be taken by the member of staff e.g., urgent involvement of police; suspension of member of staff and removal from Dost premises; securing evidence; urgent medical attention.

Any allegation or concern which arises should be reported immediately to the DSL who will then follow the guidelines. Where staff or volunteers receive an allegation against someone from another organisation, this should be reported to the DSL as soon as possible.

## **Confidential Information and Retaining Records**

All children, young people and vulnerable adults, and their families, are entitled to their privacy. However, where there are concerns about the safety or welfare of a child, young person or vulnerable adult, those concerns and the necessary personal information will need to be shared with those who can make decisions about action to safeguard them.

There is nothing in any legislation that prohibits the sharing of confidential and personal information where there are concerns about the safety or welfare of a child, young person or vulnerable adult, or where a criminal act may be, or may have been committed.

Staff should make written notes at the earliest opportunity and these should be passed to the DSL. They must then keep all written documents relating to a safeguarding issue in a secure place. There is a secure folder for all electronic documents and hand written notes should be kept in their original format.

These detailed records should be kept until Dost is confident that the information is held accurately with the agency responsible for taking further action to safeguard the child, young person or vulnerable adult i.e., partner agencies, Children's Services or the Police. A chronology of decisions made and actions taken can then be kept on file, once the detailed records are deleted or destroyed. This record should be held for 50 years.

More information can be found in the government document [Working Together to Safeguard Children 2018](#).

Where concerns have been raised about a member of staff or a volunteer and these relate to behaviour that has harmed, or may have harmed a child, young person or vulnerable adult; the member of staff or volunteer has possibly committed a criminal offence against, or related to, a child, young person or vulnerable adult, or behaved in a way that indicates s/he is unsuitable to work with children, young people or vulnerable adults, then:

- The DSL must be informed
- The DSL must follow the procedures outlined in the [Role Description for Nominated Child Protection Lead Guidance](#) by the NSPCC.
- A clear and comprehensive summary of any allegations made, details of how the allegations were followed up and resolved, and of any action taken and decisions reached, will be recorded
- This record will be kept in the person's confidential personnel file/ a copy should be given to the individual
- Such information will be retained on file, including for people who leave the organisation, at least until the person reaches normal retirement age, or for ten years if that is longer

The purpose of the record is to enable accurate information to be given in response to any future request for a reference. It will provide clarification in cases where a future DBS disclosure reveals information from the police that an allegation was made but did not result in a prosecution or a conviction. It will also prevent unnecessary re-investigation if, as sometimes happens, allegations resurface after a period of time.

Dost has a duty to refer to the [DBS service](#), any employees or volunteers who have been dismissed, redeployed, retired/redundant or resigned where Dost believes that this person has either:

- Engaged in relevant misconduct or
  - Satisfied the harm test or
  - Received a caution for, or been convicted of, a relevant offence
- (As defined in the [Safeguarding Vulnerable Groups Act 2006](#)).

The YWPM is responsible for making this referral to [DBS](#) and for informing the Trustee with responsibility for Safety and Safeguarding (Thomas Edwards). This Trustee is responsible for notifying the [Charity Commission](#) of any serious incidents relating to safeguarding in line with the [Charity Commission's Reporting Serious Incidents Policy](#).

## Lone Working

At Dost, there will be limited situations that will require lone working, although on occasions this may be deemed necessary or the only option available. At no point, will volunteers be lone working and staff will also have limited occasions to work alone, but we want to ensure that when and if this does happen, it happens in a safe and managed way, for everyone involved.

[Lone working](#) could arise because this is considered the most effective way to work with a young person; from unforeseen situations; or from the practical situation that funding was not available for two workers to undertake the tasks required. This could leave the worker in the vulnerable position of undertaking work in potentially difficult or hazardous situations, without the full support of the organisation's management and the necessary systems to ensure their safety and the safety of the Service User. Examples of such situations are:

- One to one mentoring sessions in person or online
- Home visits, LAC reviews, court attendances
- Transporting Service Users
- Accompanying Service Users to appointments
- Meeting Service Users for a trip/session, then travelling to meet another worker/ group or dropping off Service Users after a session

Dost recognises that, during the course of their work, it may be essential at times, for staff to work alone. This may occur as a regular part of an employee's working practice or may occur on an occasional basis. In either situation it will arise from the understanding that this is the most appropriate and effective way of working with a particular young person/or young people or in a particular situation. The safety of both Service Users and staff is paramount and Dost is committed to minimising the risk of lone working for all.

To minimise the risks in the settings above, the following practical steps will be taken.

### **One to one Mentoring**

In person – if a staff member is to meet a Dost Service User alone outside of the Project, this must be agreed with the YWPM in advance and a suitable venue (in a busy place – for example a library), identified and a time and date set. Staff should check in with the YWPM before and after session and if YWPM does not have contact with staff member after session, they will check with Service User and then contact Trustees and if necessary, the Police. The YWPM will also contact next of kin/ emergency contact - Staff Emergency Contact Sheet (Appendix 6) to check if there seems to be an issue around safety.

Online – Staff should use the Dost zoom link to communicate with Service Users and in the majority of situations, there will be at least two Staff present, but at times, Staff may go into breakout “virtual” rooms with a Service User – in this case, the “host” of meeting can join any room at any time and can record session if required and save to google drive. If Staff need to run an online session alone, this will be with the knowledge of the YMPW and they should check in after session to report on how it went and can also sign in as host and record session.

### **Home Visits, LAC Reviews, Court Attendances**

As the majority of the Service Users at Dost, live in Foster Placements and Supported housing environments, in the majority of cases, there will be other people at the Home, although this should be established beforehand and address obtained. In general, it will be the YWPM attending these settings and will be with other professionals, although if other staff members need to attend, they should make YWPM aware of the plan and pass on details. If the YWPM is attending a meeting or home visit, where it is unclear what the home situation is, they will contact a Trustee with details and check in after meeting. A risk assessment should be completed to identify any potential risks and solutions.

### **Transporting Service Users**

On occasions, staff may give Service Users a lift in their own car to or from sessions or trips. This could be when, it is deemed safer for a Service User to go with the staff, than go by public transport, for example. The YWPM has a car, which is insured for business use and if any other staff member wants to use their own vehicle, this would need to be discussed first and the appropriate insurance obtained. If Service Users are in the care of a Foster Carer or a known Keyworker, they should be asked if they give permission for the Service User to travel by car and in the case of a trip/ residential, this should be on the Letter to Carers. If possible, it is better to have more than one Service User or another staff member or volunteer in the vehicle.

### **Meeting Service Users/ Dropping off Service Users for/ after an Activity**

During trips/ residential/ sessions, it can be common for Staff to need to split up and meet or drop off Service Users in different locations, depending on where Service Users live and Staff live and where the activity is taking place. This will be arranged beforehand by the YWPM and information conveyed to Staff regarding details and in the majority of cases, it will be for short journeys only and will involve travelling with a small group of Service Users to meet another small group of Service Users with another Staff member. Staff members can communicate with each other re phone/ WhatsApp. On most occasions, Staff will not only be meeting one Service User, but if they are, they should follow procedures above and check in at end with YWPM. Staff should communicate with each other throughout meeting up/ dropping off and depending on time, location and age of Service User, the YWPM will also check with Service User if they have arrived home etc. Consent forms for Residential should state if the Service User can travel home alone after activity and be followed accordingly.

### **Record Keeping**

Staff should use the Lone Working Agreement Form (Appendix 7) to record activity and risks, both before and after session. If known, any background, useful information should be shared with staff member, before session to minimise risks.

### **Incidents**

A record should be kept of any instances that constitute a threat or risk to the worker's safety and any instances of actual harm and dealt with accordingly and further procedures put in place if required.

## **WHERE SAFEGUARDING IS CONCERNED..... REMEMBER!**

**RECOGNISE**

You see something, you hear something...  
It worries you. You have a concern...

**RESPOND**

Speak to either DSL  
or a DDSL Deputy Lead or raise  
concern through database  
Share your concern!

**RECORD**

Make a note of what was said,  
what you saw, complete a Safeguarding Concern Form

<https://safeguarding.culture.gov.uk/handling-safeguarding-allegations-charity>

**REFER**

Pass on concerns to relevant agencies;  
Children's Services, Police, Parent/ carer

**REFLECT**

What can be changed to make  
this less likely to happen in the future,  
what went well with the process,  
what could be improved,  
what changes need made and put these into action



## **Appendix 1 - Recognising Signs and Symptoms of Abuse**

### **Definitions of Abuse**

“Child abuse and neglect” is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child’s health or development. Children may be abused or neglected through the infliction of harm, or through the failure to act to prevent harm. Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the child.

Working Together to Safeguard Children sets out definitions and examples of the four main categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

These categories can overlap, and an abused child/ young person frequently suffers more than one type of abuse.

#### **Physical Abuse**

Physical abuse may involve poking, pushing, hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child. It may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child. It can also include “fabricated” or “induced” illness where a parent or carer simulates the symptoms of, or deliberately causes, ill health in a child.

#### **Emotional Abuse**

Emotional abuse is the persistent, emotional, ill treatment of a child such as to cause severe and persistent effects on the child’s emotional development. This may involve:

- Conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- Imposing age or developmentally inappropriate expectations on children. These may include interactions that are beyond the child’s developmental capacity, as well as over-protection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- Serious bullying, causing children frequently to feel frightened or in danger - e.g., witnessing domestic violence
- Exploitation or corruption of children

Some level of emotional abuse is involved in most types of ill treatment of children, though emotional abuse may also occur alone.

#### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening and includes penetrative and non-penetrative acts. It may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic materials, watching sexual activities or encouraging children to behave in sexually inappropriate ways. Sexual abuse includes abuse of children through sexual exploitation.

#### **Neglect**

Neglect involves the persistent failure to meet a child’s basic physical and / or psychological needs, likely to result in the serious impairment of the child’s health and development. This may involve failure to provide adequate food, shelter or clothing, failure to protect from physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child’s basic emotional needs.

#### **Sexually Harmful Behaviour**

A significant proportion of sexual abuse is carried out by children and young people on their peers. Such abuse should always be taken as seriously as that perpetrated by an adult. The behaviour should not be dismissed as “normal”. A referral to Children’s Services should always be made if/ when required.

#### **Abuse of Trust**

All members of Staff have a relationship of trust with the children and young people who use our services. It is an abuse of that trust and could be a criminal offence to engage in any sexual activity with a young person aged under 18, or a vulnerable young person under the age of 25, irrespective of the age of consent and even if the relationship is consensual.

#### **Organised Abuse**

This is sexual abuse where there is more than a single abuser and the adults concerned appear to act in agreement to abuse children and/or where an adult uses an institutional framework or position of authority to recruit children for sexual abuse.

#### **Child Sexual Exploitation (CSE)**

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive ‘something’ (e.g., food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child’s immediate recognition; for example, being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person’s limited availability of choice resulting from their social/economic and/or emotional vulnerability.

## **Recognising Signs of Abuse**

Recognising possible abuse is a complex and complicated procedure and it is not the responsibility of Dost employees to decide whether a child or young person has been abused or is at risk. However, there is a responsibility to act on any concerns and report them to a Designated Person. The following information is designed as a guide to help raise awareness of the different signs of abuse.

### **Physical Abuse**

Most children collect accidental injuries and bruises from time to time, and bruises caused in this way are likely to be on the external bony parts of the body such as the knees, shins, elbows and forehead. Most children who have developed language skills will be able to describe how an injury was caused. Any injury should be considered in the context of the child's history and developmental stage, and any explanation given.

The following circumstances are possible indicators of physical abuse and should trigger concerns:

- Delay in the presentation of the injury
- An injury which is not consistent with the explanation given
- Changing or differing accounts of how the injury occurred
- An unexplained injury

Types of bruising which may indicate physical abuse include:

- Bruising in babies and young children who are not independently mobile
- Bruising to the soft tissue area where there is no bony prominence, e.g., face, back, arms, buttocks, genitalia, ears and hands
- Multiple bruises in clusters, or of uniform shape
- Bruises that carry an imprint, for example of an implement, a hand or a cord
- Grip marks; in a young baby this could indicate that the child has been shaken, risking injury to the brain
- Frequent bruising for which the child is unwilling to offer an explanation
- Regular "accidental" bruising or injury with or without a history of how the injury occurred

Types of injury which may indicate child abuse include:

- Multiple burns, and burns on unusual areas of the body such as back, shoulders or buttocks
- Scalds where the child appears to have been "dipped" in too hot water
- Cigarette burns
- Bite marks
- Damage to mouths

### **Emotional abuse**

This form of abuse almost always accompanies other forms of abuse. It includes persistent criticism, denigration, rejection and scapegoating. It has an important impact on a child's mental health, behaviour and self-esteem.

The following are possible indicators of emotional abuse:

- Abnormal attachment between a child and parent/carer, e.g., anxious, indiscriminate or no attachment
- Carer shows a persistently negative attitude towards the child
- The child consistently experiences low warmth and high criticism from their parent/carer(s)
- A fixed stare
- Older children may show evidence of mental health issues such as depression, self-harm, eating disorders, may have behavioural or educational difficulties, may engage in the misuse of alcohol or illegal substances
- Acting out aggressive behaviour
- A child who is consistently reluctant to go home after school or nursery
- A child who struggles to engage in normal social activity and conversation with peers or adults
- A child who runs away from home
- A child with a very low self-esteem and/or who will consistently describe themselves in very negative ways such as "I am stupid, naughty, hopeless, ugly"
- A child living in an environment of domestic abuse, alcohol or substance misuse

### **Sexual abuse**

Although there are some indicators relating to sexual abuse, in many cases this form of abuse is well hidden, with the only overt signs being a child's behaviour in general or towards an individual, and this may be attributable to many things unrelated to sexual abuse. This makes sexual abuse very difficult to identify.

The following may be indicators of sexual abuse:

- Bruising or bites to breasts, buttocks and around the genital area could be signs of sexual abuse as well as physical abuse
- Sexually abusive behaviour
- Sexually explicit play, continual open masturbation or aggressive sex play with peers (as distinct from normal sexual curiosity)
- Extreme use of sexually explicit language and/or detailed descriptions or drawings of sexual activity
- Self-harm
- Running away or regular absences from home or school (particularly in the case of organised abuse)
- Pregnancy
- A sexually transmitted infection
- Engaging in inappropriate relationships

Sexual exploitation can be very difficult to identify. Warning signs can easily be mistaken for 'normal' teenage behaviour. Young people who are being sexually exploited may:

- be involved in abusive relationships, intimidated and fearful of certain people or situations
- hang out with groups of older people, or antisocial groups, or with other vulnerable peers
- associate with other young people involved in sexual exploitation
- get involved in gangs, gang fights, gang membership
- have older boyfriends, girlfriends or friendships
- spend time at places of concern, such as hotels, street settings or known brothels
- not know where they are, because they have been moved around the country
- go missing from home, care or education

## Neglect

There are no specific features which indicate neglect, other than that the child's basic needs are not adequately met. Neglect is a pattern, not an event, so it is important to consider the standard of care the child received over time; a pattern of neglect may be missed if each individual event is considered in isolation.

The following may be indicators of neglect:

- Exposure to danger, for example the cold (inappropriate clothing for the weather) or starvation
- Repeated failure to attend to physical/developmental needs of child, to provide warmth, appropriate clothing, food/ consistent care
- Faltering growth (failure to thrive) in babies or toddlers
- The child has responsibility for activity that is not age appropriate such as cooking, ironing, caring for siblings
- Poor supervision of young children resulting in frequent accidental bruising or injury
- The child is always dirty and/or hungry
- The child is left at home alone or with inappropriate carers
- The child is regularly not collected from care settings
- Eating disorders, including stealing and/or hoarding food
- Failure to attend routine medical appointments/ to attend to the child's medical needs and refusal of appropriate treatment

## Recognising Potential Risk to an unborn Child

In some circumstances, agencies or individuals are able to anticipate the likelihood of significant harm with regard to an expected baby. Indicators may include:

- Domestic abuse within the household
- Alcohol and substance misuse by mother, leading to possible harm to the unborn child, or by others with risk to new-born babies
- Secret or hidden pregnancy or the mother's mental health problems

These concerns should be addressed as early as possible in order to provide sufficient time for full assessment and support so as to enable the parents, (wherever possible), to provide safe care.

## People with Disabilities

Dost is wholly committed to upholding the rights of children, young people and vulnerable adults with disabilities who use our services and particularly their right to be free from violence, abuse or neglect by their parents or anyone else who looks after them. Research suggests that children and young people with disabilities are more vulnerable to physical, emotional or sexual abuse or neglect than a non-disabled child. The level of risk may be raised by:

- A need for practical assistance in daily living, including intimate care from what may be a number of carers
- Carers and staff lacking the ability to communicate adequately with the child
- A lack of continuity in care leading to an increased risk that behavioural changes may go unnoticed
- Physical dependency with consequent reduction in ability to be able to resist abuse
- An increased likelihood that the child is socially isolated
- Lack of access to "keep safe" strategies available to others
- Communication or learning difficulties preventing disclosure
- Parents' or carers' own needs and ways of coping conflicting with the needs of the child

In addition to the indicators of abuse listed above, the following indicators must also be considered in relation to disabled children:

- Force feeding, or impatience in feeding leading to under feeding/under nourishment/ over feeding
- Unjustified or excessive physical restraint/ rough handling
- Extreme behaviour modification, including the deprivation of liquid, medication, food or clothing or social contact
- Misuse of medication, sedation, heavy tranquillisers/ invasive procedures against a child's will
- Deliberate failure to follow medically recommended regimes
- Misapplication of care programmes or regimes/ undignified or culturally inappropriate intimate care practices
- Ill-fitting equipment (e.g., calipers, sleep board causing injury or pain, inappropriate splinting)

Some sex offenders may target children and young people with disabilities in the belief they are less likely to be detected.

## Institutional Abuse

Children and young people with disabilities are particularly vulnerable to this kind of abuse where practices and behaviours by staff in organisations have become institutionalised or commonly accepted practice. However, those behaviours may cause significant harm (as above) and/or may be an abuse of the child's rights. Examples of the latter could be:

- Where a child's communication board does not accompany the child everywhere
- Staff who assume a child's wishes or communication and speaks for them
- Staff who do not facilitate a child's own communication because of the difficulty or time it takes
- Attributing difficult or challenging behaviour to the child's condition rather than identifying it as communication

All staff and volunteers within Dost must be alert to signs of institutional abuse or unprofessional practices or behaviour and raise their concerns as per the procedures outlined above.

## **Appendix 2 – Other Types of Abuse and signs**

### **Radicalisation and Extremism**

There are different forms of extremist organisations in the UK and the world, e.g., ISIL (Islamic State), Boko Haram, Al-Qaeda, British Defence League, Animal Rights extremist groups such as SPEAK, Irish Republican Army (IRA), Anti-Abortion groups, to name a few. ‘Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm’ ([Home Office, Prevent Strategy – June 2015](#))

Radicalisation – ‘the process by which a person comes to support terrorism and forms of extremism leading to terrorism’ (Prevent Strategy)

Extremism – ‘vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect tolerance of different faith and beliefs; and/or calls for the death of members in our armed forces, whether in this country or overseas’ (Prevent)

There is no single way of identifying a young person who is likely to be susceptible to terrorist ideology. As part of wider safeguarding responsibilities, staff and volunteers will be alert to:

Disclosures by young people of their exposure to the extremist actions, views or materials of others, especially where the young person has not actively sought these out.

- Graffiti symbols, writing or art work promoting extremist messages or images
- Young people accessing extremist material online, including through social networking sites
- Distributing extremist literature and documentation
- Young people voicing opinions drawn from extremist ideologies and narratives
- Changes in behaviour which could indicate that they are in need of help or protection
- Use of extremist or ‘hate’ terms to exclude others or incite violence
- Intolerance of difference, whether secular or religious or views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture
- Attempts to impose extremist views or practices on others
- Anti-Western or Anti-British views
- Use of extremist language. ‘Dawlah’ – term used by ISIL to refer to the ‘Islamic State’ ‘Jihad’ – means ‘struggle’, ‘violence’ ‘Caliphate’ – ISIL supporters describe the territory they control in Iraq / Syria ‘Mujahid’ – someone who wants to fight as part of the ‘Jihad’ ‘Shahada’ – refers to someone considered to be a martyr ‘Kuffar’ – term used by ISIL to describe non-Muslims ‘Ummah’ –phrase used by ISIL refers to ‘world community of Muslims’ ‘Rafidha’ –used by ISIL to refer to those who refuse to accept Islamic State

If a member of staff or a volunteer has a concern that a young person or vulnerable adult is at risk of being radicalised this should be raised to a designated person in the same way as any other safeguarding concern.

### **Mental Health and Safeguarding**

The definition of mental health is the capacity to live a full, productive life – as well as the flexibility to deal with its’ ups and downs. For example: enjoying and making friendships, the capacity to learn, ability to meet challenges and being able to develop talents and capabilities.

Therefore, mental ill health can be an indicator of abuse, adverse childhood experiences (ACE’s), neglect or exploitation and can have a lasting impact on mental health, behaviour and education.

You could look out for some of the following:

- No signs whatsoever
- Substance misuse
- Unmanageable self-expectations
- Nightmares
- Avoiding friends or social events
- Feeling guilty or useless
- Weight or appetite changes
- Trouble sleeping
- Self-harm
- Emotional outbursts
- Anxious/ worried
- Engaging in risky behaviours or sexual activity

### **Peer on Peer Abuse**

Peer on peer abuse occurs when a child/ young person is exploited, bullied and/or harmed by their peers who are the same or similar age. Everyone directly involved is under the age of 18. It might entail physical abuse, cyber bullying, sexting, sexual violence, harassment, initiation rites/ hazing and/or bullying.

### **County Lines Exploitation**

County lines is the police term for urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or “deal lines”. The gang activity is highly associated with violence, drug dealing and exploitation; having a devastating impact on young people, vulnerable adults and local communities.

## Appendix 3

### Summary of procedure if abuse is suspected

A Staff member has concerns about a Service Users' safety or welfare



Staff Member notes their concerns using the reporting form (Appendix 8) or database and discusses these with the Designated Safeguarding Lead (DSL) or DDSL during or immediately after the session



If the Service User's Carer does not already know about the concern,  
the DSL to discuss with them unless:

- a family member or carer might be responsible for abusing the Service User
  - someone may be put in danger by the Carer's being informed
    - this might interfere with a criminal investigation

If any of these circumstances apply, discussion with the Carers should only take place once this has been agreed by the appropriate London Borough Children's Social Care team.



If there is still uncertainty about the concerns,  
the DSL refers them to the Children's Social Care team



Concerned

DSL refers to the Children's Social Care team  
and confirms in writing within 48 hours.



Not Concerned

No further child protection action needed.

DSL decides whether to discuss the issue with other services (e.g., schools) to ensure that the Service Users' needs are being met elsewhere.

DSL to follow up outcome with  
Children's Social Care team.

## Appendix 4

### Local Safeguarding Children Boards and useful sites/ organisations/ Legislation

Dost comes within the remit of the London Safeguarding Children Boards.

The London Safeguarding Children Board has published child protection procedures for the City of London and the 32 London Boroughs. Procedures can be found on their website.

<http://www.londonscb.gov.uk/> (London wide Safeguarding Board)

<http://www.newhamlscb.org.uk/> (Newham Safeguarding Board)

<https://www.newham.gov.uk/Pages/Services/Child-protection.aspx> (Newham Child Protection info)

<http://www.newhamlscb.org.uk/Professionals/> (advice for professionals and volunteers in Newham)

<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

(What to do if you are worried a Child is being abused – Government guidance 2015)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/721581/Information\\_sharing\\_advice\\_practitioners\\_safeguarding\\_services.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf)

(Information Sharing - Advice for practitioners providing safeguarding services to children, young people, parents and carers 2018)

[The Children Act 1989 \(as amended\)](#)

[The Children and Social Work Act 2017](#)

[Keeping Children Safe in Education 2020](#)

[Working Together to Safeguard Children 2018](#)

[The Education Act 2002](#)

[The United Nations Convention on the Rights of the Child 1992](#)

[The Equality Act 2010](#)

[The Children and Families Act 2014](#)

[The Human Rights Act 1998](#)

#### **Newham Child Protection**

020 3373 4600 (9am - 5.15pm)

020 8430 2000 (other times)

**NSPCC:** Help for adults concerned about a child

**0808 800 5000**

**Samaritans:** 24-hour support line around suicide

**Freephone 116123**

**Coram Voice:** Telephone advice, information and advocacy services for children in care.

**0808 800 5792**

**Childline:** A confidential 24hr free telephone helpline

**0800 1111**

**Muslim Youth Helpline:** Helpline providing culturally sensitive support to Muslim youth under the age of 25. Outreach services, including family mediation, face to face counselling and befriending

**0808 808 2008** (Area served LONDON)

**help@myh.org.uk**

**National Youth Advocacy Service:** Provides information, advice, advocacy and legal representation to young people up to the age of 25 through a network of advocates through England and Wales

**0808 808 1001**

**help@nyas.net**

**The Mix (formerly Get Connected):** Essential support for under 25s. Phone, Email, Web support and Counselling.

**0808 808 4994**

## Appendix 5

# CODE OF CONDUCT FOR STAFF, VOLUNTEERS AND VISITORS



At Dost, you will be working/ volunteering with vulnerable teenagers and young people with an age range of between 13 and 19 years, both male and female from many countries which may include Afghanistan, Iraq, Iran, Eritrea, Ethiopia, Pakistan, Nigeria, India, Eastern Europe, Albania, Vietnam, Syria and Bangladesh.

The majority of these young people are separated children, which means they have arrived in the UK alone and may have had to leave their country of origin and their families for a number of reasons. Some will live in foster care, others with their relatives and some in independent living situations. They may stay in placements long term or may get moved around frequently.

We also work with migrant young people who may be living with families or extended families and have recently arrived in the UK from European countries.

The young people may have experienced a number of traumas or be living in disadvantaged situations and may, as a result, have mental health issues, behavioural or emotional problems. They may or may not speak English, may or may not be in education, may or may not have a support system around them, may or may not yet have achieved legal status to remain in the UK, therefore they have multiple and differing needs.

**I agree to follow the code of conduct below. Whilst working/ volunteering or visiting Dost, it is important that you follow the guidelines below in order to ensure that both you and the young people are protected and safeguarding is in place:**

Don't take any young peoples' phone numbers or give out your number or follow or add young people on social media.

Don't use your phone whilst at work unless it is an emergency.

Don't invite young people to your home or accept invitations to their home.

Don't initiate or agree to meet young people outside of work hours or outside of the work place.

Don't talk about things that you have done in your past that are illegal or inappropriate.

Don't ask about young peoples' pasts and their journeys prior to entering UK - unless they bring it up and even then, be sensitive and aware of who else is around and listening and do not probe for information.

Don't ask about families as this can often be a painful and sensitive subject.

Avoid excessive physical contact and be aware of what kind of contact could be perceived as inappropriate.

You should not be alone with one young person in order to avoid any allegations; but if this is not possible to do, all risks must be minimised by following the Safeguarding and Child Protection Policy.

If a young person discusses something personal with you, ensure that this is kept confidential from other young people and people outside of Dost.

If a young person discusses something with you that makes you believe that they or someone else may be at the risk of harm, you have a legal responsibility to report this to the Designated Safeguarding Lead (Marian Spiers). You can inform the young person that you are unable to keep that information confidential or if this is not possible, you must still report this as soon as possible. Follow guidance from the Safeguarding and Child Protection Policy.

Use appropriate language and do not say things that could be taken as racist, sexist or discriminatory.

Don't impose your own religious, political, moral or ethical views onto the young people.

Don't take photos/ videos of the young people with your own equipment or allow them to use your phone/ camera.

Don't post anything about Dost on Social Media without prior consent.

Don't give gifts or show favouritism towards a young person/ people and do not accept gifts without consent from Lead Staff.

<b>I have received the Policies and Procedures</b>	<b>YES</b>	<b>NO</b>
<b>I have read the relevant Policies and Procedures to my role</b>	<b>YES</b>	<b>NO</b>
<b>FOR STAFF – please tick</b>		<b>FOR VOLUNTEERS – please tick</b>
I will inform Marian of my availability		I will inform Marian of my availability
I will complete timesheets and invoices		I will aim to volunteer for at least 6 months
I will attend relevant training		I will attend relevant training
I will take part in Youth Team Meetings		I will take part in Youth Team Meetings
I will attend Supervision		I will attend Supervision
<b>Name:</b>	<b>Signed:</b>	
<b>Dated:</b>	<b>Role:</b>	

## Appendix 6

### STAFF EMERGENCY CONTACT SHEET



Full Name	
Contact Numbers	
Any medical issues we should be aware of in case of emergency?	
Emergency Contact Name	
Emergency Contact Details	
Relationship to Emergency Contact	
Second Emergency Contact Name	
Second Emergency Contact Details	
Relationship to second Emergency Contact	
Dated	

This information will be treated as confidential and will be stored appropriately and only used in an emergency situation.

**Thank you.**

## Appendix 7

### LONE WORKING AGREEMENT FORM



Name of Staff Member										
Initial of YP if appropriate	Activity?	Transport?	Date and Time	Location/ address if known	Agreed by YWPM/ Trustees? Date?	Any known risks identified?	Risks minimised?	Any issues/ incidents after session?	Staff checked in at end of session?	

## Appendix 8

# REPORTING CONCERNS ABOUT A CHILD/ YOUNG PERSON



## SERVICE USERS' DETAILS

Name of young person:		
Gender:	Age:	Date of birth:
Ethnicity:	Language:	Additional needs:

Name(s) of parent(s)/carer(s):

Young person's home address and address of parent(s)/carer if different:

## REPORTEE'S DETAILS

Your name:	Your position:	Date & time of incident (if applicable)
Are you reporting your own concerns or responding to concerns raised by someone else?  (delete as appropriate)		Own concerns
		Someone else's concerns

If responding to someone else's concerns, give their name and position within Dost (if applicable):

Please provide details of the incident or concerns that you have, including date, time, description of any injuries, whether description is first hand or the accounts of others, plus any other relevant details:

The young person's account/perspective (using their own words as much as possible):

Provide details of anyone alleged to have caused the incident or to be the source of any concerns:

Provide details of anyone who witnessed the incident or shares the concerns:

Please note: concerns should be shared with family/carers unless

- the view is that a family member or carer might be responsible for abusing the child
- someone may be put in danger by the family/carer(s) being informed
- this might interfere with a criminal investigation.

If any of these circumstances apply, consult with the appropriate London Borough Children's Social Care team (depending on the young person's looked after authority) to decide whether discussion with the family/carers should take place.

**Have you spoken to the young person's parent(s)/carer(s)?**  
If so, state what was said. If not, state the reason for this.

**Are you aware of any previous incidents or concerns relating to this young person and any current risk management plan/support plan? If so, provide details:**

**Summary of discussion with Designated Safeguarding Lead:**

**Following this discussion, do you still have child protection/ safeguarding concerns?**

Yes

No

**Have you informed the statutory child protection authorities?**

Police

Yes

No

Name and phone number of persons spoken to:

If yes – date & time:

Appropriate London Borough Children's Social Care team

Yes

No

Name and phone number of persons spoken to:

If yes – date & time:

Action agreed with child protection authorities:

**What has happened since referring to statutory agencies?**

Include the date and nature of feedback from the referral, the outcome and relevant dates:

If the concerns are not about child protection, details of any further steps taken to provide support to the young person, parent(s)/carer(s) and any other agencies involved:

SIGNED:

NAME AND POSITION:

DATE AND TIME:

SAFEGUARDING	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# DATA PROTECTION/ GDPR

## Introduction

This document sets out the appropriate management and protection of any personal data held in relation to any Service User or Staff Member involved with Dost; any supplier, contractor or agent; and any members of other organisations or the public approached as part of promotional or research activities (henceforth all termed as 'Data Subjects'). It responds directly to the legal requirements imposed by the UK Data Protection Act (DPA) of 2018 and the 2018 EU General Data Protection Regulation (GDPR) with regard to the collection, handling, storage and transmission of any personal data received from any such Data Subjects.

## **What is data protection?**

The Data Protection Act (DPA) is designed to:

- Safeguard the handling and use of personal information (termed 'personal data');
- Respect an individual's rights over their personal information or data; and
- Enable organisations to use personal data legitimately in order to operate their business/ organisation.

## **What is personal data?**

Personal data refers to any information which relates to, and which can specifically identify, an individual living person. This includes, but is not limited to: names and addresses, telephone numbers, email addresses, credit or debit card details or HR details. (See Appendix A - Information Sheet on Personal Data)

[Note: Even anonymised data may constitute personal data if the individual is identifiable when the information is combined with other data held by the same organisation.]

## **When does the DPA apply?**

The DPA applies whenever there is **ANY** processing of personal data. This includes collecting, handling, storing, transmitting, or using the data in any way (including simply accessing the data, regardless of whether such access takes place from inside or outside the UK).

The DPA applies to **ALL** personal data which is stored, either (a) electronically (i.e., on a computer or server) or b) manually, if this is within any kind of filing system sophisticated enough to make the data readily accessible.

## **How does the DPA relate to Dost?**

We collect personal data in order to develop a better understanding of our members and supporters so that we can make better decisions about our future programmes and services and to fundraise more efficiently. This allows us to progress our aim of working with young refugees and migrants and for them to connect, grow and feel supported to continue their journey in the UK.

Dost is bound by the terms of the DPA as we need to collect, store, access and disclose certain personal data associated with the people and organisations that we work with when carrying out the activities that enable us to:

- Monitor and evaluate our reach and impact;
- Inform Service Users of what services and activities we are providing;
- Inform others of the work we are doing that may benefit them; and
- Ensure we safeguard Service Users effectively.



We may gather some information indirectly, when information is shared with us by a third party. For example, Service Users may be recommended to one of our sessions or our Project by a friend or by being referred to us for support by a local authority or other charity.

However, because we recognise that any failure in the correct and lawful treatment of this personal data could not only cause real harm and distress to the individual to whom the information relates, but also undermine our reputation within the community, we strive to go beyond the simple letter of the law and, instead, try to align with its' deeper goal, by keeping data collection to a minimum.

## **Data Protection Policy Commitments**

Dost fully endorses the seven data protection principles listed under the 2018 DPA and complies with both the DPA and wider EU requirements on GDPR by ensuring that any personal data we hold about Data Subjects is:

### **1. Processed lawfully, fairly and transparently.**

Dost staff must always consult with the Youth Work Project Manager (YWPM) whenever planning any activity that involves the collection or use of any personal data. The YWPM should then assess the planned data use to ensure that there is a legitimate reason for requesting and retaining the Data Subject's information and that the use of such information will be in line with what that person would expect, before establishing and documenting a clear plan for how that information will be stored and accessed that is in line with the requirements of the DPA.

Dost must **EXPLICITLY** inform all Data Subjects about the nature of the required data, the purposes and processes for which it is being/ has been collected and any parties to whom it may be disclosed. (for example, funders) In addition, Dost staff must ensure that all forms and activities **ALWAYS** provide potential Data Subjects with the option not to share their personal information - unless this is a matter of vital interest, public interest or legal obligation.

The YWPM must ensure that reasonable requests by individuals to access or delete their personal data are enabled by means of an easily accessible Data Subject Access Request process, clearly signposted on the charity's online presence.

### **2. Obtained and processed only for specified and limited purposes**

Dost Staff must only ever process personal data in a way which is compatible with the original purposes for which the data was obtained.

### **3. Adequate, relevant and not excessive.**

The YWPM must ensure that the volume and extent of any personal data that the charity holds on a Data Subject is the minimum amount of data required to achieve the stated purpose.

### **4. Accurate and kept up to date.**

Dost Staff, under the supervision of the YWPM, must take all reasonable steps to ensure the accuracy of all data and ensure that this is monitored, with regular correction or removal of any data that is no longer accurate or relevant.

### **5. Not kept for longer than is necessary.**

The YWPM must ensure that an annual audit of all data collections is scheduled, undertaken and documented in order to review the nature of any personal information being held by the organisation and ensure that there is still a valid business reason for the information being retained. They must then ensure that any data no longer needed for the purposes for which it was obtained, and any information deemed unnecessary is securely and systematically destroyed.

### **6. Used with integrity and maintained in complete confidentiality.**

Dost takes the integrity and confidentiality of any information shared with us, by or about Data Subjects, very seriously. In order to ensure data integrity, the YWPM should include in their annual review an assessment of whether the continued existence and use of any data held by the charity conforms with the original consent and whether this consent can reasonably be expected not to have expired as a result of the time elapsed since it was given.

In order to prevent unauthorised or unlawful processing of personal data and to protect against the accidental loss, destruction or damage of any data, Dost must ensure that all data is stored securely by means of limited-access, lockable or password protected files, databases, drives and facilities.

In addition, Dost must ensure that access to such data is limited to those employees, volunteers, temps, trustees and funders who reasonably require access to the data for the performance of their obligations and duties by ensuring that:



- Any doubt about a person's authorisation to be in any of Dost's workplaces is reported immediately to the YWPM (and/ or building supervisor/ centre management team if appropriate);
- Any desks, cupboards or rooms that hold confidential information of any kind are securely locked whenever they are not being actively supervised/occupied;
- Paper documents which are no longer required are shredded with a cross-cut shredder and CD-ROMs and USBs are physically destroyed when they are no longer required;
- Personal information is not disclosed either orally, in writing or otherwise to any unauthorised third party;
- Access to databases is password protected and restricted to staff members with a legitimate requirement to access the system;
- Anti-viral software is installed and regularly updated on all organisational devices and staff are trained in effective anti-virus behaviour;
- Third party access to any database is password protected and is only made available to specific partner organisations who are working with us on specific programmes, who are only ever able to access the data of those young people whose data they have entered into the database; and
- Data is never transferred to any other country without it being established in advance that there is adequate protection, (at a level equivalent with the DPA).

## **7. Managed in a clear and accountable manner.**

To ensure that Dost's commitment to all seven principles of the DPA can be easily scrutinised by the Information Commissioner's Office ([ICO](#)), our funders, our partners, and our service users, the YWPM, working in combination with the Trustees, must ensure that all actions contained within this policy document are supported by appropriate checklists and calendar reminders, and that the results of all reviews are clearly documented in readiness for any audit of our Data Protection process.

### **Practical Implementation**

#### **Data Subject consent**

Whenever personal data is given to Dost; Staff must ask the Data Subject (or their parent/ carer/ guardian if the Data Subject is under 12) to give explicit consent to that information being stored and used.

In addition:

- The Data Subject (or their parent/ guardian/carer) must be fully informed of the nature of the data storage and all intended uses of the data; (stated on the [Referral Forms](#))
- Data should only be stored if consent has been given - or if there is a legal obligation, in which case this must be clearly and adequately explained to the Data Subject or their carer;
- All consent forms must be retained and stored in a secure manner;
- The relevant personal data obtained should not be accessible to anyone other than parties declared at the point of consent being given; and
- Any individual who has their personal data held by Dost has the right to access such data and the prescribed process to obtain this (as described below).

#### **Access to Personal Data by Data Subjects**

Under the DPA, all Data Subjects have the right to be:

- Told whether any of their personal data is being processed;
- Given a description of the personal data, the reasons why it is being processed and whether it may be given to any third-party organisation or other person;
- Given a copy of the personal data (subject to such redaction as Dost considers necessary to comply with its' safeguarding obligations and/or to protect its' operational interests); and
- Given details of the source of the data.

Dost Staff must therefore make sure that all Data Subjects are aware of this policy and their rights under the DPA whenever asking for any personal information. They should further identify the YWPM as the appropriate contact person for any data requests and direct Data Subjects to the relevant contact details on the charity's printed and digital communications.

All Dost Staff must ensure that up-to-date contact details are included on all printed literature and consent forms, and the YWPM must ensure that appropriate information and contact details are clearly displayed on the Dost website.

The YWPM must ensure that any access request from Data Subjects is answered as quickly as possible and the relevant information provided within 40 days of a written request.

(\*Note: In the event of a request for subject access or the amendment of personal information, Dost reserves the right to charge a limited fee to cover administrative costs.)

## **Publication of Charity Information Relating to Dost**

As information published as part of press releases and promotional media is exempt from the DPA, Dost Staff must make it clear in all communications and at all events that any individual who wishes for their personal information to be excluded from any such promotional publications should inform the YWPM.

## **Data Relating to Service Users**

To ensure full compliance with the principles of transparency, integrity and confidentiality contained within the DPA, Dost Staff must ensure that:

- Data protection statements are used on all registration forms along with information for individuals (including photo consent forms where appropriate);
- All consent forms are retained by an appropriate Staff member and filed appropriately; and
- A statement on what information we hold, why, and the Data Subject's right to view information is included on the Dost website.

## **Disclosure of Personal Data**

As indicated in our Data Protection Statement, Dost reserves the right to, on occasions, share information with our funders, (for reporting purposes) and with other agencies that we consider might benefit our Service Users. However, Dost staff may share information in circumstances of public interest, legal obligation, or where Service Users are considered to be at immediate risk or might put others at immediate risk.

When information is shared with us or available publicly, we may use this information to gain a better understanding of our supporters. We do this in order to improve our fundraising methods and services.

We encourage our supporters and service users to regularly check and update their privacy settings with Dost and third-party organisations, including other charities

## **Special Considerations: Child Protection in Relation to this Data Protection Policy**

### **Confidential Information and Retaining Records**

As outlined in our Safeguarding Policy, Dost believes that all children, young people and their families, are entitled to have their privacy respected. However, where there are concerns about the safety or welfare of a Service User, Dost must share those concerns and the necessary personal information with those who can make decisions about actions required to safeguard them.

There is nothing in the DPA or any other legislation that prohibits the sharing of confidential and personal information where there are concerns about the safety or welfare of a child/young person, or where a criminal act may be being, or may have been committed - in fact, this is covered in the DPA by the legal bases of 'vital interest' and 'public interest'. However, to ensure complete transparency around this, all Dost Staff should:

- Explain to Service Users, openly and honestly, what, why and how information will, or could be shared and seek their agreement. (NOTE: The only exception to this are those situations where to do so would put that Service User or others at increased risk of significant harm, an adult at risk of serious harm, or if it would undermine the prevention, detection or prosecution of a serious crime, including where seeking consent might interfere with any potential investigation)
- Always consider the safety and welfare of a Service User when making decisions about whether to share any information about them. (Again, where there is concern that the child may be suffering or is at risk of suffering significant harm, then their safety and welfare must be the overriding consideration);
- Wherever possible, respect the wishes of Service Users who do not consent to share confidential information. In this case, information may still be shared if, in our judgement on the facts of the case, there is sufficient need to override that lack of consent (see the first bullet point above);
- Seek advice where there is doubt, especially where that doubt relates to a concern about possible significant harm to a Service User or serious harm to others;
- Ensure that any information shared is accurate and up-to-date, necessary for the purpose for which it is being shared, shared only with those people who need to see it, and shared securely; and
- Always record the reasons for a decision – whether this was to share information or not.

## Information Sharing: Working Together to Safeguard Children

All Staff must ensure that any recordings or documentation related to concerns about a Service User's safety or welfare are held securely and that all records held on a computer comply fully with the DPA.

They should further ensure that these detailed records are kept until Dost is confident that the information is held accurately with the agency responsible for taking further action to safeguard the Service User, i.e., partner agencies, Social Care, Children's Services or the Police. The YWPM must compile a clear chronology of all decisions made and actions taken, and keep this on file even after the detailed records are deleted or destroyed.

### **Responsibilities**

Overall responsibility for the effective implementation of the DPA lies with the nominated Data Protection Officer (currently the Youth Work Programme Manager).

However, while the Data Protection Officer is responsible for ensuring that this policy and subsequent organisational administrative systems enforce the principles and specific obligations of the DPA, **ALL** Staff and Trustees of Dost are required to comply fully with this policy and the procedures referred to within it in order to ensure full compliance with the DPA's provisions, and to report any concerns in good time to the Data Protection Officer.

Disciplinary action may be taken against any individual who breaches any of the instructions or procedures set out in this policy. Even individuals who do not handle data as part of their normal work have a responsibility to ensure that any personal data they may see or hear during the course of their work remains strictly confidential and is not disclosed to any third party. This includes all personal data and any information extracted from such data. For example, unauthorised disclosure of data might occur by passing information over the telephone, communicating information contained on a computer print-out or even inadvertently by reading a computer.

Trustees should be regarded as data controllers, if they process personal data either manually or by computer, whether on their own equipment or on equipment provided to them by Dost. Just as any other individual holding and processing personal information about others, Trustees must comply with this policy and the DPA, and must notify the Data Protection Officer of all purposes for which they access, hold or process any personal data.

### **Reporting**

Staff should contact the Data Protection Officer directly if there is a breach in data protection or they are uncomfortable about any aspect of data protection at Dost (or the Chair of the Board of Trustees if their concern relates to the behaviour of the Data Protection Officer).

### **Monitoring**

As with all other policies at Dost, this policy will be subject to regular annual review, unless superseded by new relevant legislation.



## Appendix A

### Information Sheet on Personal Data

The UK GDPR applies to the processing of personal data that is:

- wholly or partly by automated means; or
- the processing other than by automated means of personal data which forms part of, or is intended to form part of, a filing system.

Personal data only includes information relating to natural persons who:

- can be identified or who are identifiable, directly from the information in question; or
- who can be indirectly identified from that information in combination with other information?

Personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive and you may only process them in more limited circumstances. Pseudonymised data can help reduce privacy risks by making it more difficult to identify individuals, but it is still personal data.

If personal data can be truly anonymised then the anonymised data is not subject to the UK GDPR. It is important to understand what personal data is in order to understand if the data has been anonymised. Information about a deceased person does not constitute personal data and therefore is not subject to the UK GDPR.

Information about companies or public authorities is not personal data.

However, information about individuals acting as sole traders, employees, partners and company directors where they are individually identifiable and the information relates to them as an individual may constitute personal data.

What are identifiers and related factors?

- An individual is 'identified' or 'identifiable' if you can distinguish them from other individuals.
- A name is perhaps the most common means of identifying someone. However, whether any potential identifier actually identifies an individual depends on the context.

A combination of identifiers may be needed to identify an individual.

The UK GDPR provides a non-exhaustive list of identifiers, including:

- name;
- identification number;
- location data; and
- an online identifier.
- 'Online identifiers' includes IP addresses and cookie identifiers which may be personal data.
- Other factors can identify an individual.

Can we identify an individual directly from the information we have?

- If, by looking solely at the information you are processing you can distinguish an individual from other individuals, that individual will be identified (or identifiable).
- You don't have to know someone's name for them to be directly identifiable, a combination of other identifiers may be sufficient to identify the individual.
- If an individual is directly identifiable from the information, this may constitute personal data.

Can we identify an individual indirectly from the information we have (together with other available information)?

- It is important to be aware that information you hold may indirectly identify an individual and therefore could constitute personal data.
- Even if you may need additional information to be able to identify someone, they may still be identifiable.
- That additional information may be information you already hold, or it may be information that you need to obtain from another source.
- In some circumstances there may be a slight hypothetical possibility that someone might be able to reconstruct the data in such a way that identifies the individual. However, this is not necessarily sufficient to make the individual identifiable in terms of UK GDPR. You must consider all the factors at stake.
- When considering whether individuals can be identified, you may have to assess the means that could be used by an interested and sufficiently determined person.
- You have a continuing obligation to consider whether the likelihood of identification has changed over time (for example as a result of technological developments).

## Appendix B

### DOST PROFESSIONAL REFERRAL FORM

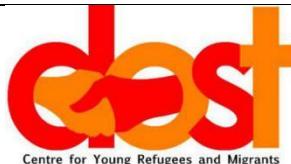


<b>ABOUT YOUNG PERSON</b>				
First Name				
Family Name				
Age				
Date of Birth	Date	Month	Year	
Age assessed DOB?				
Their Country				
Their First Language				
Name of School or College				
Sex/ identity	Male	Female	Transgender	Other identity
Level of English	Basic	Intermed	Advanced	Unknown
<b>WHERE DO THEY LIVE?</b>				
Address				
Postcode				
Their Mobile Number				
<b>WHO DO THEY LIVE WITH? (Tick one)</b>				
Family			Foster carers	
With friends			Hostel/ Hotel	
Supported housing			Alone	
<b>EMERGENCY CONTACT</b>				
Name parent/ carer/ keyworker				
Address				
Mobile Number				
<b>HEALTH</b>				
Health issues?	YES	NO		
Details				
Medication?				
<b>CONSENT</b>				
Does the young person know that you are making this referral?	YES	NO		
If not, why not				
<b>OTHER PROFESSIONALS</b>				
Do they have a Social Worker?	YES	NO		
Borough?				
Do they have a solicitor?	YES	NO		
Date of referral?				
<b>REASON FOR REFERRAL</b>				
Please say why you think the young person will benefit from attending Dost				
<b>RISK FACTORS</b>				
Please say if you are aware of any risk factors surrounding the young person attending - either for themselves or for others (trauma/ self-harm/ PTSD/ mental health issues/ violent tendencies)				
<b>PROFESSIONALS INVOLVED</b>				
Please say which other professionals are involved with the young person and contact details if you have them				
Please send us your referral form and we will contact you and the young person soon. Email to <a href="mailto:marian@dostcentre.co.uk">marian@dostcentre.co.uk</a>				

# DOST YOUNG PERSON REFERRAL FORM



First Name			
Family Name			
Country you come from?			
Age			
Date of Birth	<b>Date</b>	<b>Month</b>	<b>Year</b>
Age assessed DOB?			
Sex/ identity?	<b>Male</b>	<b>Female</b>	<b>Other identity</b>
First language?			
English level?	<b>Basic</b>	<b>Intermed</b>	<b>Advanced</b>
Name of School or College			
<b>WHERE DO YOU LIVE?</b>			
Address			
Postcode			
Your Mobile Number			
<b>WHO DO YOU LIVE WITH? (tick 1)</b>			
Family			
Foster carers			
With friends			
Hostel			
Supported housing			
Alone			
<b>EMERGENCY CONTACT</b>			
Name parent/ carer/ keyworker			
Address			
Mobile Number			
<b>HEALTH</b>			
Health issues?	<b>YES</b>	<b>NO</b>	
Details			
<b>OTHER PROFESSIONALS</b>			
Do you have a Social Worker?	<b>YES</b>	<b>NO</b>	
Do you know the Borough?			
Do you have a solicitor?	<b>YES</b>	<b>NO</b>	
Date of joining?			
<b>ID – PLEASE SHOW ID WITH NAME AND AGE</b>			



# We are all equal here... RESPECT RESPECT RESPECT!

I will respect and listen to staff and volunteers

I will be friendly and respectful to everyone

I will respect the Club and equipment

I will not fight and I will not get involved if others fight

I will not bring or use drugs, alcohol or weapons

I will come here to have fun and help others have fun

I will help out – I will look after my Club and keep it clean and safe

**SPEAK NICELY, PLAY NICELY, BE NICE AND HAVE A NICE TIME!**

I agree to (please tick):



Dost keeping my information safely and securely and contacting me about activities or services. I understand that Dost needs some information to keep me and others safe and I understand that Dost will only share my information with others who need to know this, for example funders or other organisations who may offer support to young people or if I or someone else is at risk if Dost doesn't share this information.

Ask to see what information Dost has about me if I want to see this. I am aware I don't need to decide to share any personal information - although this may mean that I am unable to join in activities due to safety.

Dost will delete all my information after a certain period of time.

Talk to Marian or other Dost Staff, if I am not comfortable at any time during activities - so they can help me feel safe and secure

Receiving emergency medical treatment if my Carer is not available to answer and sharing my Carer's details

Being filmed or photographed during the activities.

I understand that the photographs or film might be used to tell other people about what Dost does  
If I don't agree, Dost will not use any images of me.

I understand that I can make a complaint about something that happens at Dost and will speak to Staff about this

I understand that enjoying the activity and being safe means, I need to follow the safety rules above.

**NAME:**

**SIGN:**

**DATE:**

DATA PROTECTION	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# **EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

## **Types of Discrimination**

Discrimination can take many forms. Listed below are short explanations of some of the key categories of discrimination mentioned in the Equality Act 2010:

### ➤ **Direct Discrimination**

Direct discrimination occurs when someone is treated less favourably than another person, or denied opportunities, because of their age, sex, disability, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity, race, and religion or belief.

These are known as '*protected characteristics*'.

Example: Dismissing someone from a job because of a protected characteristic, denying them training or promotion, or deciding not to employ them or take them on as a volunteer are all examples of direct discrimination.

### ➤ **Perceptive Discrimination**

This is direct discrimination against someone because others believe they possess a particular protected characteristic, even if the person that the discrimination is aimed at does not actually possess the perceived characteristic.

Example: When an employer believes an employee is gay and treats him/her less favourably because of this.

### ➤ **Indirect Discrimination**

This occurs when an organisation's practices, policies, rules or procedures apply to everyone but have a worse effect on some people than others as a result of a protected characteristic, putting them at a disadvantage.

Example: Failing to provide religiously appropriate food during sessions/ training/ meetings.

### ➤ **Harassment**

This is any repeated, intentional behaviour directed at an employee or Service User that aims to degrade, humiliate, embarrass, or otherwise undermine them or their performance. It can come from any member of an organisation at any level and can fall into any one of the following types:

#### **Psychological Harassment**

Humiliating or abusing a person with the intention of lowering their self-esteem and causing them distress. This can be in the form of verbal comments, actions or gestures.

#### **Racial Harassment**

Harassment directed at individuals or groups because of their skin colour, race, nationality, or their ethnic or national origins. This may be verbal or physical - but can also include attacks on property.

#### **Sexual Harassment**

One of the more commonly recognised forms of harassment. Here, the behaviour may consist of sexual language, threats or gestures (when touching is involved, this is defined as 'sexual assault').

### ➤ **Victimisation**

Victimisation is a type of harassment or bullying where people are treated badly, threatened or simply made to feel uncomfortable because they have made a complaint, or supported someone else making a complaint.

Example: When a young person is made to look or feel silly, or an employee is not invited to a team event

Dost recognises that certain groups in our society suffer discrimination and are denied equality of opportunity. We condemn this inequality. We oppose all forms of discrimination and stand against the unacceptable negative impact that this has on the individuals targeted by it. Furthermore, we recognise that individuals, organisations and societies that allow discrimination cannot fully benefit from the value that a diversity of experience and perspectives offers.

For these reasons, Dost chooses to be pro-active in highlighting and celebrating difference and diversity and have therefore adopted a wholly inclusive organisational approach where we take active measures to be conscious of people's individual differences (both as members of a particular group, but also as an individual *within* an identified group), to value these differences, and to draw on these in all discussions and decision-making.

We are committed to creating and maintaining an inclusive environment where **EVERYONE** feels that they belong and are valued, without having to conform, that their contribution matters, and that they are able to participate and perform to their full potential, regardless of their background, identity or circumstances.

### **Implementation of Policy**

Dost Staff/ Trustees must strive to be inclusive when planning and implementing any organisational communications or activities by ensuring that these are accessible to the widest range of possible abilities and preferences, and are easily adaptable so that they can respond to any emergent requirements that could not have been anticipated.

Staff must be open to unexpected reactions and suggestions from Service Users, Staff, Carers at all times, and be positive in responding to all input unless this exhibits aggression, constitutes hate speech, or incites violence of any kind.

In addition, all communications and activities must pro-actively demonstrate equality of opportunity for all, irrespective of:

- **Class**
- **Race, colour, nationality or ethnic background**
- **Physical disability, learning disability, sensory impairment or mental health need**
- **Age**
- **Caring responsibilities**
- **Economic hardship/ poverty**
- **Pregnancy, maternity**
- **Gender/ gender reassignment/ gender identity**
- **Marital status or civil partnership status**
- **Sex or sexual orientation**
- **Unrelated criminal record**
- **Religion or belief**
- **Trade Union activities**

This policy is mandatory for all people employed by or volunteering for Dost, or using its' services, and **ALL** Staff/ Trustees have a responsibility for monitoring and reporting any instances where they feel that someone has been devalued, excluded or discriminated against in any way.

To support this commitment to inclusivity, diversity and equal opportunity, the YWPM must ensure:

- All Staff and Trustees are made aware of, understand and are willing to implement this policy.
- That Staff and Trustees are actively encouraged to participate in anti-discriminatory training, and support this by making such time and resources, as might be required for this training, available.
- That senior members of Dost do not use their superior positions to discriminate against or harass others.
- All Staff and Trustees are not only free to make complaints where appropriate, but know that they will be supported in doing so without experiencing discrimination, harassment or victimisation.
- A fair working environment for all Staff and Trustees, where equal opportunity and diversity is guaranteed at every stage of recruitment to a paid or voluntary position (from advertisement, terms and conditions of employment, training and development to appraisals and disciplinary procedures).

### **Monitoring of Policy Implementation**

Dost Management will take active measures to monitor the services we provide, our employment and volunteering opportunities, and all publicity and events provided by the organisation on an annual basis in order to ensure that they are accessible to all sections of the host population, do not discriminate, and that participation and subsequent participation is representative.

These will include; effective record keeping and monitoring, acting on information gathered, and regular review of this policy to ensure that it complies with all new legislation and benefits from evidence of best practice wherever this is available.

## Grievances and Complaints

All grievances and complaints will be taken seriously and will be investigated thoroughly by the YWPM in conjunction with the Trustees unless the complaint is about YWPM.

## Policy Review

This policy has been developed to specifically address the following existing legislation:

- Equality Act (2010)
- Sex Discrimination Act (1975 and amendment 1984)
- Disability Discrimination Act (1995)
- Human Rights Act (1998)
- Protection from Harassment Act (1997)
- Employment Relations Act (1999)
- Equal Pay Act (1970) and National Minimum Wage Act (1998)
- Employment Rights Act (1996)
- Maternity & Parental Leave Regulations (1999 and 2015)
- Data Protection Act (1998 and 2018)
- Health & Safety at Work Act (1974)

## Breaches of this Policy

Whilst the aim of the policy is prevention, if you believe you have been the subject of discrimination, harassment or victimisation, you are encouraged to report it. Any such proven breaches of policy will be regarded as misconduct, except for serious offences such as discrimination on protected characteristic grounds – serious offences including harassment, bullying, or victimisation; which will be treated as gross misconduct and may lead to disciplinary action, including dismissal from your employment or volunteering without notice.

## Exceptions to this Policy

Discrimination by or against a member of Staff, job applicants, Service Users and Trustees is generally prohibited unless there is a specific legal exemption. There are certain circumstances when organisations might be within their legal rights to treat an individual less favourably and where these instances will not be counted as discrimination. For example, Dost works with 13-19year old's, therefore we are justified in denying access to someone younger or older than this.

To ensure continued compliance with this or any subsequent legislation around equal opportunity, diversity and inclusion, this policy will be reviewed on an annual basis or sooner if required and updated as appropriate.



## Appendix 1

### Sources of Further Help/ Advice

- <https://www.gov.uk/workplace-bullying-and-harassment>
- <https://www.citizensadvice.org.uk/work/discrimination-at-work/common-situations/discrimination-at-work-bullying-and-harassment/>
- <http://www.acas.org.uk/index.aspx?articleid=797>
- [Equality and Human Rights Commission](#)

## Appendix 2

# VOLUNTEER APPLICATION FORM



Thank you for your interest in volunteering at Dost Centre for Young Refugees and Migrants.

Please complete the form below and return to Marian Spiers.

If you have the skills and experience required and we are in need of volunteers at the time you apply, you will be invited in to meet and to attend a Youth Session to see how you get on.

If you are interested in volunteering with admin or fundraising and non-face to face to work, please let us know.

If you would like more information, please contact [marian@dostcentre.co.uk](mailto:marian@dostcentre.co.uk) or call 07852855711

Please complete this form electronically and email to [marian@dostcentre.co.uk](mailto:marian@dostcentre.co.uk) or post to:

Marian Spiers  
Youth Work Programme Manager  
Dost Centre for Young Refugees and Migrants  
Newham Leisure Centre  
281 Prince Regent Lane, London E13 8SD

Position applied for	Youth Programme Volunteer
----------------------	---------------------------

### PERSONAL DETAILS

Surname	
First name	
Address	
Telephone number	
Home	
Work	

### EDUCATION AND TRAINING

Please list any education and/or training (including short courses) that you have completed.

Date undertaken	Course/Training details	Result/Qualification gained

### PAID AND/OR UNPAID WORK EXPERIENCE

Please include your current/previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependents etc.

Please put in date order, starting with the most recent and continue onto a separate sheet if necessary.

Dates From -To	Job Title, Employer	Duties

## REFERENCES

Please give the name and address of two referees who can comment on your suitability. These should not be relatives or friends. If you have been employed, we would normally expect these to be your two most recent employers.

First Referee	Second Referee
Name: Address: Phone: Email: Job Title: Relationship to you:	Name: Address: Phone: Email: Job Title: Relationship to you:

## SUPPORTING INFORMATION

In this section we would like you to give specific information in support of your application to volunteer.

Please state why you would like to volunteer at Dost Centre and what skills/experience you think will be useful in this volunteer role.

## CRIMINAL CONVICTIONS (Rehabilitation of Offenders Act 1974)

A prior or pending criminal conviction will not necessarily prevent you from working with us. However, failure to disclose this information may result in the termination of any arrangements made. You may wish to discuss this at the initial meeting.

## Do you have any criminal convictions or any pending? (Please give details)

## Data Protection Act 2018

As part of the recruitment procedure, we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. It is our policy to store data relating to recruitment procedures for 6 months after the date on which it is submitted, for internal auditing purposes. Any information of this nature will be treated confidentially. Sensitive personal data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

I declare the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I give my consent to sensitive personal information being recorded and stored.

Volunteer Applicant Signature:

Dated:

Please tick which days you are available to volunteer (we require volunteers to commit to at least 6 months and come as regularly as possible in order for this to be beneficial to the project/young people)

Monday Evenings		Tuesday Evenings	
Wednesday Evenings		Thursday Evenings	
Friday Evenings		Weekends	

Thank you for taking the time to apply to Dost - we appreciate it and will get back to you shortly.

EQUAL OPPORTUNITY, DIVERSITY	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# **ACCIDENT AND INCIDENT REPORTING**

## **Key Terms**

An “accident” is any unplanned event that results in injury or damage.

A “near miss” is an unplanned event that does not result in injury or damage.

## **Guidelines**

In the event of a Service User, Staff member, Visitor, Trustee, Carer or member of the Public having an accident during their time at Dost, it is important for the first member of staff on the scene to assess for potential damage to the neck and stabilise the spine to prevent any possible movement that might cause spinal damage to the injured party.

Incidents where spinal trauma should be considered and neck immobilised (list not exhaustive):

- Fall from height greater than 1metre/5 steps
- Pedestrian vs vehicle or driver/passenger in high-speed collision
- Unwitnessed falls/injuries, with casualty confused/uncooperative/reduced level of consciousness or complaining of pain anywhere along the spine
- Casualty complaining of reduced sensation or weakness to limbs following an injury

To immobilise the spine, the member of staff should ask the casualty to remain as still as possible on their back, supporting their head from movement using both hands placed on the sides of the casualty’s head.

As soon as this has been done, the staff member should shout for help and the nominated/ named/ qualified First Aider should be informed immediately so that he/ she can assess what needs to be done.

Where obvious significant bleeding occurs following an injury, the first responder should ensure to place significant pressure on the wound to stop the bleed. Where this is a limb, the limb should be elevated and the use of tourniquet considered. Clothing and where possible, disposable gloves, should be used whilst doing the above to prevent direct contact with bodily fluids.

- The First Aider will instruct a colleague to get the First Aid box and to call for an ambulance if required
- The YWPM - Marian Spiers is the First Aider at Work
- Fall from height greater than 1metre/5 steps

First aid will be administered where necessary ([Appendix 1 on First Aid Procedure](#)).

The injured party will be monitored until there are no further concerns.

If the accident/incident is of a serious nature and an ambulance is required, the person best acquainted with the facts of the incident should inform the paramedic(s) of the situation. If the accident/incident involves a Service User, they should be accompanied to hospital by a suitable adult and their parent/ carer/ corporate parent should be notified at the earliest opportunity.

All accidents/incidents must be recorded on the accident/incident form ([Appendix 2](#)) as soon as possible after the accident/ incident or at least before the end of the shift.

All accidents should be fully investigated by the YWPM, with input from the Staff team/ Trustees, if required, and action taken to prevent a re-occurrence where possible.

Risk Assessments should be created, revised, ongoing and followed to minimise accidents/ incidents and a First Aid at Work Trained Staff member should be present on all sessions and have access to a First Aid Kit.

Incidents which fall within the requirements of the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#), e.g. major injuries, accidents resulting in employees being absent from work for more than 7 days, or members of the public going to hospital from the scene of the accident etc., will be reported to the Health and Safety Executive by the Health and Safety Function within a maximum of 3 days of the accident/incident by the YWPM or Trustees.

## Appendix 1

### ACCIDENT/INDICENT REPORT FORM



#### Your Information

Name			
Address			
Contact number(s)			
Email			
Name of organisation		Your role	

#### Young Person Involved

Name		Date of birth	
Male	Female	Non-binary	Other

**Is there any information about the young person that would be useful to consider?**

#### Parent / Carer Contact Info

Name(s)			
Address			
Contact number(s)			
Email			
Have they been notified?	No	Please explain why this decision has been taken	
	Yes	Please give details of what was said / actions agreed	

#### Incident Details

Date and time and place of incident	Date:	Time:	Place:
Please tick one:	I am reporting my own concerns.	I am reporting the young person's concerns	I am responding to concerns raised by someone else – please fill in their details below

**Details of the incident or concerns (include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay)**

**Young person's account of the incident:**

**Please provide any witness accounts of the incident:**

Name of witness (and date of birth, if a child)		Role within Dost	
Address			
Contact number(s)			
Email			
Details of any person involved in this incident or alleged to have caused the incident / injury			
Name (and date of birth, if a child)		Role within Dost	
Address			
Contact number(s)			
Email			

**Please provide details of action taken to date:**

- YWPM AWARE**
- FIRST AID PROVIDED**
- AMBULANCE CALLED**
- POLICE CALLED**
- TAKEN TO HOSPITAL**
- TAKEN HOME**
- NEXT OF KIN INFORMED**

Has the incident been reported to any external agencies?  No  Yes –provide further details:

Name of organisation / agency			
Contact person			
Contact number(s)			
Email			

**Agreed action or advice given:**

**Declaration**

SIGNATURE:		DATED:	
PRINT NAME:			

## Appendix 2

### First Aid Procedures

Useful resources/guidelines for staff to familiarise with first aid procedures can be found on:

<https://www.sja.org.uk/get-advice/>

<https://www.hse.gov.uk/treework/site-management/first-aid.htm>

### COVID-19

During the COVID-19 pandemic, all precautions should be taken in regards to the wearing of face coverings, hand hygiene, social distancing and isolation rules during all activities undertaken at Dost as per latest UK Government Guidelines found on: <https://www.gov.uk/coronavirus> and by referring to Dost Risk Assessments and Guidelines.



ACCIDENTS/ INCIDENTS	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# **ANTI-BULLYING**

## **Introduction**

Dost is committed to providing a caring, friendly and safe environment for all Service Users and Staff; one that allows them to interact, work and volunteer in a relaxed and secure atmosphere in line with the Equality Act 2010.

Bullying of any kind is unacceptable at Dost and if it does occur, any party who has been the victim of bullying should be able to report this and know that the incident will be dealt with promptly and effectively.

## **Objectives of this Policy**

This policy aims to ensure that:

- All Trustees, Staff, Service Users and Carers have a clear understanding of what bullying is and are aware that Dost takes bullying seriously and it will **NOT** be tolerated
- All Trustees and Staff know Dost's policy on bullying and follow it whenever bullying is reported
- All Service Users and Carers know Dost's policy on bullying, and what they should do if bullying arises
- All parties feel reassured that they will be supported whenever they report bullying

## **Dost's Commitment**

- To respond promptly and effectively to all instances of bullying - of whatever form
- To help Service Users understand bullying and educate them on how to better identify and deal with it
- To keep the lines of communication open and create a safe, supportive environment, ensuring that Service Users and Staff feel able to communicate openly about what is happening for them - within and outside Dost
- To help Service Users take part in activities which they enjoy and to support them in building the confidence and friendships which help protect them from bullying

## **Why is it Important to respond to bullying?**

- Bullying hurts
- No one deserves to be the victim of bullying
- Everybody has the right to be treated with respect
- Anyone who is bullying needs to learn different ways of behaving and interacting
- It's important to create a safe, supportive environment where young people want to attend and Staff want to work and volunteer

## **What Is bullying?**

Bullying is the use of physical or psychological aggression with the intention of hurting or upsetting another person. Bullying results in pain and distress to the victim.

Bullying is behaviour that hurts someone else. It includes name calling, hate speech, hitting, pushing, spreading rumours, threatening or undermining someone.

It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt both physically and emotionally.

Bullying can be focused around issues, such as:

- Race - for example, racial taunts, graffiti, gestures
- Sex - for example, unwanted physical contact or sexually abusive comments
- Sexuality - for example, homophobic taunts or constant reference to the issue of sexuality
- Physicality - for example, insulting a person's size or body shape, or mocking their movement
- Ability - for example, insulting a person's ability or lack of ability due to disadvantage or disability

Bullying can be acted out in a variety of ways, including, but not limited to:

- Verbal - for example, name-calling, sarcasm, threatening, teasing, sexual comments
- Social - for example, spreading rumours, leaving people out, embarrassing people
- Physical - for example, pushing, kicking, hitting, punching or any use of violence
- Cyber - for example, any online abuse through email, chat rooms
- Mobile - for example, threats via social media, apps or misuse/ abuse of associated technologies such as camera or video facilities

## **Signs and Symptoms of Bullying**

Even when someone doesn't feel able to openly report bullying, their behaviour might reveal that they are being bullied. Whilst recognising that these signs might also indicate other problems, all Dost Staff must consider the possibility of bullying and investigate if a Service User:

- appears frightened of walking to or from the centre/ activity
- changes their usual routine
- is unwilling to come to Dost or begins to miss sessions
- becomes withdrawn, anxious, or lacking in confidence
- starts stammering
- attempts self-harm, threatens suicide or runs away
- cries or reports nightmares
- has possessions which are suspiciously damaged or simply 'go missing'
- has unexplained cuts or bruises
- asks for money or starts stealing money (which they might need to pay the bully)
- becomes aggressive, disruptive or unreasonable
- is bullying others
- stops eating/ over eating
- misuse of alcohol or illegal substances
- appears frightened to tell someone what's wrong
- is afraid to use the internet or mobile phone or is constantly checking it
- is nervous and jumpy when a text or social media alert is received
- gives improbable excuses for any of the above

## **Procedures**

If bullying is witnessed, the following procedures must be followed:

### **Stop bullying on the spot**

- The bullying behaviour must be stopped and challenged quickly
- All Staff should model respectful behaviour - intervene, separate people and make sure everyone is safe

If bullying is reported, the following procedures must be followed:

### **Find out what happened**

- If you are not sure of, or need to clarify, the situation, get the facts – keep everyone involved separate and get the story from several sources, ideally both adults and Service Users. Listen without blaming or labelling the behaviour as bullying until you are sure what has happened
- Use an interpreter or translator if required
- Determine if it actually is bullying – What is the history? Is there a power imbalance? Has it happened before? Are you worried it will happen again?

### **Support to those who are being bullied**

- Listen to/focus on the person who feels that they were being bullied, show you want to help and that any bullying is not their fault. It may be difficult to talk about and they may need extra support, such as counselling
- Give advice about what to do; talk through with them what they can do if it happens again, and possible sources of advice or support, such as assertiveness training and ways to build confidence and self-esteem
- **AVOID** telling the person to ignore it
- **DO NOT** advise that they fight back or imply that they provoked it
- Reassure them – let them know that this will be taken seriously
- Follow up by ensuring consistent support
- Ask what they would like to see happen and how they feel that would support them

## **Support to those who are bullying**

- Make sure the person/s who has/have been involved in bullying knows what the problem behaviour was – and why that behaviour is wrong
- Show that bullying is always taken seriously at Dost – and model respectful behaviour when addressing the problem
- Work with them to understand some of the reasons why they bullied – for example if they did it to fit in, issues at home, stress, or they have been bullied themselves, or possibly lack of cultural awareness
- Involve them in making amends or repairing the situation – for example, writing a letter to apologise, clearing up, doing a good deed etc.
- **AVOID** strategies that don't work or might have negative consequences – e.g., '3 strikes and you're out', peer mediation/conflict resolution (bullying is about an imbalance of power). Group treatment tends to lead to reinforcing behaviour in each other
- Follow up by continuing to work with them to help them understand how their actions affect other people - and their reactions to them, personally
- Ensure that a culture is adopted that creates a really safe, respectful place where everyone feels like they have something to give and something to gain

## **Support bystanders who witness bullying**

- Staff should remember that, even when Service Users are not directly involved, they can still be affected by bullying. When witnessing bullying, they may be scared or may feel ashamed that they were too afraid to intervene or did not know what to do to stop it. They should be reassured and supported to see the options they could take if this happens again.

## **Report bullying incidents on relevant paperwork**

- Staff must complete a Bullying Allegation Form (Appendix A) giving as much detail as possible
- Raise the issue for discussion during debrief meetings with the full team
- If necessary, report the incident to the line manager or the YWPM
- In serious cases – Carers/Corporate Parents should be informed and asked to come in for a meeting to discuss the problem
- If necessary and appropriate, the police should be consulted

## **Potential Outcomes**

- The bully/bullies should be asked to apologise and to demonstrate that this is genuine
- In serious cases, Staff should consider suspension or even exclusion from further activities at Dost if it is felt that no other course of action remains and this is the only solution to keep everyone safe
- If possible, Staff should try to ensure that all those involved are reconciled
- After the incident/incidents have been investigated and dealt with, Staff must monitor each case to ensure repeated bullying does not take place
- If appropriate, Staff should consider whether any of those involved should be referred to external agencies for further support

## **Where a Service User feels bullied by Dost Staff**

- If bullying behaviour is witnessed by another Dost staff/volunteer, the bullying behaviour must be stopped and challenged directly and quickly following the above outlined procedures
- YWPM should be informed and gather information from Service User, Staff and any witnesses involved. Where it is felt that the incident was likely due to miscommunication/language barrier etc., both parties should agree on this and ensure amends are made
- YWPM should ensure the incident is well documented in a timely manner using the bullying allegation form (Appendix 1) and discussed with Trustees where required
- The Staff involved may receive a formal warning regarding their actions, along with an action plan of expectations at work set out by the YWPM with a clear timeline of review and deadline to meet expectations
- Where an action plan is not met or felt that the incident fits the consequence, the YWPM with agreement from the Trustee board may suspend Staff member from further participation at Dost, ensuring the process undertaken to make this a formal letter of suspension decision is clearly documented and presented to Staff member.



## Where a Staff member feels bullied by another member at Dost

Examples of bullying / harassing behaviour could include:

- spreading malicious rumours, or insulting someone
- exclusion or victimisation
- unfair treatment
- deliberately undermining a competent worker by constant criticism
- ridiculing or demeaning someone – picking on them or setting them up to fail
- overbearing supervision or other misuse of power or position
- unwelcome sexual advances – touching, standing too close, display of offensive materials, asking for sexual favours, making decisions on the basis of sexual advances being accepted or rejected
- making threats or comments about job security without foundation
- deliberately undermining a competent worker by overloading and constant criticism
- preventing individuals progressing by intentionally blocking promotion or training opportunities

Under the Equality Act 2010, harassment is unwanted conduct which is related to one of the following: age, disability, gender reassignment, race, religion or belief, sex and sexual orientation and is therefore unlawful.

- In the event where bullying towards another member of staff is witnessed, the bullying behaviour must be stopped and challenged directly and quickly, following the above outlined procedures
- Where Staff disclose bullying from another member of Dost, an investigation should be undertaken by the YWPM or the Trustees if the allegation is against the YWPM, by gathering all available details from the person, the accused bully and other witnesses
- YWPM/ Trustees should ensure the incident is well documented in a timely manner using the bullying allegation form (Appendix 1), a copy kept by YWPM/ Trustees and Staff disclosing bullying. Ensure this is kept confidential and discussed with Trustees early where required
- Where appropriate, a meeting should be arranged by the YWPM/ Trustees and all parties, in an attempt to resolve the matter and make amends
- Based on evidence found, the Staff accused of bullying may receive a formal warning regarding their actions, along with an action plan of expectations at work set out by the YWPM with a clear timeline of review and deadline to meet expectations
- Where an action plan is not met or felt that the incident fits the consequence, the YWPM with agreement from the Trustee board may suspend Staff from further participation at Dost ensuring the process undertaken to make this decision is clearly documented and a formal letter of suspension presented to Staff member involved
- Where a formal grievance process has been instigated by the Staff member, an urgent meeting should occur between the Trustees and advice should be sought from appropriate outside agencies i.e., legal advice, national helpline.



## Organisations which can provide further support

➤ National Bullying Helpline	<a href="http://www.nationalbullyinghelpline.co.uk">www.nationalbullyinghelpline.co.uk</a>
➤ Bullies Out	<a href="http://www.bulliesout.com">www.bulliesout.com</a>
➤ Bullying Online	<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>
➤ Advisory Centre for Education (ACE)	020 7354 8321
➤ Children's Legal Centre	0845 345 4345
➤ KIDSCAPE Parents Helpline (Mon-Fri, 10-4)	0845 1 205 204
➤ Parentline Plus	0808 800 2222
➤ Youth Access	020 8772 9900
➤ Childline	0800 1111

## Appendix A

### BULLYING ALLEGATION FORM



Name of Person Making Complaint:	
Name of Person/s Complaint Is Against:	
Date of Complaint:	
Location:	
Date of Investigation:	
Person/s Investigating:	

**Description of the situation** (dates, words, actions) **and impact** (e.g., humiliated, intimidated, threatened)

#### INTERVIEWS UNDERTAKEN BY PERSON INVESTIGATING

PERSON INTERVIEWED	PERSONS DESCRIPTION OF THE SITUATION (factual and relevant, inclusion of quotes advised) AND ANY COMMENTS

**Based on the investigation, did bullying or harassment occur?**

- YES
- NO

**Reasons for conclusion:**

Actions taken:	
Form completed by:	
<b>FULL NAME AND POSITION:</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	

ANTI-BULLYING	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# DIGITAL AND ONLINE SAFETY

This policy covers online and digital platforms and activities, such as: email; social media channels (e.g., Facebook, Twitter, YouTube, Instagram, LinkedIn, WhatsApp); all blogging platforms and other digital platforms such as Google Hangouts, Zoom, all ICT devices (including phones).

Dost recognises that the Internet and other digital technologies provide an enormous opportunity for children and young people to learn, socialise and play.

However, the need to keep young people safe from inappropriate content and abuse on the Internet, mobile and other digital platforms is paramount. This policy has therefore been designed to establish an approach to digital and E-safety that will protect children and young people who access the Internet and digital technologies whilst in our care, whether they are using Dost equipment or personal mobile phones, laptops etc.

Dost does not currently have any PC's or digital technologies that can be used by the young people, although this could change in the future.

To ensure that Service Users and Staff who use the Internet, mobile and digital technologies responsibly whilst at Dost, they must ensure that they follow the conditions below.

## **Users of digital devices at Dost shall not:**

Visit Internet sites, make, post, download, upload or pass on any material, remarks, proposals or comments that contain or relate to:

- Indecent images
- Promoting discrimination of any kind
- Promoting racial or religious hatred
- Promoting illegal acts
- Any other information which may be offensive to peers, colleagues or clients, such as abusive images; images promoting violence; gambling; criminally racist or religious hatred material.

Staff will be made aware that any incident which involves the Staff Team or any Service User which appears to involve deliberate access to websites, newsgroups or online groups that contain the following will be reported to the DSL and if necessary, the Police:

- Indecent images that are suggestive of abuse (images of children whether they are digital or cartoons, that may represent someone under 16 years old, involved in sexual activity or posed to be sexually provocative)
- Adult material that potentially breaches the Obscene Publications Act in the UK
- Criminally racist or anti-religious material
- Incitement to violence or instructions on bomb making
- The taking or promotion of illegal drugs
- Other criminal activity



In addition, users may not:

- Use the Dost IT facilities (connectivity and services) for running a private business
- Visit sites that might be defamatory or incur liability on the part of Dost or a partner service, or adversely impact on Dost's public reputation
- Reveal or publicise confidential or proprietary information, including but not limited to: financial information, personal information, databases and the information contained therein, computer/network access codes, and business relationships
- Use the Internet for soliciting for personal business or representing personal opinions, revealing confidential information, or in any other way that could reasonably be considered inappropriate
- Use Dost services/ equipment for the transmission of unsolicited commercial or advertising material, either to other user organisations or to organisations connected to other networks, except where this material is embedded within, or is otherwise part of, a service to which the member of the potential recipient has chosen to subscribe
- Use mobile technologies, Internet services in any way to intimidate, threaten or cause psychological or physical harm to others.

## Reporting Abuse

Dost recognises that there may be occasions when a Staff Member or Service User will receive an abusive email or accidentally access a website that contains abusive material. When such a situation occurs, this policy expects that this incident is reported immediately.

Dost further recognises that there may be occasions where children and young people will be the victims of inappropriate behaviour that could lead to possible or actual significant harm. Staff should regularly remind Service Users that they can and should report these incidents as soon as they happen. Staff must take the reporting of such incidents seriously and report these to the DSL who, using the protocols outlined in the Safeguarding Policy, will assess if action is required and, if so, progress this accordingly.

Dost will also - as part of their safeguarding duties and responsibilities, and in accordance with the charities policies - assist and provide information and advice to the Police and other appropriate agencies or organisations in support of child protection enquiries and criminal investigations.

## Education and Training

Dost is committed to harnessing the power of the Internet and other digital technologies to enhance the activities we offer to our Service Users. The charity is also dedicated to helping Service Users develop the core skills of critical awareness, digital literacy and good online citizenship that will enable them to use the Internet and other digital technologies safely and to benefit their lives.

To support this, we will ensure that Digital Safety Awareness is consciously integrated into appropriate activities for Service Users wherever possible.

When using different platforms and social media, we will take into consideration the following:

- How is the account verified?
- What communication methods are available?
- Does the platform enable location sharing?
- How "Privacy Settings" are adjusted and what are the default settings?
- Does the Service User understand the difference between "online" and "real life" friends?

## CAPPING

Sex offenders can hack webcams and capture hours of footage, which they can then condense and edit using software, which they imagery of children/ other children/ young they can then tell the broken to encourage



can then use as bait to capture new indecent young people. These videos usually contain people smiling, waving, getting undressed and other children/ young people that their camera is them to interact with the image they then send.

More Risks to the Service User in Digital World	Potential Risky Behaviours of Others
Sharing personal information	Negative/ abusive comments
Accessing inappropriate information/ exposure to harmful/ illegal content	Catfishing
Engaging in harmful “online challenges”	Grooming/ Stalking
Sharing location	Sexual exploitation
Gaming addiction	Criminal Exploitation
Bullying/ being bullied	Bullying
Sending inappropriate images of themselves/ others	Sending inappropriate images of themselves/ others
Creating or sharing “fake news”	Creating or sharing “fake news”
Damaging their online footprint and in turn future prospects	Threats/ blackmail/ harassment
Gambling – “Loot boxes”	Fraud
Sexting	Sexting
Radicalisation	Radicalisation

## Monitoring

The responsibility for monitoring the use of the Internet and digital technologies lies principally with the YWPM but also with the Staff Team who should also be vigilant and aware. This should include both physical observation (including direct supervision of use by an adult, where appropriate) and internet search web history.

## Policy on Use of Mobile Phones

Dost actively fosters a "culture of safety" to ensure that Service Users and Staff are all protected from abuse, harm, and distress.

Dost's terms on mobile phone use ensures that we all:

- Protect children, young people from harm and abuse
- Prevent Staff from being subject to false allegations
- Help Staff remain focused on the care of Service Users
- Work in an open and transparent environment

## Staff Use of Mobile Phones/ Devices

All Staff personal mobile phones and devices should be kept out of sight and inaccessible to Service Users during working hours. If a member of staff needs to make an urgent personal call, they are permitted to use their phone as long as this is in a private area. If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, colleagues should be advised of this and any emergency calls taken in a private area. Staff should keep their phones on them in case of an emergency during a session but should remember that they are in a work place and their priority is the safety of the Service Users and their enjoyment and benefit to attending is paramount.

Staff are to be directed not to use their own personal mobile phones for contacting young people or their parents/carers. If it is necessary, it must be with the explicit consent of the DSL; unless it is considered an emergency and the use must be recorded.

If Staff need to use their own phone to make a call, they can withhold their number by dialling 141 before the number or can use the Dost phone to make the call.

Under **NO** circumstances may Staff, Visitors, Carers, Trustees use their personal mobile phones to take photographs or videos at Dost settings or during Dost activities.

## Service Users' Use of Mobile Phones/ Devices

Whilst Dost understands that most young people have mobile phones, our organisational policy is to actively discourage them from accessing or using their phones within Dost settings. As part of this communication, it must always be made clear to Service Users that it is their responsibility to keep their belongings safe and that Dost does not accept any responsibility for loss or damage to devices brought to activities or events.

Service Users are further instructed that they **MUST NOT** use their mobile phone to take photographs of others, without their permission whilst attending Dost settings/activities and reminded that, if they want a photograph of a particular activity, they can ask a member of staff to take one using the Dost phone or Dost camera and share this according to the documented policy around image sharing or gain permission beforehand from other Service Users.

## **Visitors 'use of Mobile Phones**

To ensure appropriate safeguarding, Dost asks all visitors **NOT** to use their phones or other mobile devices on Dost premises or at Dost activities and cautions them that the taking of photographs or making videos is **STRICTLY PROHIBITED**. This is detailed in the Code of Conduct for Staff, Volunteers and Visitors.

## **Images**

The recording, taking and sharing of images, video and audio by anyone – Staff, Service User, Visitor, Trustee, Carer - on any mobile phone is to be avoided; except where it has been explicitly agreed by the subject(s) and the YWPM or DSL within the setting or for the activity/outing. Such authorised use is only to be done on Dost devices and closely monitored. All mobile phone/camera use must be made open to scrutiny and the DSL is able to withdraw or restrict authorisation for use at any time if necessary.

## **Zoom**

The zoom platform was first used during the lockdown and is a useful tool to be able to engage the young people in sessions whilst face to face work is not permitted or advisable. It also allows Service Users who may live too far away, or are unable to travel to still engage in sessions. A zoom pro account will be used, which enables recording and all sessions will have at least two adults present – these could be Staff or workers from other organisations to ensure safeguarding standards are met. When the use of breakout rooms is required, Staff are able to record sessions or to move freely from “room” to “room”. These recordings will be deleted when no longer required. The host will have the authority to share screen or decide on others who can share and will admit Service Users through a “waiting room” to minimise the risk of strangers entering the session. Zoom links will not be shared publicly and only sent out to Service Users known to Dost. Participants can be removed or muted if required.

<https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf> – best practice for securing zoom meetings

## **Appendix 1**

### **Useful Organisations and websites**

[CEOP](#) – a law enforcement agency to keep children and young people safe from sexual exploitation and abuse.

Children, parents, carers and professionals can report inappropriate behaviour through to CEOP, who will review and respond.

[ThinkuKnow](#) – education programme to protect children/ young people both online and offline.

[NSPCC Online Safety](#) – young people and sport

[NSPCC Remote Teaching and Coaching Online Safety](#)

[NSPCC Zoom](#) risks and how to mitigate them

[Social media guides | Safer Internet Centre](#)

[Online safety | NSPCC](#)

## Appendix 2

### PHOTOGRAPHY AND FILMING CONSENT FORM



In accordance with our Safeguarding and Child Protection Policy, we will not permit photographs, video or other images of young people to be taken without consent.

If you are under 16, we need consent from your parent/ carer.

If you are over 16, you can give your own consent but it would be better if you checked with your parent/ carer

**Dost** will take all steps to make sure these images are only used for the reasons for which we tell you.

If you know these images are being used inappropriately, please inform us immediately.

Name of young person

Age

#### Declaration of consent – young person aged 16 or over

Please tick each box (or strike out what you do not consent to), then sign this form.

- I give permission for my photograph to be used within the club for display purposes.
- I give permission for my photograph to be used within other printed publications.
- I give permission for my photograph to be used on the club's website.
- I give permission for my photograph to be used on the club's social media pages.
- I give permission for video of me to be used on the club's website.
- I give permission for video of me to be used on the club's social media pages.
- I give permission for video of me to be used for training or analysis purposes.

Signature:

Today's date:

#### Declaration of consent – parent / carer of child under 16

Please tick each box (or strike out what you do not consent to), then sign this form.

- I give permission for my child's photograph to be used within the club for display purposes.
- I give permission for my child's photograph to be used within other printed publications.
- I give permission for my child's photograph to be used on the club's website.
- I give permission for my child's photograph to be used on the club's social media pages.
- I give permission for video of my child to be used on the club's website.
- I give permission for video of my child to be used on the club's social media pages.
- I give permission for video of my child to be used for training or analysis purposes.

I confirm that I have read, or been made aware of, how these images or videos will be stored within the organisation.

Signature:

Today's date:

Print name:

## STATEMENT OF ACCEPTABLE USE OF INTERNET AND SOCIAL MEDIA



**Dost** understands how important the internet and social media is.

However, we know that being online can bring many risks and we want to keep everyone safe.

### Agreement of Young Person

- I will be responsible for my behaviour when using my phone/ laptop/ tablet at Dost, including what I access and how I behave.
- I will not deliberately create, browse or access material that could be considered offensive or illegal. If I accidentally find this, I will report to a member of staff.
- I will not use social media or the internet to send anyone anything that could be considered threatening, offensive, upsetting, bullying or that is illegal.
- I understand that I should only use Dost's official social media or website communication channels to contact staff and volunteers.
- I understand that all my use of internet and social media is potentially visible to everyone and that any issues involving my behaviour online might be questioned.
- I will not give out any of my personal information (such as name, age, address or telephone number) online to anyone I do not personally know or trust, or that of anyone else.
- I will not tell my passwords to anyone else.
- I will not arrange to meet someone that I have met online unless accompanied by a member of staff or carer.
- I understand that these rules are to keep me safe.
- I will avoid using my mobile/laptop during activities as this will keep me safer and let me learn, play and make friends.
- I am aware that if I am experiencing bullying behaviour or abuse online, I can contact **Marian or Leila or anyone from the Dost staff/ volunteer team**
- I know I can contact Childline on **0800 11 11** or at **childline.org.uk** if I have any worries about something I've seen or experienced online.

### Declaration

<b>Signature:</b>	
<b>Print name:</b>	
<b>Today's date:</b>	

## HOW TO STAY SAFE ONLINE

**Keep your devices secure** – activate privacy settings and use complicated passwords

**Don't share personal or financial information**

**Think twice before posting** – once you post something you lose control: anyone, anywhere may be able see or store it. Check your privacy settings on social media platforms.

**Be wary of scams** – people try to trick you into giving information like passwords and bank details.  
**Don't click strange links from emails or messages**

**Turn on Two-Factor Authentication on all apps that you can** – (password and fingerprint) this prevents hackers from accessing any sensitive information

**People are not always who they say they are** – be careful. If you're unsure, ask an adult.

**Check the source** – some people post fake things online.  
Ask yourself how reliable is this information? Do more checking from real sources before acting / sharing.

**Don't take, share or allow others to take explicit images of you** – photos/ videos of you/ others naked

**Cover your webcam when not using** – some viruses let people access your webcam without you knowing

## DEALING WITH ABUSE AND TROLLING

**If there are people abusing or trolling you or others online, there are several ways in which you can deal with it.**

**Mute users**

By muting people, you will still be following them and they can see your posts but nothing that they post or share will appear on your timeline.

**Block**

You may want to block someone when they are abusing or trolling you or others. By blocking someone they will not be able to see what you post anymore and won't be able message you and you will not be able to see any of their posts.

**Report**

You can report someone if they are being abusive or harmful towards you or others. You can report threats, abusive behaviour, targeted hate and harassment to social media companies. You can also report it to the police.

**Time-out**

Consider deleting some apps or deactivating your account – even if only temporarily or set timer on your phone for social media usage.

**If someone is abusing you or others online, tell an adult you trust so they can help deal with it further.  
Or, call Childline to talk about it: 0800 1111**

DIGITAL AND ONLINE SAFETY	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# **SOCIAL MEDIA**

## **Introduction**

Dost recognises that using the Internet (and other forms of digital technology) is an important part of the lives of the young people we work with, and that this has a significant impact on their social development. However, in accordance with Dost's Safeguarding Policy, we are committed to taking all possible steps to protect young people from the risk of actual and potential harm, whilst using any of the available digital communication platforms - and, equally, to protect our Staff from the risk that inappropriate use of these platforms might pose to them.

## **Guidance for Staff**

### **Reasons for contacting a Service User via email or social media**

Dost recognises that there will be times when it is necessary and important to use electronic communication for matters related to Dost, such as advertising events or providing support and information to young people as required. However, Staff should use face-to-face contact rather than electronic communication wherever possible.

Staff should make their line manager aware whenever they are using electronic communication and this MUST be set up as part of a group communication, NOT individual.

It is not appropriate for Staff to have private, non-work-related contact in the form of electronic communication with Dost clients.

## **Specific Definitions**

'Internet communication by Social Media' specifically refers to the use of social networking sites such as Facebook, Twitter, Instagram, Snapchat and other websites of a similar nature. 'Email' communication specifically refers to the use of emails, including written text and/or pictures sent from either a personal or work email account. The term 'Electronic communication' covers both 'email' and 'Internet communication'.

## **Language**

Regardless of communication platform, Dost staff should ensure that all language is appropriate and that they take care over the language they use in order to reduce the risk of misinterpretation. When sending emails, workers should NOT use informal language such as shorthand or 'text speak' as this can often be misunderstood and lead to further complications.

Wherever possible, staff should always create and use 'standard responses' in advance of any event or activity so that if, for example, an email is sent out containing event details and a Service User asks for further information, a standard response would have been created in advance giving the additional details so that all young people receive the same information.

## **Email communication**

Email should only be used to communicate specific information (times and dates of events, for example), and workers should use and encourage appropriate 'face to face' contact whenever possible. Email should also not be used as a relationship-building tool, and conversation via email (the repeated sending of emails between two individuals) is actively discouraged. Staff should make their line manager aware whenever they are using email to contact young people and must always use a Dost email address rather than their personal address. Furthermore, staff must keep a comprehensive history of any emails exchanged (including dates and times). Email correspondence may be used for sending Service Users their own CV's or homework assignments.

## Email and accountability

Although, as specified above, email should only be used to convey information and not used as a relationship tool, it is recognised that a Service User may disclose information unexpectedly. If anything of a concerning matter arises via email, Staff must implement the following procedure:

- Read and follow the Dost Safeguarding Policy and follow procedures if there are any safeguarding/ child protection issues
- Do not respond to the email or reply saying that you will speak to them in person or over the phone if in person is not possible. Arrange to meet face to face or by phone if any direct support is required, after consulting YWPM for advice on situation.

## Social Media Communication

Staff must **NOT** use their personal social networking or instant messaging accounts for contact with Service Users. Workers should also ensure that their personal profiles on any social networking sites are set to the highest form of security in order to avoid young people accessing personal information or seeing any pictures of a personal nature.

### Dealing with requests to ‘friend’ young people on social media

Staff must **NOT** add Service Users to their personal social networking pages. Instead, Staff who need to be able to contact any young people via social media should use a social networking account that has been specifically set up under a Dost group name or project title after discussion with their line manager. For example, the Dost Instagram account. They can then invite young people to become members of this project-specific group (NOTE: This requires that the young people are over the required minimum age limit for the specific service - which for Facebook and Instagram, for example, is 13 years old).

There is a Dost Facebook account which is for the Service Users to see their photos and is not for Staff, Carers or Trustees and Dost Instagram which is for the Public but does not depict the Service Users identity unless they specifically request this and usually only if they are 18 years or above.

### Facebook

There is a Dost Facebook which is used to post photos of trips or activities and is not for use by Staff or Carers.



SOCIAL MEDIA	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# RESIDENTIALS AND TRIPS

## Introduction

Taking groups of Service Users on a residential visit or a day trip is a key part of the activities that Dost offers.

This policy is designed to ensure that Dost complies with all relevant Health and Safety and Safeguarding legislation whenever organising and running these events and covers all types of residential and day trips, examples of which could include:

- A residential at an Outdoor Education Centre where the group is led by the centre's staff (e.g., Fairplay House, PGL)
- A residential to a holiday centre (e.g., Pontins, Butlins, Centre Parcs)
- An issue-based residential focused on a particular issue or subject (which could be based at either setting)
- A residential at a centre where we make our own activities and plan our own programme
- A day or activity trip in London or in the surrounding areas led by Dost Staff (e.g., swimming, visiting a landmark, ice-skating etc.)

## Planning

The YWPM or their nominee will take responsibility for organising the residential or trip. The organising member of staff will be referred to as the 'Lead Person'.

## **Pre-visit Inspection**

If the planned venue/ activity - or a similar venue/ activity - has not previously been visited/undertaken, the Lead Person **MUST** carry out a pre-visit inspection so that they can complete an accurate risk assessment or if this is unfeasible, must obtain risk assessments from the venue/ activity and pre-empt the potential risks.

A pre-visit inspection provides an opportunity to assess the premises, the sleeping accommodation and the catering arrangements, transport facilities and routes to the site, the overall safety of the site, and the suitability of the activities available. Particular attention should be paid to potential hazards which might endanger the young people, e.g., are there adequate fire evacuation procedures, are instructors appropriately trained etc.

## **Risk Assessments**

A full risk assessment must always be completed in advance of any residential or trip. This does not need to be complex, but it should be comprehensive. It does not generally require professional health and safety expertise, but if specialist information is needed the Lead Person should request the required information from the venue/ organisation.

Risk assessments should always be seen as an ongoing process that do not end when the residential or trip begins. Any changes in planned activities, weather conditions, staff, ratios or any other variable which may bring young people into an unexpected hazardous or difficult situation must be continually assessed for risk.

When visiting a residential centre, the centre itself should already have a comprehensive risk assessment as well as the appropriate licenses and insurance in place for the aspects of the residential for which they are in charge and responsible. The Lead Person **MUST** ask the centre for written confirmation in advance of the trip that all appropriate risks have been assessed, all instructors are qualified and competent, and all appropriate safety checks and adequate first aid provision is in place. This is the absolute minimum requirement, but, ideally, they **SHOULD** seek to obtain a copy of the centre's risk assessment and, if at all possible, copies of the relevant instructor qualifications, equipment and facilities certification, and activity insurance.

In addition, the Lead Person **MUST** ensure that they, themselves, have risk assessed all other aspects of the trip, e.g., travel to and from the residential, periods of time between activities, or any aspects relating to young people with particular needs.

This initial combined risk assessment must be communicated in advance to all relevant parties, i.e., the YWPM and Emergency Contact for Dost (usually the Chair of the Trustees, though it might be another Trustee in their absence), and all accompanying Staff and any Social Workers, Carers or Keyworkers who ask for them. Each of these parties should then also be notified of any significant updates.

## **Staffing and Supervision**

The ratio of staff to Service Users required on trips and residential is flexible, dependent upon the nature of the trip and the composition of the group undertaking the visit. However, there should **ALWAYS** be at least two adults, however small the group, and, for mixed-sex residential groups, there should be **BOTH** male and female leaders present if at all practically possible.

Although there is no specific guidance from the Department for Education about supervision ratios for organisations that are not in the education or early years sectors, Dost has drawn on a variety of sources of best practice guidance, including the NSPCC, to compile our internal commitment to the following supervision ratios (*with a minimum of TWO adult supervisors at all times*):

- 1:15 for all visits where the element of risk is similar to the risks encountered in daily life
- 1:10 for all trips abroad or trips with slightly riskier activities or young people with more needs
- 1:6 for children under eight and/or where the children have special needs
- 1:5 or fewer for higher risk activities, such as 'extreme sports' e.g., horse riding, climbing, abseiling etc.

The exact division of responsibility for leadership and supervision of the Service Users between Dost Staff and the staff/ instructors from the residential centre must be clarified and documented in advance of the trip or visit.

## **Alcohol and Illegal Substances**

Dost Staff must **NOT** consume alcohol or illegal substances during any visit, trip or residential and must comply with the [Dost Safeguarding Policy](#).

## **Travel**

Transport plans must be drawn up ahead of the residential visit and accurately conveyed to all Staff, Service Users and Carers, through the letter which accompanies the consent form.

Where public transport is to be used, appropriate back-up plans should be in place in case young people arrive late or miss their connections. If a coach or minibus is required, only reliable, appropriately insured and qualified drivers and coach/minibus companies should be used.

## **Accommodation**

Although Dost accepts that this is not always available, the Lead Person should aim for private bedrooms, individual toilets (as opposed to cubicles within a shared bathroom) and private washing facilities for all participants wherever possible and prioritise those centres and venues that offer this.

If no centre providing the desired activities offers this - or if the booking is constrained by available budgets - then the following guidelines **MUST** be followed:

- Males, females and anyone identifying as Transgender **MUST ALWAYS** have separate sleeping areas
- If individual toilets are not available, then particular toilets can be marked by Staff for use for separate genders, depending on the makeup of the group
- If individual bathrooms are not available, then there **SHOULD** be separate washing facilities for each gender
- Where separate washing facilities are not available, a clear timetable for separation of use between the genders **MUST** be devised and clearly displayed
- When planning a trip that includes a Service User who has expressed any level of gender confusion or non-conformity, the trip planner **MUST** ensure separate sleeping, toilet and washing accommodation in order to ensure appropriate respect for their safety and privacy

Although Staff may be required to share sleeping accommodation with each other, this accommodation **SHOULD** always be divided according to gender wherever possible and **MUST ALWAYS** be separate from the sleeping accommodation occupied by the Service Users. Ideally, Staff will sleep in individual rooms, but in close enough proximity to the Service Users to enable adequate supervision as required. Staff should be provided separate washing and toilet facilities if at all possible, with clear timetables of use established and displayed wherever this is not possible.

### **Consent Forms**

Consent forms that capture all relevant information about emergency contacts and any medical issues and dietary requirements **MUST** be obtained in advance of the trip for all Service Users attending a residential, so that they are ready to be shared with the staff at the residential centre if requested and appropriate. Appropriate plans **MUST** also be put in place in response to the information provided, e.g., ensuring that an inhaler accompanies a Service User with asthma at all times during the residential and that Staff are aware of any such issues.

### **Accidents and Incidents**

If an accident or incident occurs, the details should be recorded on the Dost Accident and Incident Reporting Form (and the equivalent accident form at the venue, if required) and all other relevant aspects of the Dost Accident and Incident Reporting Policy followed.

### **Safeguarding**

If a safeguarding incident occurs whilst on a residential visit or a trip, the procedures outlined in the Safeguarding Policy should be followed.

### **Emergency Procedures**

Before any residential or trip commences emergency procedures must be agreed by YWPM, Staff attending trip and designated Emergency Contact, with clearly defined roles around responsibility. The Lead Person should identify who to contact in case of emergency, such as roadside assistance, hospitals etc., for all people attending, and all Staff must receive a copy of the emergency protocol, including all appropriate contact details.

The Lead Person should carry details of contact and consent information for all Service Users under their care at all times.

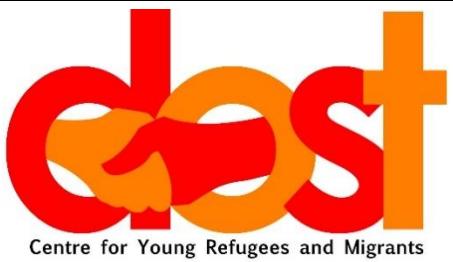
In any emergency, the Lead Person must make sure that all group members have support - even if only one member is directly affected.

Should any young person require any medical treatment, the Lead Person will endeavour to contact the appropriate Carers. In an emergency, when to delay treatment might be critical and the Carers cannot be contacted, despite all efforts, the Lead Person will give permission in accordance to the advice of relevant medical personnel and inform the YWPM as soon as possible.

Should a member of staff become ill, the Lead Person will make suitable arrangements for their care and again inform the YWPM and if necessary, the residential will be cut short if ratios cannot be maintained and there is no guarantee of the safety of all.



## Appendix 1

<b>Wey Island Residential Consent Form</b> <b>Cost:</b> £10 <b>Dates:</b> Saturday 18 <sup>th</sup> - Tuesday 21 <sup>st</sup> July 2020		 <b>Centre for Young Refugees and Migrants</b>	
<b>Name of young person:</b>			
<b>Address:</b>			
<b>Mobile number of young person:</b>			
<b>Date of Birth:</b>			
<b>Age:</b>			
<b>Name of parent, carer, guardian:</b>			
<b>Relationship to young person?</b> <b>(Foster Carer, Keyworker, Social Worker)</b>			
<b>Address (if different):</b>			
<b>Landline:</b>			
<b>Mobile:</b>			
<b>Any allergy or medical condition:</b>			
<b>Signs and symptoms of condition:</b>			
<b>Medication:</b> <b>(amount, frequency, time)</b>			
<b>Does young person administer own medication or should Dost hold this and give out?</b>		<b>Yes</b>	<b>No</b>
<b>Any other concerns we should be aware of:</b>			
<b>Any dietary requirement?</b>		<b>Halal</b>	<b>Vegetarian</b>
<b>Swimming ability</b>		<b>Non swimmer</b>	<b>Beginner</b>
<b>Do you give permission for Dost staff to give authorisation for any medical intervention if necessary if emergency contact not available?</b>		<b>Yes</b>	<b>No</b>
<b>Young person can travel to and from meeting point alone?</b>		<b>Yes</b>	<b>No</b>
I agree to pay for any costs caused by intentional damage by my child/ward. I agree that Dost is not responsible for any personal belongings. I am aware that the young person is attending the event between the times and the venues stated in the letter. I understand that Dost has no responsibility for the journey to and from the meeting point.			
<b>Signed:</b>		<b>Dated:</b>	

# WEY ISLAND RESIDENTIAL INFORMATION



There will be a Dost residential to Wey Island Trust on

**Friday 16<sup>th</sup> to Sunday 18<sup>th</sup> August.**

We will meet on Friday 16<sup>th</sup> August around 10/11am and return around 8pm on Sunday 18<sup>th</sup> August.

We will be travelling by tube, train and minibus so please bring your oyster.

We will be staying at:

Wey Island Trust  
Oyster Lane  
Wey Manor Road  
KT15 3JJ  
[www.weyisland.org.uk](http://www.weyisland.org.uk)



There will be two members of staff. One male and one female. One of whom is a qualified First Aider and Youth and Community Worker. Both staff are DBS checked and have experience running residential and working with this group of young people.

There are 15 spaces for young people, aged 13 – 19 years and we will be staying in single sex dorms and staff will be in separate rooms. We shall be doing all the cooking and shopping as part of the trip. We shall go off site to do activities and will hopefully do canoeing.

Risk assessments are available if required.

The trip costs £10 and this must be returned with the consent form before Friday 9<sup>th</sup> August.

Please call me on **07852855711** or email me at [marian@dostcentre.org.uk](mailto:marian@dostcentre.org.uk) if you need any more information.

**Marian Spiers**  
**Youth Work Programme Manager**

Clothing	Tick	Toiletries	Tick
Underwear x 2		Towel	
Socks x 2		Toothbrush/ Toothpaste	
T-shirts x 2		Soap/shower gel	
Trousers/ track suit bottoms x 2		Shampoo	
Jumper		Deodorant	
Jacket		Brush/comb	
Pyjamas		Moisturiser	
Swimming shorts/ costume			
Trainers for sports			
Flip Flops/sandals			

Extra	Tick	For Journey	Tick
Mobile and charger		Oyster	
Book/ games/ music that you want to take		Packed lunch and drink for journey	
Small amount of spending money			
Any medication that you need			
Plastic bag for wet stuff or dirty washing			

## Sleeping Bag/pillow

Please tell me if you need one - you can borrow one or else you will need to buy your own

**PLEASE DO NOT BRING** – lots of money, expensive items that you will be upset if they get lost/ stolen/ broken, your favourite clothes/ trainers, drugs, alcohol, weapons or anything illegal. Dost will not be responsible for any items that are lost/ stolen/ broken.

## Appendix 2

<b>RESIDENTIAL CHECKLIST</b>		Tick
 Centre for Young Refugees and Migrants		
<b>Venue</b>	Find/ research venue Check travel times/ journeys Costs Risk Assessments Sleeping Arrangements/ space Availability Activities and area nearby Suitability for group Book	
<b>Travel</b>	Check from where/ to Types of transport Costs Group Travel Insurance if required Risk Assessments of companies Book	
<b>Staff/ volunteers</b>	Arrange staff/ vols Send Risk Assessments Send Emergency Information sheet and emergency numbers Check DBS up to date Send travel plans and itinerary Identify on call worker Send Risk Assessments/ emergency details to on call worker Receive invoice and pay	
<b>Young People</b>	Invite young people Make selection if necessary Hold planning meeting Give out Consents, letters to carers and packing lists and deadline Collect in forms, payments Arrange sleeping bags, equipment if required Arrange sleeping arrangements	
<b>Equipment</b>	Pack sports equipment Trophies Speaker Camera First Aid kit Sleeping bags/ mats Board games Swim shorts Emergency folder Tickets Evaluation forms	
<b>Food</b>	Research shops in area Buy food beforehand or buy there? Take big shopping bags Check re Halal provision Order food if appropriate Keep receipts Cooking/ cleaning rota	
<b>Purpose/ theme</b>	Plan activities SLA with outside agencies Props/ equipment required	

**Appendix 3**

**RESIDENTIAL REFLECTION SHEET**



Date:		Staff:			
Volunteers:					
Nos of yp:		Male:		Female:	
Age range		to			
Outside Agencies:					
Activities:					
What went well:					
What could have been improved and how?					
Safeguarding Issues and actions:					
First Aid:					
Other issues:					
Future plans/tasks:					
Positive quotes:					
Completed by:			Signed:		

## Appendix 4

# RESIDENTIAL EMERGENCY INFORMATION



### Rules

- YP to listen to staff and follow instructions  
YP not go into other people's rooms unless invited  
YP who smoke to only smoke in the areas where it is allowed  
YP to take part in all activities at the correct time and go to sleep when asked to  
YP to wake up in the morning when it is time to start activities  
YP to be friendly to others  
YP to not bring or use alcohol or drugs  
YP not to go into sea without staff or whilst on an activity  
YP to help out as much as possible and work as a team  
Staff to not use their personal phones whilst with the group  
Staff to not take photos or film the YP on their phones/ cameras (unless work cameras)  
Staff not to take any young peoples' phone numbers or give out their number  
Staff not to give out their address or invite young people to their homes  
Staff not to accept invitations to young peoples' homes  
Staff not to talk about things that they have done in the past that are illegal or inappropriate  
Staff not to ask about young peoples' pasts and their journeys prior to entering UK -unless they bring it up and even then, be sensitive and aware of who else is around and listening and do not probe for information  
Staff not to smoke or drink or swear in front of young people  
Staff to avoid excessive physical contact and be aware of what kind of contact could be perceived as inappropriate  
Staff not to be alone with one young person in order to avoid any allegations  
Staff to keep information confidential from other young people at Dost or people outside Dost  
Staff to be aware that if a young person discusses something with you that makes you believe that they or someone else may be at the risk of harm, you have a legal responsibility to report this to the Youth Work Programme Manager. You can inform the young person that you are unable to keep that information confidential or if this is not possible, you must report this as soon as possible. Keep detailed notes as soon as possible after the disclosure takes place  
Staff to ensure they use appropriate language and do not say things that could be taken as racist, sexist or discriminatory  
Staff not to impose their own religious, political or moral or ethical views onto the young people  
Do not upload any information onto any social media sites, without prior consent from Dost

### Behaviour and Sanctions

- On first instance of breaking ground rules – to miss the next activity on residential e.g., Swimming  
More serious breach – can miss next trip, resi, specified amount of time on pool table – to be recorded and discussed with YWPM  
If YP is in danger of hurting themselves or others and the situation seems out of control, call the Police/ YWPM/ On call mobile/  
Parent/ Carer may need to be involved depending on severity of situation  
Discuss with YWPM before enforcing any sanctions

### First Aid and Emergency Procedures

- First Aider (YWPM) to take care of FA situations and write up in FA book  
If First Aider not at scene, do not apply or give any medicine – if young person has a cut, can ask YP to wash with water and can give plaster if you have one, otherwise contact YWPM or the centre First Aider  
If YP has possible break or fracture, do not move and keep other people away and make YP as comfortable as possible and monitor for loss of consciousness. Call Ambulance and then First Aider  
If YP is unconscious, check breathing and if breathing, place in recovery position on their side with airway clear, if not breathing start CPR if you know how to do this. Call ambulance then YWPM immediately before you take any course of action  
In all emergencies, check for your own safety and the safety of the casualty and other YP on the scene  
If YP takes overdose, call ambulance immediately and find out what/how much they have taken if possible  
All YP contact details and medical conditions will be kept on a sheet with YWPM on the journeys there and back in small bag and whilst on trip, they will be in her room. Copy of list will be with On Call Worker

### Reflection/ Evaluation

- Each night, staff will meet together for a short period of time to discuss the day and complete the reflective recording sheets. If staff are unable to meet together, please complete own reflective recording sheet each evening with events of the day as a reminder  
On last evening all staff/YP will get together to do evaluation session which may include verbal, written or filmed feedback from YP and staff.

### Contacts

- All staff emergency contacts and medical info are all held by Marian on Emergency contact sheet and can be accessed if necessary.  
All staff should carry their mobiles at all times and contact Marian or On Call Dost Mobile if any problems/ incidents.

### Staff Nos:

Police/ Ambulance/ Fire: 999 Marian: 07852855711 Jim Minton (Chair) – On call

## Appendix 5

### RESIDENTIAL EVALUATION FORM

#### TRAVEL

	1 Bad 	2 Ok 	3 Good 	4 Fantastic 	Why? 

#### FOOD

	1 Bad 	2 Ok 	3 Good 	4 Fantastic 	Why? 

#### ACCOMODATION

	1 Bad 	2 Ok 	3 Good 	4 Fantastic 	Why? 

#### ACTIVITIES

	1 Bad 	2 Ok 	3 Good 	4 Fantastic 	Why? 

#### STAFF

	1 Bad 	2 Ok 	3 Good 	4 Fantastic 	Why? 

## Appendix 6

### WEY ISLAND RESIDENTIAL RISK ASSESSMENT



<b>Name of Group:</b>	Dost	<b>Activity:</b>	Wey Island Residential								
<b>Dates:</b>	25-27 <sup>th</sup> May 2019	<b>Address of activity:</b>	Wey Island Trust Wey Manor Road KT15 3JJ								
<b>Times:</b>	12pm 25 <sup>th</sup> May										
<b>Mode of Transport</b>	Tube Train/ Bus Taxi/minibus	<b>Ages of Young People:</b>	13 - 19 years								
		<b>Nos of Young People:</b>	1:8 ratio / 15 max attending/all male								
<b>Staff and volunteers:</b>	1 female worker - qualified First Aider at Work, qualified Youth and Community Worker, qualified Food and Hygiene, Designated Safeguarding Lead Trained, current DBS 1 male youth worker - DBS checked and Safeguarding trained										
<b>Risk factors:</b>	All young people known to the service and areas around any risk around them taking part has been considered and weighed up/ Majority of group are aged 16 or over Majority of the young people have attended residential/ day trips/ youth clubs in the past with Dost and are known to staff Group dynamics have been considered/ Majority of young people know each other.										
<b>Emergency situations:</b>	Jim Minton - Chair of Board of Trustees 07770623495/mintonthego@googlemail.com Chair (emergency on call) has a list of all the necessary information, including risk assessment, young people's consent forms/information sheet and staff contact details. Staff have the contact details of on call worker. Staff are aware of what action to take in the event of an emergency. Staff have access to emergency contacts if required.										
<b>Youth Work Manager:</b>	Marian Spiers / M: 07852855711 / E: <a href="mailto:marian@dostcentre.co.uk">marian@dostcentre.co.uk</a>										
<b>Ratios:</b>	1 adult to 8 young people										
<b>Designated Safeguarding Lead:</b>	Marian Spiers	<b>First Aider at Work: Food/Hygiene Trained:</b>	Marian Spiers								
Risk/ Hazard	Person at risk YP (Young People) S (Staff) P (Public)	Severity of Harm 1 (Minor) 2 (Moderate) 3 (Severe)	Likelihood of Harm 1 (Low) 2 (Medium) 3 (High)	Score	Risk Control/ Comments	Rescore	Further Action Required?				

#### TRAVEL RISKS

#### ACTIVITY RISKS

#### CONDUCT RISKS

#### FIRE

<b>Name:</b>	Marian Spiers	<b>Signed:</b>	
<b>Role:</b>	Youth Work Manager	<b>Dated:</b>	
<b>Name:</b>	Jim Minton	<b>Signed:</b>	
<b>Role:</b>	Chair of the Board	<b>Dated:</b>	
<b>Severity of Harm</b>		<b>Likelihood of Harm</b>	
<b>Minor (1)</b>	Minor injury, minor damage to property/ equipment	<b>Low (1)</b>	Slight chance of occurring
<b>Moderate (2)</b>	Over 3-day injury, damage to property/ equipment	<b>Medium (2)</b>	Frequent, often or likely to occur
<b>Severe (3)</b>	Major injury, Major damage or loss to property/ equipment	<b>High (3)</b>	Extremely likely to occur

## Appendix 7

**WEY ISLAND RESIDENTIAL RULES 10<sup>TH</sup> - 13<sup>TH</sup> JULY 2020**



- I will listen to Dost staff, volunteers and other centre staff and follow instructions
  - I will not go into other people's rooms unless invited and with permission of staff
  - I will not go into the sea/ river at any time without staff being there
  - I will take part in all activities at the correct time and in a positive way
  - I will go to sleep when asked to
  - I will wake up in the morning when it is time to start activities
  - I will be friendly to other people
  - I will not drink alcohol, use drugs or bring any alcohol or drugs with me
  - I understand that if I do, I will not be allowed to come on other residential and possibly other Dost activities and I might be sent home or reported to carers/ police
  - If I smoke, I will only smoke in the areas where it is allowed
  - I will help out as much as I can and work as a team

I will remember that I should set a good example at all times.... I am representing Dost, London, my own country and young people so I will make a BIG EFFORT and really try to make this a great tip for myself and everyone else!!!

<b>RESIDENTIALS AND TRIPS</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Reviewed and revised</b>	December 2020				
<b>Agreed by Trustees</b>	December 2020				

# COMPLAINTS, COMPLIMENTS AND COMMENTS PROCEDURE

## Introduction

All Staff, Service Users, Carers, Trustees and The Public have the right to complain, compliment or comment about our service and have this thoroughly and fairly investigated. We believe that having an effective complaints system helps us to understand how our service is perceived from our others' points of view. It also helps us monitor quality issues and inform any future decisions we take regarding our service.

The purpose of the following statement of procedure is to define the process by which Dost will respond to any complaints.

## Procedure

[NOTE: This section should be read in conjunction with the [Complaints Flowchart in Appendix 4.](#)]

Staff **MUST** inform the YWPM of **ALL** complaints from themselves, Service Users and The Public.

[see [Appendix 1](#) for further guidance]

When responding to verbal complaints, the following details need to be noted:

- Identify the name and contact details of the complainant
- Obtain any information necessary to understand the nature of the complaint
- Ensure that the [Complaints Form](#) is completed [see [Appendix 2](#)]
- Pass the completed complaints form to the YWPM or Trustees as soon as possible

When responding to written complaints:

- Ensure that the [Complaints Form](#) is completed as above (attaching the written complaint to the Form)
- Pass this to the YWPM or Trustees as soon as possible

The YWPM is then responsible for receiving these complaints and ensuring that action is taken in a timely manner.

There will be the option of making a complaint, compliment or comment on the Dost website and this will be forwarded to the YWPM to investigate and deal with as below.

When investigating complaints, the YWPM should always try to actively listen to what the complainant has to say, rather than arguing with them or trying to 'pass the buck'.



The YWPM should ensure they take the following steps:

- Record the initial details of the complaint on the Dost Complaints Register. This Register is held by the YWPM [see 'Monitoring' section below for further information].
- Meet with the complainant in order to give them a chance to discuss their feelings about the issues prompting their complaint, to outline how the Dost complaints process works, and explain what they can expect to happen next
- Establish as many of the 'facts' of the situation as is reasonably possible. This may involve a review of documentary evidence, interviewing Staff, requesting reports from Staff, as well as interviewing other relevant parties
- Meet with the complainant and all other appropriate parties in order to discuss and agree an appropriate action plan based on the above investigation. If necessary, an interpreter will be found to ensure the complainant is able to be understood and can understand
- Produce a written report outlining the conclusions of the investigation
- Notify the complainant in writing of the outcome of the investigation
- Record the outcome of the complaint on the Complaints Register

### **Investigating a Complaint**

If the complaint is about, or in any material way involves, the YWPM, then the YWPM must inform the Trustees of this fact. The Trustees will then decide whether it is appropriate for the YWPM to investigate the complaint and, if not, will decide who will be responsible for investigating the complaint in line with the steps set out above.

### **Appeals Procedure**

Should the complainant remain dissatisfied by the outcome of the complaint, the YWPM must refer the matter to the Trustees for appeal.

The Trustees must then convene in order to decide whether a formal Appeal Hearing is required.

### **Monitoring**

All complaints made by Service Users will be noted on the Complaints Register held by the YWPM which allows Dost to monitor:

- the number and nature of complaints received
- how these were dealt with
- any issues raised by these complaints
- all actions taken to provide better services
- the effectiveness of the Complaints Policy and Procedures.



## Appendix 1

### Guidance for Dealing with Complaints

Most people complain because they have a problem, not because they enjoy complaining.

They may have an idea of what their problem is, but it is up to Staff to find out exactly:

- a) What the complainant perceives as the problem.
- b) What the actual problem is (which may be different from the perceived problem).

Most importantly, listen to the person and acknowledge what they are saying. You may be able to tell what the actual problem is within a few seconds - but remember that the person 'owns' the problem and has a right to be heard.

Remember, something which may seem trivial to you, may feel catastrophic to the complainant.

Firstly, find out the nature of the problem as they see it – at this stage, much of the discussion may be about emotions and there might not be much information about the actual problem.

Secondly, identify the actual problem accurately. This entails listening to the person and asking them relevant questions in order to clarify in what way Dost has failed to meet their expectations or needs (see guidelines below).

When a person comes to you with a complaint:

- Identify yourself, tell the person your name and offer to help. **NEVER** say 'it's not my job'  
**NEVER** get into an argument with the person – instead, acknowledge their concern
- Don't tell them what you can't do, maintain the focus on what you **CAN** do
- Ask for the facts, check that you understand the problem – but take care not to interrupt them or jump to conclusions before they have finished
- Avoid technical/ professional jargon
- Finally, **DO NOT** make promises unless you are sure that you can keep them

Clarify the problem with the following questions:

- Ask the person making the complaint to specify exactly what the problem is
- Identify the background information to the problem
- Find out what the present situation is
- Explore the scale of the problem - do others have the same problem, even though they have not complained?
- Find out what the complainant wants to achieve from reporting this problem
- Check your own contribution to the problem; What role are you playing in it? Are you helping or hindering the situation? (Remember: try not to be defensive)
- Examine all the pieces - does the person feel that you understand what the problem is?

Once all this information has been gathered, forward the details to the YWPM who will contact the complainant within 7 working days.

## Appendix 2

### COMPLAINT, COMPLIMENT OR COMMENTS FORM



Name of person making complaint, compliment, comment	
Telephone Number	
Address/ email address (preferred way to contact you)	
Complaint, compliment, comment details Names, dates, activities, what happened?	
Results of investigation if relevant	
Action taken and outcome	
Date complainant contacted with the results of the investigation and action taken/ accepted?	
Name of person investigating complaint	
Signed and dated by investigating staff:	
Signed and dated by Complainant:	

## Appendix 3

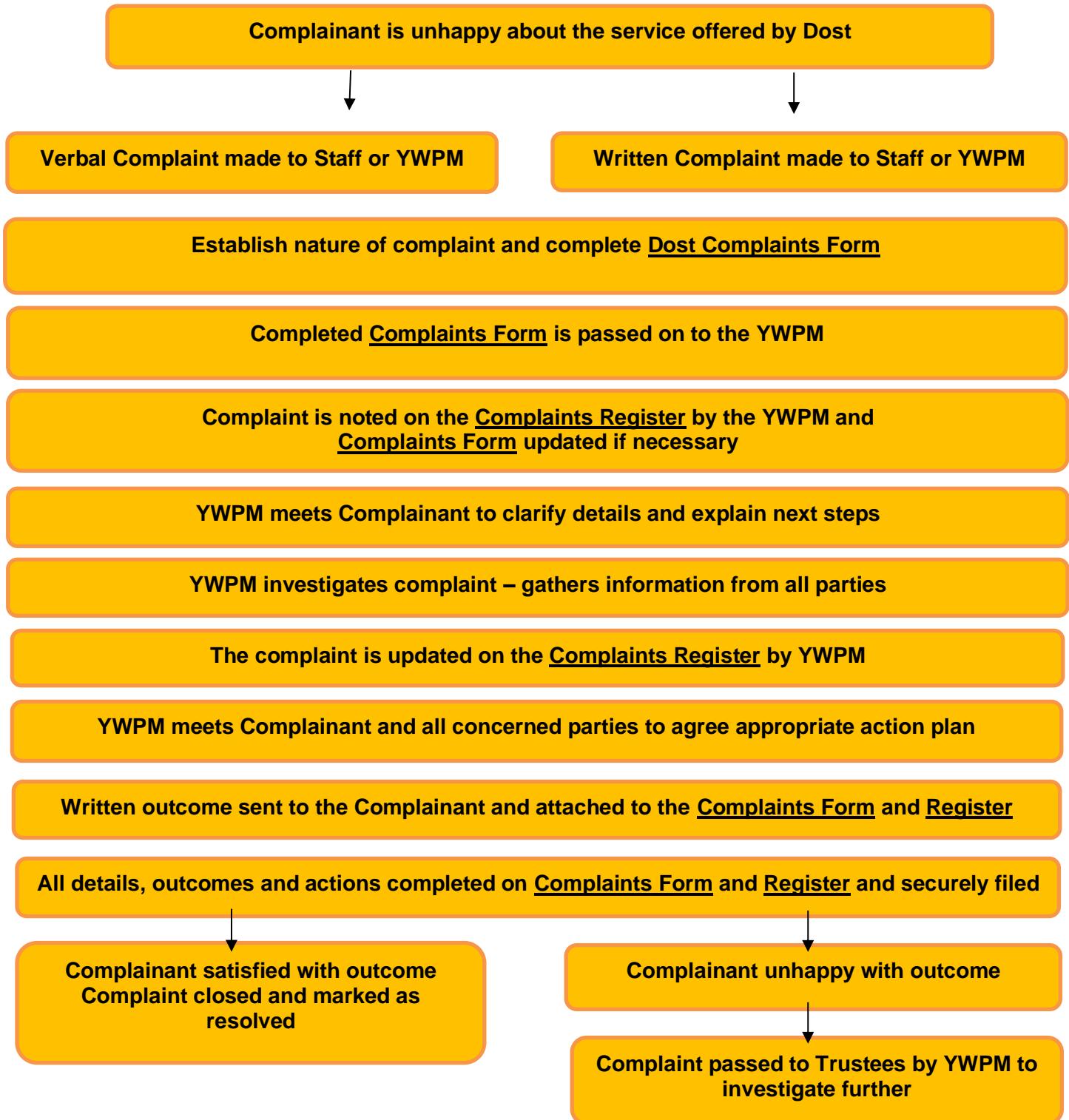
### COMPLAINTS/ SUGGESTIONS REGISTER



Date of complaint/ suggestion	Received from	Received by	Action Taken and date Changes implemented?	Follow up?	Outcome Accepted?

## Appendix 4

### Complaints Flowchart



COMPLAINTS/ COMPLIMENTS	2020	2021	2022	2023	2024
Reviewed and revised	December 2020				
Agreed by Trustees	December 2020				

# **FINANCIAL CONTROLS**

## **1. Introduction**

1.1 Financial records will be kept so that Dost can:

- Meet its' legal and other obligations, e.g., Charities Acts, Company Law, HMRC and common law
- Enable the Trustees to be in proper financial control
- Meet the contractual obligations and requirements of funders

1.2 Dost will keep a proper accounting system, which will include:

- A cashbook (currently Xero) analysing all the transactions in Dost's bank account(s)
- A petty cash book if cash payments are being made
- HMRC and records which may be kept by a payroll bureau (currently Top Source Payroll Bureau)

1.3 The financial year will end on the 31<sup>st</sup> March each year.

1.4 Accounts will be drawn up after each financial year within five months of the end of the year and presented at the next Annual General Meeting.

1.5 Prior to the start of each financial year, the Trustees will approve a budgeted income and expenditure account for the following year.

1.6 A report comparing actual income and expenditure with the budget will be presented to the Trustees every three months.

1.7 A cash flow will be produced each month if Dost is in financial difficulties or reserves are less than three months expenditure.

1.8 The AGM will appoint an appropriately qualified independent examiner to examine the accounts for presentation at the next AGM, filing with the Charity Commission when the appropriate threshold is exceeded and if appropriate, filing with Companies House.

## **2. Banking**

2.1 Dost will bank with: Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall, WV1 9DG.

Accounts will be held in the name of the Dost Centre for Young Refugees and Migrants.

The following accounts will be maintained:

Unity Current Account T1/ With a Lloyds Mastercard linked account - £5000 limit

2.2 The bank mandate; (the list of people who can sign cheques or authorise electronic payments on the organisations behalf) will always be approved and minuted by the Trustees, as will all the changes to it. The named signatories as of 2020 are Marian Spiers, (YWPM) and Michael Havard, (Trustee) and Wendy Lee, (Accountant) has access to bank account transactions, but is unable to sign off any payments.

2.3 The bank will provide electronic statements every month and these can be accessed backdated with authorisation from Bank if required. These will be reconciled with the bookkeeping system at least every three months and the treasurer will spot check these reconciliations at least twice a year.

2.4 Dost will not use any other bank or financial institution or use overdraft facilities or loan without the agreement of the Trustees.

### **3. Receipts (income)**

- 3.1 All monies received will be recorded promptly in the bookkeeping system and banked without delay (note this includes sundry receipts such as payment for telephone calls, photocopying etc.). Dost will maintain files of documentation to back this up.

### **4. Internet Purchases**

When purchases are made over the internet, we will ensure that only well-known/ bon a fide sites are used for purchasing and that they have appropriate security as illustrated by a lock padlock in the bottom right-hand side of the screen when a payment is being made.

Such purchases will be properly authorised in a similar way to other purchases.

### **5. Payments (expenditure)**

All expenditure will be on Dost's business account and will be properly authorised.

All payments made from the bank account will require a secondary authorisation from the Youth Work Programme Manager or a Trustee. The latest approved budget provides the cheque signatories with authority to spend up to the budgeted expenditure, not beyond it.

- 5.1 The Youth Programme Manager will be responsible for holding the cheque book (unused and partly used cheque books) which should be kept in a secure place.

- 5.2 Blank cheques will NEVER be signed.

- 5.3 The relevant payee's name will always be inserted on the cheque before signature and the cheque stub will always be properly completed.

- 5.4 No cheques should be signed without original documentation (see below).

- 5.5 Payments by debit card. When Dost issues a debit card to an employee or trustee it will be administered in a similar to petty cash (see below). The card holder will be personally responsible for any undocumented expenditure and this is detailed in their contract of employment.

### **5.5 Electronic banking.**

Each signatory and the banking administrator will have a unique password which will be made up of lower- and upper-case letters, numbers and symbols.

The Youth Work Programme Manager, Book-keeper and a named Trustee will be able to access the electronic banking system for the purposes of putting transactions onto the system and for authorisation by the cheque signatories and for assessing bank statements.

A signatory to the bank account will review each transaction before authorisation.

They will check the payment details sort code, account number, invoice and amount. If these are accurate the cheque signatory will authorise the payment.

Payments above £5,000 will require authorisation by the Chair of Trustees.



## 7. Payment documentation

- 7.1 Every payment out of Dost's bank accounts will be evidenced by an original invoice (never against a supplier's statement or final demand). That original invoice will be retained by Dost and filed. The following details will be traceable through the banking system or filed invoices:
- Cheque number or electronic authorisation reference (if appropriate)
  - Date cheque drawn or paid electronically
  - Amount of payment
  - Who signed or authorised the payment
- 7.2 The only exceptions to cheques or electronic payments not being supported by an original invoice would be for such items as advanced booking fees for a future course, deposit for a venue, VAT, etc. Here a cheque requisition form will be used and a photocopy of the cheque kept.
- 7.3 **Wages and Salaries.** There will be a clear trail to show the authority and reason for EVERY such payment; e.g., a cheque requisition, asking for payment to an employee, HMRC etc. All employees will be paid within the HMRC regulations. Top Source Payroll Bureau are responsible for staff pay and taxes.
- 7.4 All staff appointments/departures will be authorised by the Trustees, minuting the dates and salary level. Similarly, all changes in hours and variable payments will be authorised by the Trustees.
- 7.5 **Petty cash** will always be maintained on the imprest system whereby:  
An individual is entrusted with a float as agreed by the trustees. When that is more or less expended, a cheque will be drawn for sufficient funds to bring up the float to the agreed sum, the cheque being supported by a complete set of expenditure vouchers, totalling the required amount, analysed as required.
- 7.6 **Expenses / allowances.**  
Dost will, if asked, reimburse expenditure paid for personally by staff, providing:
- Fares are evidenced by tickets
  - Other expenditure is evidenced by original receipts
  - Car mileage is based on local authority scales
  - No cheque signatory signs for the payment of expenses to themselves, authorise electronic payments to themselves
8. **Cheque Signatures and cash cards**
- 8.1 Each cheque will be signed by at least two people.
- 8.2 Electronic bank payments will be signed by at least two people.
- 8.3 A cheque must not be signed by the person to whom it is payable.
- 8.4 Hole in the wall type cash cards access to any of the charities bank accounts will not be used and if issued by the bank they will be immediately cut in half.
- 8.5 Top up debit cards may be issued to the Youth Work Programme Manager. The top up limit per card will be [£1,000]. The card will be administered in a similar way to a petty cash imprest system. The card will be topped up to a pre-set (float) amount by the amount of documented legitimate expenditure that has accorded. The expenditure records will be filed by the banking administrator.
9. **Other undertakings**
- 9.1 Dost does not accept liability for any financial commitment unless properly authorised. Any orders placed or undertakings given, the financial consequences of which are, *prima facie*, likely to exceed in total £5,000, must be authorised and minuted by the trustees.  
In exceptional circumstances, such undertakings can be made with the Chairperson's approval, who will then provide full details to the next meeting of the Trustees. (This covers such items as the new service contracts, office equipment, purchase and hire).

- 9.2 All fundraising, contract bids and grant applications made on behalf of the organisation will be done in the name of Dost with the prior approval of the Trustees or in urgent situations the approval of the Chairperson who will provide full details to the next trustee's meeting.
- 9.3 Copies of grant application will be kept and available to Trustees on request. When bids are made using internet portals electronic or paper copies of the bid will be kept.
- 9.4 Any funding contracts or grant acceptance documentation exceeding £5,000 will be brought to the Trustee's attention for approval. In urgent situations this may be by e-mail to all trustees.

#### **10. Other rules**

- 10.1 Dost will adhere to good practice in relation to its finances at all times, e.g., when relevant it will set up and maintain a fixed asset register stating the date of purchase, cost, serial numbers and normal location. Additionally, Dost will maintain a property record of items of significant value, with an appropriate record of their use.
- 10.2 Dost will maintain up to date, good quality, antivirus and anti-phishing software on all computers that connect to the internet.



<b>FINANCIAL CONTROLS</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Reviewed and revised</b>	December 2020				
<b>Agreed by Trustees</b>	December 2020				