**NEW BEGINNINGS’ POLICIES AND PROCEDURES**

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# Safeguarding Adults Policy Statement

This policy will enable New Beginnings to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. New Beginnings acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that contracted staff, volunteers, service users and carers, and the management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable New Beginnings to:

* promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
* to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
* and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

* People aged 18 or over
* Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
* Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

(No Secrets, Department of Health, 2000)

The policy applies to all contracted staff, including senior managers, management committee members, contracted staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of New Beginnings.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that New Beginnings has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy, New Beginnings will work:

* to promote the freedom and dignity of the person who has or is experiencing abuse
* to promote the rights of all people to live free from abuse and coercion
* to ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
* to manage services in a way which promotes safety and prevents abuse
* recruit staff and volunteers safely, ensuring all necessary checks are made
* provide effective management for staff and volunteers through supervision, support and training

**New Beginnings:**

* will ensure that all management committee members, contracted staff, volunteers, service users, and carers/families are familiar with this policy and procedures
* will work with other agencies within the framework of the Stockport Safeguarding Adults Board Policy and Procedures, issued under No Secrets guidance (Department of Health, 2000)
* will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
* will pass information to Adult Social Care when more than one person is at risk. For example: if the concerns relate to a worker, volunteer or organisation who provides a service to vulnerable adults or children
* will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user’s consent
* will make a referral to the Adult Social Care Direct team as appropriate
* will endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
* will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)

**The Designated Named Person for Safeguarding Adults in New Beginnings is Jadwiga Leigh, Director**

**Tel: 07584434537**

**Email: info@newbeginningsgm.com**

Jadwiga Leigh should be contacted for support and advice on implementing this policy and procedures.

This policy should be read in conjunction with the Stockport’s Multi-Agency Safeguarding Adults Policy and Procedures documents which are available at: <http://www.safeguardingadultsinstockport.org.uk>

**Safeguarding Adults procedures**

# Introduction

New Beginnings is a programme provided to families who are already in receipt of support from Stockport Social Care. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by New Beginnings. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. New Beginnings is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody’s responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

### Preventing abuse

New Beginnings is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within New Beginningswill be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

* Safeguarding Children
* Complaints
* Data Protection
* Lone Working
* Conflict Resolution

New Beginnings is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include CRB disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Management committee members will be required to provide two references and where appropriate have a Criminal Records Bureau disclosure.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

# Recognising the signs and symptoms of abuse

New Beginnings is committed to ensuring that contracted staff and volunteers read the policies and procedures to gain a basic awareness of signs and symptoms of abuse.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

**Abuse includes:**

# physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint

# sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material

# psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation

# financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits

# neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs

# discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs or similar treatment

* institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

### Designated Named Person for safeguarding adults

New Beginnings has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person(s) for Safeguarding Adults within New Beginnings is:

Designated Named Person

Jadwiga Leigh email: [info@newbeginningsgm.com](mailto:info@newbeginningsgm.com) tel: 07584434537

Name of Deputy Safeguarding Lead

Matthew Purves email: [matthew@newbeginningsgm.com](mailto:matthew@newbeginningsgm.com) tel: 07800 618457

**Should either of these named people be unavailable then management committee members, staff or volunteers should contact Adult Social Care Direct directly. See below for contact details.**

The roles and responsibilities of the named person(s) are:

* to ensure that all contracted staff including volunteers are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect.
* to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
* to follow up any referrals and ensure the issues have been addressed.
* consider any recommendations from the Safeguarding Adults process
* to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
* to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
* if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

1. **Responding to people who have experienced or are experiencing abuse**

New Beginnings recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

* Reassure the person concerned
* Listen to what they are saying
* Record what you have been told/witnessed as soon as possible
* Remain calm and do not show shock or disbelief
* Tell them that the information will be treated seriously
* Don’t start to investigate or ask detailed or probing questions
* Don’t promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

* To call an ambulance if required
* To call the police if a crime has been committed
* To preserve evidence
* To keep yourself, staff, volunteers and service users safe
* To inform the Designated Named Person in your organisation
* To record what happened in the provided documentation.

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of the management committee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person’s consent, in their best interests.

The Designated Named Person may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

**Safeguarding Adults Unit**

Phone: 0161 217 6029

Available: Monday-Friday 8am-6pm

**Out of hours service**

Phone:  0161 718 2118

**Stockport Police**

Phone: 999 for immediate danger or 101 for all other crimes.

**Procedure for reporting concerns**:

Suspected or actual abuse

Immediate threat or crime committed?

Contact Police or Emergency Services

Inform Designated Named Person or their Deputy

Alert made to Adult Social Care Direct via telephone and then using SAMA1 form

Contact Stockport Adults Safeguarding Team to make a referral

A Safeguarding Adults Manager (a Team Manager from Adult and Culture Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

1. **Managing allegation made against member of contracted staff or volunteer**

New Beginnings will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person, Rebecca Key from Stockport Family Tel: 0161 4756847 (rebecca.key@stockport.gov.uk), will liaise with Adult Social Care Direct to discuss the best course of action and to ensure that the New Beginnings’ disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

New Beginnings has a complaints policy and contracted staff and volunteers are aware of this policy. Staff will be supported to use this policy.

### Recording and managing confidential information

New Beginnings is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see New Beginningsconfidentiality policy.

All allegations/concerns should be recorded in the relevant documentation (see below). The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be scanned and stored onto a password locked computer. Access to this information will be restricted to the Designated Named Person.

### Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to all contracted staff, volunteers, service users, parents and carers. The Designated Named Person, Jadwiga Leigh, will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the New Beginnings’ Directors’ Committee. Jadwiga Leigh will be involved in this process and can recommend any changes. Jadwiga Leigh will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

**Appendix 1**

**Safeguarding Adults Multi-agency Alert Form**

**This form is to be used to notify the Safeguarding Adults Team.**

**Phone: 0161 217 6029**

**Available: Monday-Friday 8am-6pm**

**Out of hours service**

**Phone:  0161 718 2118**

**Out of hours service**

**Phone:  0161 718 2118**

|  |
| --- |
| **Person completing the form:**  **Organisation Name:**  **Phone contact details:**  **Date of Notification to Adult Social Care Direct:** |

|  |  |
| --- | --- |
| **Details of incident/suspected or actual abuse**  **To be completed by the manager or lead officer within the organisation responsible for safeguarding adults** | |
| **Date of alleged incident/harm:**  **Time of alleged incident/harm:** | **Area where incident/harm took place:**  **Who reported the alert:**  **Date:** |
| **Who was involved:** |  |
| **Details of Alleged Victim**  **Name:**  **Address:**  **Date of Birth:**  **Phone:** | **Name and address of GP:**  **Ethnic Origin:**  **Nature of alleged victims’ vulnerability:**  **Any other details** (e.g. communication needs)**:** |
| **Details of Alleged Perpetrator**  **Name:**  **Address:**  **Date of Birth:**  **Phone Contact:**  **If the alleged perpetrator is a staff member please provide staff details** (E.g. job role, employer, address of place of work) | **Ethnic Origin:**  **Relationship to victim:**  **Are they a vulnerable adult? Yes/No**  **Alleged perpetrators vulnerability** (if applicable)**:**  **Any other details:** |
| **Have you made the victim aware that details of the incident are being recorded and will be investigated:**  **Yes/No** | |
| **If not, why not?** | |
| **Type of Abuse** (Please tick one or more)   |  |  | | --- | --- | | **✓** | | | **Sexual** |  | **Physical** |  | | **Emotional** |  | **Neglect or omission** |  | | **Psychological** |  | **Financial/Material** |  | | **Discriminatory Abuse** |  | **Institutional** |  | | **Other i.e. suspicious death of a service user** |  | | |
| **Description of alleged incident /** **alleged harm, detailing all people involved including witnesses**  On this page please give a detailed description of the incident (please include times) and any other comments you feel are relevant. If necessary attach further pages. | |
| **What action did you take immediately after the incident/allegation of harm**(E.g. administered first aid, asked perpetrator to leave, took victim to secure area) | |
| **Were the Police called: Yes / No** | **Were any other emergency services called:** If yes, which service(s)? **Yes / No** |
| **Names and badge numbers of Police**: | **Outcome**: (Response time, taken to hospital etc) |
| **Are there any other Agencies involved?** **Yes/No** | **Please provide details of agencies:** |
| **Are there any capacity issues?**  **Yes/ No** | **Please provide details:** |
| **Has the victim made any previous referrals/alerts? Yes/No** | **Please provide details** (e.g. dates, type of abuse)**:** |
| **Is the victim in immediate danger of further abuse? Yes/No** | **Have any immediate actions been identified to reduce the potential for further abuse? Yes/No** |
| **Has an initial assessment been made to determine further potential risk to the victim? Yes/No** | **What actions have been taken to reduce the potential for further abuse?** |
| **Are there any risks to others? Yes/No**(Vulnerable adults, children) | **Please provide details** (include who this information has been shared with – e.g. Children’s Social Care, Police)**:** |
| **Signed:** | **Date:**  **Time:** |
| **This form must be sent to the Safeguarding Adults Team or allocated social worker within 24 hours of the suspected or actual abuse, or as soon as possible after being made aware.** | |

This is a confidential document and should be stored securely according to your own organisation’s procedures. It is your responsibility to ensure that this is done.

|  |
| --- |
| **Decision by Safeguarding Manager:** |

**New Beginnings Greater Manchester**

**Safeguarding Policy Children**

**Version 1**

**Date agreed 14/03/2018**

**Date reviewed 17/01/2021**

**Director: Jadwiga Leigh**

**1.1 Principles**

1. New Beginnings is committed to the safeguarding of all children and young people with whom it has contact. The Children Act 1989 makes it clear that the welfare of the child is paramount and that everyone involved in the care of children has a responsibility protecting those children from harm. It is also essential that we honor the trust of those who allow us to care for their children.

**1.2 Duty of Care**

New Beginnings acknowledges the duty of care the organisation has to safeguard and promote the welfare of children. We are committed to ensuring safeguarding practice reflects our statutory responsibilities, government guidance and complies with best practice requirements. Children are considered to be any person under the age of eighteen as defined by Article 1 of the United Nations Convention on Rights of the Child. This policy has been written in accordance with the recommendations made by the Stockport Safeguarding Board in terms of multi-agency operational procedures for responding to and investigating abuse. The Safeguarding Essentials checklist has been used as a template for the following policy.

**2. Commitment to following safeguarding procedures:**

This safeguarding policy recognises that the welfare and interest of children are paramount in all circumstances. Having regard for S1. Children Act 1989.

It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all childrenhave a right to be protected from all forms of harm, abuse, neglect and exploitation; have the right to family life, per Article 8 of the European Convention on Human Rights.

Whilst we recognise that it is not our responsibility as members of New Beginnings to decide whether or not child abuse is occurring, it is our responsibility to act on any concerns by reporting these to the relevant local authority.

Our safeguarding policy aims to uphold key welfare principles as defined by Every Child Matters:

● Being healthy: enjoying good physical and mental health and living a healthy lifestyle

● Staying safe: being protected from harm and neglect

● Enjoying and achieving: getting the most out of life and developing the skills for

adulthood

● Making a positive contribution: being involved with the community and society and not engaging in anti-social or offending behaviour

● Economic well-being: not being prevented by economic disadvantage from achieving their full potential in life.

**3. Safeguarding duties**

New Beginnings acknowledges that some children, including disabled children and

those from ethnic minority communities may be particularly vulnerable to abuse, neglect or other harm and we acknowledge our duty to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy New Beginnings will:

● Promote and prioritise the safety and wellbeing of children and young people. We will do this by having due regard for the welfare, rights and wellbeing of children and

developing practice, policy and guidance that reflects this commitment.

● Ensure everyone involved with New Beginnings, both contracted staff and volunteers understand their roles and responsibilities in respect of safeguarding. This will be achieved by ensuring that contracted staff and volunteers have an understanding of the issues involved and that appropriate procedures are in place to ensure contracted staff and volunteers recognise, identify and respond to signs of abuse.

● Ensure appropriate action is taken in the event of incidents or concerns of abuse and ensure that support is provided to the individuals which raises or discloses concern.

● Ensures that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.

● Prevent the employment of unsuitable individuals.

● Ensures robust safeguarding arrangements and procedures are in place and are being adhered to.

● As part of our acknowledgement and commitment to children’s rights, we recognise our extended safeguarding duty towards respecting and upholding the fundamental rights of all children we come into contact with.

**4. Policy responsibility and enforcement**

**Director: Jadwiga Leigh**

The policy and procedures will be widely promoted and are mandatory for everyone involved with New Beginnings to adhere to. All volunteers, contracted staff and committee members will receive and need to acknowledge receipt of the organisation’s safeguarding policy.

The Director of New Beginnings, Jadwiga Leigh, is responsible for contracted staff and volunteers having adequate safeguarding training for their role, taking into account that New Beginnings will be supporting both vulnerable children and adults. Staff and volunteer records will be kept and receipt of policy will be recorded.

**5. Identifying child abuse and what to do if abuse is suspected**

All staff and volunteers of the New Beginnings organisation will be asked to complete Multi-Agency Basic Awareness training as a minimum. This course and further training opportunities are available via: www.safeguardingchildreninstockport.org.uk

**Child abuse is generally split into four categories - physical, neglect, sexual and emotional.**

**Physical abuse**

This may involve hitting, kicking, shaking, throwing, squeezing, suffocating, drowning, burning or biting the child. Giving the child alcohol, drugs or poison are also forms of physical abuse. Physical harm may also be caused when a parent fabricates the symptoms of, or deliberately induces, illness in a child.

**Neglect**

Neglect is the persistent failure to meet a child’s basic physical and psychological needs. This may include the failure to meet a child’s basic needs, like food, shelter, warm clothing or medical attention. Neglect may occur during pregnancy as a result of substance misuse and is also the failure to provide adequate supervision (including leaving children with inappropriate carers).

**Sexual abuse**

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. Activities may involve penetrative and non-penetrative acts or non-contact activities such as involving children in looking at, or in the production of pornographic materials, or encouraging children to behave in sexually inappropriate ways. Sexual abuse includes grooming a child in preparation for abuse, for example, via the internet.

**Emotional abuse**

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe adverse effects on a child’s emotional development. This may involve a lack of love and affection, telling a child they are worthless, serious bullying or being constantly shouted at. Emotional abuse also occurs when the child is valued only insofar as they meet the needs of another person, when the child is overprotected and unable to explore and learn on their own or when they witness the ill-treatment or abuse of another (including domestic violence), or animal cruelty.

**6. Possible signs of abuse include:**

* Unexplained or suspicious injuries such as bruising cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury is ill-fitting.
* The child discloses abuse, or describes what appears to be an abusive act.
* Someone else (child or adult) expresses concern about the welfare of another child.
* Unexplained change in behaviour such as withdrawal or sudden outbursts of temper.
* Inappropriate sexual awareness or sexually explicit behaviour.
* Distrust of adults, particularly those with whom a close relationship would normally be expected.
* Difficulty in making friends.
* Eating disorders, depression, self harm or suicide attempts.

**7. What to do if abuse is suspected**

If any staff member or volunteer of New Beginnings suspects abuse is taking place they should immediately inform the designated safeguarding officer, Jadwiga Leigh, who will decide whether or not to take the matter further. A log of the concern must be kept (see Appendix 2 below). For information on how to accept disclosure from a child read Appendix 1.

**New Beginnings** has an appointed individual who is responsible for dealing with any child protection concerns. The named persons for Child Protection within New Beginnings are:

* Named Person for Child Protection:
* Jadwiga Leigh ([info@newbeginningsgm.com](mailto:info@newbeginningsgm.com))
* Tel: 07584 434 537
* Deputy named person for child protection concerns:
* Matthew Purves email: [matthew@newbeginningsgm.com](mailto:matthew@newbeginningsgm.com) :
* Tel: 07800 618 457

**8.** If it is felt that further investigation is required in order to keep the child safe then the matter must be referred to the relevant Local Authority. Children’s Social Care may be contacted at any time for advice and consultation. In the event of a referral to Children’s Social Care all relevant information must be shared, including copies of correspondence, log of previous concerns and notes of dialogue. The Data Protection Act is not a barrier to information sharing where doing so is necessary to safeguard children.

**9.** In the event that the designated safeguarding officer is not available or contactable this should not delay action being taken to protect a child. Any member of New Beginnings may contact Children’s Social Care directly to raise their concerns.

**10.** Contact with Stockport Children’s Social Care can be made by telephone to:

the Contact Centre on 0161 217 6028, Out of Hours Team on 0161 718 2118, the Police on 0161 872 5050 or in an emergency by dialling 999. If you phone the Contact Centre you should ask to speak to the Duty Social Worker to discuss your concerns.

Referrals made by telephone must be followed up immediately with a written report and a Common Assessment Form. This should be completed for all cases referred by professionals. These forms can be downloaded from the Stockport Council website at

[www.stockport.gov.uk/commonprocesses](http://www.stockport.gov.uk/services/education/cypd/childrenssocialcareandsafeguarding/commonprocesses31).

**In child protection cases, parental consent is not required.**

If you are unsure whether to refer, consultation and advice is available from the Duty Social Worker at the Contact Centre (0161 217 6028) or the Duty Officer at the Safeguarding Children Unit (0161 474 5659).

If there are any concerns about the immediate safety of a child then the police must be contacted without delay.

**11. Allegations against staff**

If there is any suspicion that a child has been abused by a member of contracted staff or a volunteer then this must be reported to the designated safeguarding officer, Jadwiga Leigh, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.

The designated safeguarding officer will refer the allegation to Children’s Social Care who may involve the police or will refer directly to the police if out-of-hours. Children’s Social Care and the designated safeguarding officer will liaise with the Local Authority Designated Officer (LADO) whose responsibility it is to:

* Provide advice and guidance;
* Liaise with the police and other agencies;
* Provide assistance in discussions regarding suspension and referral to the Independent Safeguarding Authority (ISA).

**12.** The parents or carers of the child will be contacted as soon as possible following advice from Children’s Social Care and/or the police.

**13.** If the designated safeguarding officer, Jadwiga Leigh, is the subject of the suspicion/allegation, the concern must be made to Rebecca Key, Principal Lead for Partners in Practice and Innovation/Aspire - Complex SafeguardingTeam, Stockport Family 0161 4756847 (rebecca.key@stockport.gov.uk), who will refer the allegation to Children’s Social Care. In the absence of a management committee the matter will be reported to the LADO.

**14.** Where there is a complaint against a member of staff there may be three types of investigation:

* A criminal investigation
* A child protection investigation
* A disciplinary or misconduct investigation

**15.** The LADO in Stockport can be contacted at the Safeguarding Children Unit on 0161 474 5657

**16. Internal Enquiries and Suspension**

The designated safeguarding officer will make an immediate decision about whether any individual suspected of abuse should be temporarily suspended pending further police and Children’s Social Care enquiries.

Where an individual is suspended it is advised that other members of contracted staff or volunteers should have no contact until enquiries have concluded. The individual will be assigned a peer mentor whom they can contact and who will contact them to keep them abreast of the situation.

Irrespective of the findings of Children’s Social Care or police enquiries the organisation will assess all individual cases to decide whether a member of staff or volunteer can be reinstated. The welfare of the child should remain of paramount importance throughout.

**17. Additional related policies**

All members of New Beginnings will receive a copy of this policy and undergo training as part of their induction to the organisation:

New Beginnings also has policies on the following related topics which all staff and volunteers must be familiar with:

* Safeguarding Adults
* Safer Recruitment
* Complaints Procedures
* Health and Safety
* Risk Assessments
* Lone worker
* Conflict resolution

**This policy has been formally agreed and adopted by the management committee of New Beginnings at a meeting on 13.03.18. This policy will be reviewed annually by the management committee who are also responsible for the implementation of this policy.**

**Signed: J Leigh**

**Position: Director**

**Date: 03.04.2018**

**Reviewed Date: 17.01.2021**

**Next review: 17.01.2022**

**Appendix 1**

**WHAT TO DO IF A CHILD DISCLOSES ABUSE**

**Always follow the 4 R’s.**

**1. RECEIVE**

* ***LISTEN* to the child/young person.** If you are shocked at what the child/young person says to you try not to show it. Take what the child/young person says to you seriously, children and young people rarely lie about abuse and if they are not believed it adds to the traumatic nature of disclosing. If they meet with revulsion or disbelieve, children and young people may retract what they have said.
* ***ACCEPT* what the child/young person says.** Be careful not to burden the child/young person with guilt by asking, “Why didn’t you tell me before?”

**2. REASSURE**

* ***STAY CALM*** Reassure the child/young person that they have done the right thing in talking to you. Be honest with the child/young person. Do not make any promises that you are unable to keep, like “I’ll stay with you”, or “Everything will be all right now”.
* ***DO NOT* promise confidentiality.**
* ***TRY*** to alleviate any feelings of guilt that the child/young person displays, e.g. “You are not alone, you are not the only one this sort of thing has happened to”.
* ***ACKNOWLEDGE*** how hard it must have been for the child/young person to tell you what has happened.
* ***EMPATHISE*** with the child/young person. Don’t tell them what they should be feeling.

**3. REACT**

* ***REACT*** to the child/young person only as far as is necessary for you to establish whether or not you need to refer to matter.
* ***DO NOT*** interrogate the child or make investigations with third parties to establish any of the facts.
* ***AVOID*** asking leading questions, for example “Did he touch your penis?”
* ***BE*** careful about what you ask the child; you may taint any evidence being put before a court.
* ***USE*** open questions, such as, “Is there anything else you would like to tell me?” or “When did it happen?”
* ***DO NOT*** criticise the perpetrator. The child/young person may love him/her and reconciliation may be possible.
* ***DO NOT*** ask the child to repeat what has been said to another member of staff.
* ***EXPLAIN*** what you have to do next and to whom you have to talk to.
* ***INFORM*** the appropriate person according to your procedure/protocol.
* **Our Safeguarding Lead is Jadwiga Leigh, Director, Tel: 07584434537, email:** [**info@newbeginningsgm.com**](mailto:info@newbeginningsgm.com)

**4. RECORD**

* ***AS SOON*** as is reasonably practicable make notes on what has happened.
* ***DO NOT*** destroy these notes, they should be retained in a safe place. The court in any legal process may require them.
* ***RECORD*** Place, date, time and details of the child/young person involved. Record any noticeable non-verbal behaviour of the child/young person. If the child/young person uses their own words to describe sexual organs/acts, record the words spoken. Do not translate them into proper words.
* ***DRAW*** a diagram (using ‘record of marks observed on a child’) to indicate positioning, size and location of any injuries you have identified
* ***BE OBJECTIVE*** in your recording. Include statements made and what you have seen, rather than assumptions or interpretations. Rely on **FACT.** A fact is any event that can be perceived by one of the five senses.

**SUPPORT**

Identify the support network available to yourself, as certain disclosures can be emotive.

Be aware that after the event, the child/young person may need support. Be prepared for this within your organisation.

Be aware of the sources of advice available for discussion or advice.

**This includes:**

**Stockport Children’s Social Care Contact Centre 0161 217 6028**

**Stockport Safeguarding Children Unit 0161 474 5657**

**NSPCC 0808 800 5000**

**Appendix 2: Safeguarding Children: Note of Concern**

|  |  |  |
| --- | --- | --- |
| **Name of child** | **Group** | **Date:** |
| **Issue: Please record the details of the incident/issue you are concerned about. Include verbatim comments where possible. Please keep the account very factual and consider: Who… What… Where… When… How… and Who…**  **If you are reporting a potential incident of physical abuse remember to include a ‘record of marks observed on a child’.**  **Signed:**  **(Please continue on the back if necessary)** | | |

**New Beginnings Data Protection Policy**

**Date agreed 14/03/2018**

**Date reviewed 17/01/2021**

**Policy statement**

New Beginnings is committed to a policy of protecting the rights and privacy of service users, community group members, volunteers and contracted staff and others in accordance with The Data Protection Act 1998. The policy applies to all voluntary and community group members and staff involved with the project. Any breach of The Data Protection Act 1998 or this Data Protection Policy is considered to be an offence and, in that event, disciplinary procedures apply. The GDPR was adopted on 14 April 2016, and became enforceable beginning 25 May 2018. As the GDPR is a regulation, not a directive, it is directly binding and applicable, but does provide flexibility for certain aspects of the regulation to be adjusted by individual member states.

Controllers of personal data must put in place appropriate technical and organisational measures to implement the data protection principles. Business processes that handle personal data must be designed and built with consideration of the principles and provide safeguards to protect data (for example, using pseudonymization or full anonymization where appropriate), and use the highest-possible privacy settings by default, so that the data is not available publicly without explicit, informed consent, and cannot be used to identify a subject without additional information stored separately. No personal data may be processed unless it is done under a lawful basis specified by the regulation, or unless the data controller or processor has received an unambiguous and individualized affirmation of consent from the data subject. The data subject has the right to revoke this consent at any time.

As a matter of good practice, other organisations and individuals working with the project, and who have access to personal information, will be expected to have read and to comply with this policy. It is expected that any contracted staff/ volunteers who deal with external organisations will take responsibility for ensuring that such organisations sign a contract agreeing to abide by this policy.

**Legal Requirements**

Data are protected by the Data Protection Act 1998, which came into effect on 1 March 2000 and also by GDPR which came into effect on 25 May 2018. Its purpose is to protect the rights and privacy of individuals and to ensure that personal data are not processed without their knowledge, and, wherever possible, is processed without their consent.

The Act requires us to register the fact that we hold personal data and to acknowledge the right of ‘subject access’ – voluntary and community group members and contracted staff must have the right to copies of their own data.

**Managing Data Protection**

We will ensure that our details are registered with the Information Commissioner.

**Purpose of data held by New Beginnings:**

Data may be held by us for the following purposes:

1. Administration (key notes and assessments)

2. Fundraising

3. Realising the objectives of New Beginnings

4. Accounts & records

5. Advertising, marketing & public relations

6. Information and databank administration

7. Processing for Not for Profit organisations

8. Research/ evaluation reports

9. Volunteers/ contracted staff

**Data Protection Principles**

In terms of the Data Protection Act 1998 and GDPR 2016 we are the ‘data controller’, and as such determine the purpose for which, and the manner in which, any personal data are, or are to be, processed. We must ensure that we have:

1. **Fairly and lawfully processed personal data**

We will always put our logo on all paperwork, state our intentions on processing the data and state if, and to whom, we intend to give the personal data. Also provide an indication of the duration the data will be kept.

1. **Processed for limited purpose**

We will not use data for a purpose other than those agreed by data subjects (service users, voluntary, community group members, contracted staff and others). If the data held by us are requested by external organisations for any reason, this will only be passed if data subjects (service users, voluntary, community group members, staff and others) agree. Also, external organisations must state the purpose of processing, agree not to copy the data for further use and sign a contract agreeing to abide by The Data Protection Act 1998, GDPR 2016 and New Beginning’s Data Protection Policy.

1. **Adequate, relevant and not excessive**

The management committee for New Beginnings will monitor the data held for our purposes, ensuring we hold neither too much nor too little data in respect of the individuals about whom the data are held. If data given or obtained are excessive for such purpose, they will be immediately deleted or destroyed.

1. **Accurate and up-to-date**

We will provide our members (service users, voluntary and community group members, contracted staff and others) with a copy of their data. All amendments will be made immediately and data no longer required will be deleted or destroyed. It is the responsibility of individuals and organisations to ensure the data held by us are accurate and up-to-date. Completion of the appropriate forms (provided by us) will be taken as an indication that the data contained are accurate. Individuals should notify us of any changes, to enable personnel records to be updated accordingly. It is the responsibility of the management committee to act upon notification of changes to data, amending them where relevant.

1. **Not kept longer than necessary**

We discourage the retention of data for longer than it is required. All personal data will be deleted or destroyed by us after one year of non-membership has elapsed.

1. **Processed in accordance with the individual’s rights**

All individuals that the management committee hold data on have the right to:

* + Be informed upon the request of all the information held about them within 40 days.
  + Prevent the processing of their data for the purpose of direct marketing.
  + Compensation if they can show that they have been caused damage by any contravention of the Act.
  + The removal and correction of any inaccurate data about them.

1. **Secure**

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of data. New Beginnings computer has a login system and is password protected, which allow only authorised staff can use to access personal data. Passwords on all computers are changed frequently. All documents with personal information is password protected and anonymised. All personal and financial data is kept in a locked filing cabinet and can only be accessed by the management committee. When staff members are using the laptop computer out of the office, care should always be taken to ensure that personal data on screen is not visible to strangers.

1. **Not transferred to countries outside the European Economic Area, unless the country has adequate protection for the individual.**

Data collated at New Beginnings must not be transferred to countries outside the European Economic Area without the explicit consent of the individual. The Association takes particular care to be aware of this when publishing information on the Internet, which can be accessed from anywhere in the globe. This is because transfer includes placing data on a web site that can be accessed from outside the European Economic Area.

**New Beginnings**

**Complaints policy and procedure**

Reviewed 17/01/2021

Next review 17/01/2022

**Policy introduction and scope**

New Beginnings is a pilot project which has been designed to work with parents whose children are known to Children’s Social Care for concerns relating to neglect; emotional, physical or sexual abuse. We want to work closely with families so that they can develop the skills they need to turn their lives around and then share their expertise with other families in similar situations by becoming their peer mentors.

The scope of our service includes specialist support, advice, mentoring and anti-oppressive direct work.

We aim to provide the highest quality of service intervention with and for service users and if this goes wrong, we want to know about it. This will enable us to handle specific complaints and provides us with the opportunity to develop and strengthen our overall practice and work.

This policy and procedure sets out our commitment for dealing with complaints and how we will deal with them if they arise. This document deals with complaints made by service users, members of the public, volunteers, contracted staff or stakeholders or referrers.

If someone wishes to make a complaint the following procedure is to be adopted:

The complaint should be made in writing where possible in electronic or handwritten

form to the Director of the project: Jadwiga Leigh and emailed to: [info@newbeginningsgm.com](mailto:info@newbeginningsgm.com)

In the event the complaint is about Jadwiga Leigh then the letter should be addressed to Rebecca Key, Principal Lead for Partners in Practice and Innovation/Aspire - Complex SafeguardingTeam, Stockport Family ([rebecca.key@stockport.gov.uk](mailto:rebecca.key@stockport.gov.uk))

Within 5 working days of receipt of the complaint, the complainant will be contacted by the Director or Stockport Principal Lead.

The complaint will be recorded and full notes made of the complaint.

**Complaints involving professional conduct of registered professionals**

In the event of serious complaints being made about registered practitioners such as social workers or those who subscribe to membership of professional bodies full consideration will be made as part of the complaints process whether conduct needs to be referred to the relevant professional or registrant body as part of the complaints process. Where this is considered likely or relevant the complaint will automatically be referred to the management committee.

**Complaints involving professional conduct with respect to children**

In the event of safeguarding concerns arising out of any complaint, the complaint will

immediately be referred to the Local Authority Designated Office in Stockport, the organisation’s main stockholder as per the Safeguarding Policy for Children.

Records will be held for the period of investigation defined by statutory guidance.

**Recording of complaints**

Full records will be kept regarding all complaints and conversations about complaints, action taken and resolution.

**Review process**

This process will be reviewed every year to ensure it is effective and accessible to all who wish to make a complaint about the project. We are committed to remaining open and transparent with regards to what we do and want to create a positive culture around complaints where best practice is allowed to develop so that we may continually improve standards.

**Conflict Policy for Staff, Volunteers, Students and Peer Mentors**

**Date implemented 10.06.2019**

**Date of review: 17.01.2021**

Statement:

This policy will enable New Beginnings to demonstrate its commitment to working ‘with’ others to resolve conflict. It aims to provide guidance in respect of the management of conflict and outline the support available. We appreciate the difficulty in managing such situations however we hope to use these occasions to listen and learn from each other, in order that we may build and repair relationships.

This policy therefore aims to:

* Promote good practice and support staff, volunteers and peer mentors to manage conflict in a constructive, open and reflective manner.
* To come together at times of difficulty, to listen, learn and find a way forward together, where possible.
* To facilitate conversations and support others when conflict has been identified. We hope that by doing so we foster confidence in others when managing future conflict.
* To provide clear guidance in respect of the expectations of the team and highlight the support available.

Definition of conflict

Conflict means a dispute or argument about something important. Conflict may occur on New Beginnings in the following circumstances: between two or more parents connected to the programme; or between one or more professionals and a parent; or between professionals about a parent.

Ethos

New Beginnings involves sharing personal and highly sensitive information with staff, volunteers, peer mentors and other parents. It is therefore important that within the team and amongst partners (other organisations) and participants (families) trusting and transparent relationships are fostered. New Beginnings ethos is to facilitate conversations and provide bespoke support to those involved. It is recognised that these kinds of conversations are not easy, and that team members do not always get it right. Being open and making conflict visible may also feel awkward for some, however it is a practice we believe is important as it provides an opportunity for all parties to contribute to the discussion, feel heard and, more importantly, be a part of the solution.

At New Beginnings, we strive to be open, honest and transparent. We aim to work ‘with’ parents, professionals and each other in order to keep families together. However, we appreciate that human relationships are complex and that in trying to work in partnership with a range of people, we need to be flexible and able to adapt to different circumstances. We recognise that conflict does occur and that when it does, it is often followed by anxiety. Rather than see conflict as a problem, we try to use it as an opportunity to learn and to utilise the skills we practise throughout the project. We believe therefore that most disagreements can be resolved through discussion and negotiation. In order to avoid increased levels of anxiety, or causing harm to those involved, we attempt to resolve matters of conflict within 48 hours.

The following points outline the stages of conflict resolution we hope all involved with New Beginnings will adhere to:

1. Any concerns about potential conflict should be shared with either of the programme facilitators Jadwiga/Leanne as soon as it emerges. It is important that all staff, volunteers and peer mentors disclose activities that may have caused the conflict so that facilitators understand the context of the situation. We ask this to take place, not to invade privacy but to ensure that we can support all of those who have been impacted.
2. Once the conflict has been identified and shared with one of the facilitators, it is important that a discussion takes place with the core team (both facilitators and the people involved) to assess the information provided, the likelihood of conflict continuing and the next steps required to prevent the situation worsening.
3. As New Beginnings works in partnership with Stockport Local Authority where the restorative practice model is in place, we too will use the restorative model in our practice when trying to resolve conflict. We will endeavour therefore to bring together those involved, in a neutral setting, so that we can discuss: the nature of the conflict; understand and respect individual perspectives of how that conflict emerged; attempt to seek solutions in partnership with the concerned parties; work together to reach an outcome that is suitable for all and will work to reduce further issues from occurring.
4. We hope that this process helps to resolve or diminish the conflict and prevent it from occurring again. However, if it continues or worsens, we will meet again and hold further conversations about what did not work and what is needed for the conflict to be resolved. We will operate in this way until the conflict ends and all parties involved feel satisfied with the outcome.

**Lone Worker Policy**

**Date implemented 05.02.2019**

**Date reviewed 17.01.2021**

New Beginnings takes seriously its responsibilities to ensure the health, safety and welfare of all staff and volunteers who work alone either from home or out in the community without close or direct support or supervision.

We are committed to reducing the risks to staff and volunteers and the purpose of this policy is to ensure that there are adequate systems in place to reduce the risks of lone working as far as is reasonably possible and practicable.

This policy applies to all staff and volunteers who are undertaking activities on behalf of New Beginnings. The purpose is to help you think about and improve your personal safety, be aware of risks and to take steps to reduce and adapt strategies to keep you safe.

**Definition**

A lone worker is anyone who works away from other volunteers or paid workers without direct support or supervision. This may include volunteers undertaking roles such as:

* befriender
* fundraiser
* community worker
* events assistant

**Responsibilities**

Staff, volunteers and New Beginnings share responsibility for health and safety matters.

New Beginnings is responsible for:

•  assessing the potential risks volunteers may face in their role and reduce these as much as is practically possible

•  implementing procedures that help ensure health, safety and well being of staff and volunteers

It is the responsibility of the Board of Directors to:  
• regularly monitor and review policy and procedures

It is the responsibility of the Lead Director to:  
• ensure appropriate policies and procedures are in place and implemented to

ensure the health and safety of volunteers

The project manager is responsible for:

•  making risk assessments

•  maintaining contact with staff, volunteers working alone either internally or externally

•  ensuring systems are in place to identify volunteers who do not report back or return at the expected time

•  raising an appropriate level of alarm if staff or volunteer cannot be contacted or does not return within 2 hours of expected contact or return

•  contacting the police if staff or volunteer cannot be located

•  ensuring all staff or volunteers are aware of this policy and providing appropriate levels of training and guidance on lone working staff or volunteers are expected to:

•  take reasonable care of their own safety and that of others

•  comply with any personal safety procedures detailed by New Beginnings

•  raise any concerns with their supervisor immediately

•  report any accidents, incidents, injuries or ‘near misses’

•  report any safety practices that need to be improved or risks not otherwise identified

Reasonable precautions might include:

•  checking directions for destination

•  ensuring a vehicle is roadworthy and has breakdown cover

•  ensuring someone knows where they are going and when they are expected home

•  avoiding poorly lit or deserted areas

•  taking care when leaving or entering empty buildings especially at night

•  ensuring that equipment such as laptops or mobile phones are carried discreetly

**Risk Assessment**

Risk assessments will be carried out for activities where there are concerns that a member of staff or volunteer will be placed at risk. If this is required, written records of assessments will be maintained and regularly reviewed.

Factors that will be considered as appropriate to the circumstances are:

•  The environment – location, security, access

•  The context – nature of the task, any special circumstances

•  The individuals concerns – indicators of potential or actual risk

•  History – any previous incidents in similar situations

•  Any special circumstances

Where there is any reasonable doubt about the safety of a lone worker, consideration will be given to sending 2 members of staff or 2 volunteers or making other arrangements to undertake the task.

**Guidance on Lone Working**

This guidance applies to staff and volunteers whose roles require them to work alone without direct support or supervision.

**Working from home**

**If working from home staff or volunteers should:**

•  Take reasonable precautions to ensure that their personal addresses and telephone numbers remain confidential.  
All numbers including ex-directory and mobile numbers can show up on caller display and retrieved on 1471. To avoid access to landline numbers dial 141 before dialling the number. To avoid mobile numbers being available please check the mobile phone’s instruction manual

•  Remain in regular contact with your supervisor Working alone away from the office or from home

**Before working alone away from the office or home you should:**

•  Leave details with your supervisor of where you plan to go, approximate times of when you expect to be there, details of any meetings you have arranged, including the name of the person you are meeting

•  Ensure you have an appropriate means of communication

•  If taking a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; do not use it whilst driving

•  Take and use any other personal protective equipment provided or identified in service specific risk assessments

•  Think about where you will be going and what you will be doing; consider whether there are particular risks relating to that location or activity (e.g. an unusually isolated location, adverse weather conditions for driving). If there are, discuss them with your supervisor or chief executive before setting off

•  Contact the office, or other person, to tell them about any delays or changes to your schedule

•  Make contact by telephone at specified times, if you agreed to do this

•  Return to or contact your supervisor, or other person as agreed, when you have safely completed your activities

**Meeting with clients away from the office**

•  Leave details with your supervisor of where you plan to go, approximate times of when you expect to be there, details of any meetings you have arranged, including the name of the person you are meeting

•  Ensure you have an appropriate means of communication

•  If taking a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; do not use it whilst driving

•  Think about where you will be going and what you will be doing; consider whether there are particular risks relating to that location or activity (e.g. an unusually isolated location, adverse weather conditions for driving). If there are, discuss them with your supervisor or chief executive before setting off

•  Contact Jadwiga or Leanne to tell them about any delays or changes to your schedule

•  Make contact by telephone at specified times, if you agreed to do this

•  Return to or contact your supervisor, or other person as agreed, when you have safely completed your activities

•  Tell your supervisor about any incidents which arose during the meeting.

**Travelling by car**

This might include travelling long distances to unfamiliar areas, perhaps at night.

•  Plan your route and take appropriate maps

•  Ensure that the vehicle is in good order and that you have sufficient fuel; take warm clothes in case of breakdown or bad weather

•  Keep valuables out of sight; female staff should not leave obvious signs that the driver is female (handbags, coats etc) on the seats

•  Park in well-lit areas, if possible with the car facing in the direction of exit; when returning to the vehicle, check the back seat

•  Carry a mobile phone for emergency use

•  Do not pick up hitchhikers

•  Carry a torch at night

•  If you see an incident, do not stop unless it is safe to do so; it may be safer to drive on and summon help

•  If you are forced to stop, keep your engine running and lock the windows and doors; leave sufficient space in front of the vehicle to be able to pull out and drive away; drive off if you feel threatened

**Road rage**

Unfortunately, this type of incident is becoming more common. If at any time you are confronted by this situation, it is important that you do nothing to escalate it further.

•  Do not stop to confront the third party.

•  If a car pulls in front of you and you are approached, stay in your vehicle with the doors locked and windows closed; keep the engine running and drive away as soon as possible.

•  If you cannot get away make as much noise and fuss as you can; sound the horn, flash lights etc. To gain others’ attention.

•  If you think you are being followed or feel threatened, raise the alarm by using hazard lights and horn; if possible, drive on until you reach a busy area such as a 24 hour garage

•  If you are stationary and have a mobile phone, ring the emergency services

.

**If you breakdown on a motorway or dual carriageway**

•  Park as near as possible to an emergency phone

•  If you have to walk, wear high visibility clothing if possible

•  Leave your car by the passenger door

•  When making an emergency call, face oncoming traffic, so you can see if another vehicle is approaching

•  Tell the operator if you are a lone female

•  Never cross the carriageway

•  Wait behind the barrier, beside your vehicle if this is safe

•  Ask for id from uniformed persons to ensure they are bona fide

**Travelling by public transport**

•  Plan your route (outward and return) in advance

•  Try to avoid travelling alone late at night

•  Wait in busy, well-lit areas if possible; be aware of the location of exits

•  Have your fare/ticket ready and separate from other valuables

•  Try to keep one hand free

•  Sit downstairs on double-decker buses

•  Try to avoid falling asleep

**Travelling on foot**

•  Think ahead, be alert and aware of your surroundings

•  Keep one hand free if possible

•  Avoid short-cuts, underpasses or poorly lit areas

•  Walk facing on-coming traffic

•  Do not hitchhike or accept lifts from strangers

•  Keep valuables out of site and avoid areas where groups may gather e.g. Clubs, pubs etc.

•  Avoid wearing personal stereos

•  If you carry a personal alarm, ensure that it works and that you can quickly

access it.

**Dog attack**

•  Do not enter premises where an unfamiliar dog is loose

•  If, when talking to a client, their dog causes you to feel uncomfortable, politely ask them to remove it

**Aggression or violence**

This includes aggressive or inappropriate physical contact which may or may not result in pain and/or injury or offence and other non-physical abuse including verbal, racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behaviour causing fear or emotional upset.

•  Consider the safety of others and protect yourself before protecting the property of New Beginnings

•  Contact Jadwiga Leigh immediately after the incident

**Social Media Policy**

**Date implemented 17.01.2020**

**Date reviewed 17.01.2021**

**Introduction**

**What is social media?**

Social media is the term given to web-based tools and applications which enable users to create and share content (words, images and video content), and network with each other through the sharing of information, opinions, knowledge and common interests. Examples of social media include Facebook, Twitter, LinkedIn and Instagram.

**Why do we use social media?**

Social media is essential to the success of communicating New Beginnings’ work. It is important for some staff to participate in social media to engage with our audience, participate in relevant conversations and raise the profile of New Beginnings’ work.

**Why do we need a social media policy?**

The difference between a personal and professional opinion can be blurred on social media, particularly if you're discussing issues relating to New Beginnings’ work. While we encourage the use of social media, we have certain standards, outlined in this policy, which we require everyone to observe. Publication and commentary on social media carries similar obligations to any other kind of publication or commentary in the public domain.

This policy is intended for all [staff members of all levels, students, volunteers and directors], and applies to content posted on both a New Beginnings device and a personal device. Before engaging in work-related social media activity, staff must read this policy.

**Setting out the social media policy**

This policy sets out guidelines on how social media should be used to support the delivery and promotion of New Beginnings, and the use of social media by staff in both a professional and personal capacity. It sets out what you need to be aware of when interacting in these spaces and is designed to help staff support and expand our official social media channels, while protecting the project and its reputation and preventing any legal issues.

**Internet access and monitoring usage**

When using the internet at work, staff are permitted to make reasonable and appropriate use of personal social media activity during your lunch breaks. But usage should not be excessive and interfere with your duties.

**Point of contact for social media**

Our Matthew Purves is responsible for the day-to-day publishing, monitoring and management of our social media channels. If you have specific questions about any aspect of these channels, speak to the Programme Co-ordinator, Matthew Purves. No other staff member can post content on New Beginnings’ official channels without the permission of the Matthew Purves.

**Which social media channels do we use?**

New Beginnings uses the following social media channels:

Twitter- This channel is used to explain to followers what kind of work we are doing and the impact our work is having on families.

**Guidelines**

**New Beginnings’ social media channels — appropriate conduct**

1. Matthew Purves is responsible for setting up and managing New Beginnings’ social media channels.

2. Staff should ensure they reflect New Beginnings’ values in what they post and use our tone of voice. We actively refrain from entering disputes with others or bringing other organisations into disrepute.

3. We want to make sure that all social media content has a purpose and a benefit for our families and our partners, and we want it to accurately reflect New Beginnings’ agreed position.

4. We want to bring value to our audience(s). Answer their questions, help and engage with them

5. We want to take care with the presentation of content. We try to make sure that there are no typos, misspellings or grammatical errors. We also check the quality of images.

6. We always pause and think before posting. That said, we do try to reply to comments in a timely manner, when a response is appropriate.

7. If staff wish to contribute content for social media, whether non-paid for or paid for advertising, they should speak to the Matthew Purves about this.

8. Staff should not post content about supporters or service users without their express permission. If staff are sharing information about supporters, service users or third party organisations, this content should be clearly labelled so our audiences know it has not come directly from New Beginnings. If using interviews, videos or photos that clearly identify a client, staff must ensure they have the person’s consent or if a child, the parent or guardian’s consent, before using them on social media.

9. We endeavour to always check facts. Staff should not automatically assume that material is accurate and should take reasonable steps where necessary to seek verification, for example, by checking data/statistics and being wary of photo manipulation.

10. We aim to be honest. We say what we know to be true or have a good source for. If we have made a mistake, we will not be afraid to admit it.

11. Staff should refrain from offering personal opinions via New Beginnings’ social media accounts, either directly by commenting or indirectly by 'liking', 'sharing' or 'retweeting'. If you are in doubt about New Beginnings’ position on a particular issue, please speak to Matthew Purves.

12. It is vital that New Beginnings does not encourage others to risk their personal safety or that of others, to gather materials. For example, a video of a stunt.

13. Staff should not encourage people to break the law to supply material for social media, such as using unauthorised video footage. All relevant rights for usage must be obtained before publishing material.

14. Staff should not set up other Facebook groups or pages, Twitter accounts or any other social media channels on behalf of New Beginnings. This could confuse messaging and brand awareness. By having official social media accounts in place, the New Beginnings’ team can ensure consistency of the brand and focus on building a strong following.

15. New Beginnings is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. We have every right to express views on policy, including the policies of parties, but we can't tell people how to vote.

16. If a complaint is made on New Beginnings’ social media channels, staff should seek advice from the Jadwiga Leigh before responding.

17. Sometimes issues can arise on social media which can escalate into a crisis situation because they are sensitive or risk serious damage to the project's reputation. Examples might include: A parent having a child removed and feeling that New Beginnings did not do enough to help them. The nature of social media means that complaints are visible and can escalate quickly. Not acting can be detrimental to the project.

The New Beginnings’ team account regularly monitors our social media spaces for mentions of New Beginnings’ so we can catch any issues or problems early. If there is an issue that could develop or has already developed into a crisis situation, the New Beginnings’ team will contact Matthew Purves or Jadwiga Leigh so that a crisis management plan can be discussed and implemented as appropriate.

If any staff outside of the New Beginnings become aware of any comments online that they think have the potential to escalate into a crisis, whether on New Beginnings’ social media channels or elsewhere, they should speak to Matthew Purves or Jadwiga Leigh immediately.

**Use of personal social media accounts — appropriate conduct**

This policy does not intend to inhibit personal use of social media but instead flags up those areas in which conflicts might arise. New Beginnings’ staff are expected to behave appropriately, and in ways that are consistent with New Beginnings’ values and policies, both online and in real life.

1. Be aware that any information you make public could affect how people perceive New Beginnings. You must make it clear when you are speaking for yourself and not on behalf of New Beginnings. If you are using your personal social media accounts to promote and talk about New Beginnings’ work, you must use a disclaimer such as: "The views expressed on this site are my own and don't necessarily represent New Beginnings’ positions, policies or opinions."

2. Staff who have a personal blog or website which indicates in any way that they work at New Beginnings should discuss any potential conflicts of interest with their line manager and the New Beginnings. Similarly, staff who want to start blogging and wish to say that they work for New Beginnings should discuss any potential conflicts of interest with their line manager and the New Beginnings’ team.

3. Those in senior management, for example the Directors of the Board or the Operations Lead, and specialist roles where they are well known in their field of expertise, must take particular care as personal views published may be misunderstood as expressing New Beginnings’ view.

4. Use common sense and good judgement. Be aware of your association with New Beginnings and ensure your profile and related content is consistent with how you wish to present yourself to the general public, colleagues, partners and funders.

5. If a staff member is contacted by the press about their social media posts that relate to New Beginnings they should talk to the Jadwiga Leigh immediately and under no circumstances respond directly.

6. New Beginnings is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. When representing New Beginnings’ staff are expected to hold New Beginnings’ position of neutrality. Staff who are politically active in their spare time need to be clear in separating their personal political identity from New Beginnings and understand and avoid potential conflicts of interest.

7. Never use New Beginnings’ logos or trademarks unless approved to do so. Permission to use logos should be requested from the New Beginnings’ team.

8. Always protect yourself and New Beginnings. Be careful with your privacy online and be cautious when sharing personal information. What you publish is widely accessible and will be around for a long time, so do consider the content carefully. When you are using social media sites at work, it is important that you do so safely.

9. Think about your reputation as well as New Beginnings’. Express your opinions and deal with differences of opinion respectfully. Don't insult people or treat them badly. Passionate discussions and debates are fine, but you should always be respectful of others and their opinions. Be polite and the first to correct your own mistakes.

10. We encourage staff to share tweets and posts that we have issued. When online in a personal capacity, you might also see opportunities to comment on or support New Beginnings and the work we do. Where appropriate and using the guidelines within this policy, we encourage staff to do this as it provides a human voice and raises our profile. However, if the content is controversial or misrepresented, please highlight this to the Matthew Purves who will respond as appropriate.

**Further guidelines**

**Libel**

Libel is when a false written statement that is damaging to a person's reputation is published online or in print. Whether staff are posting content on social media as part of their job or in a personal capacity, they should not bring New Beginnings into disrepute by making defamatory comments about individuals or other organisations or groups.

**Copyright law**

It is critical that all staff abide by the laws governing copyright, under the Copyright, Designs and Patents Act 1988. Never use or adapt someone else's images or written content without permission. Failing to acknowledge the source/author/resource citation, where permission has been given to reproduce content, is also considered a breach of copyright.

**Confidentiality**

Any communications that staff make in a personal capacity must not breach confidentiality. For example, information meant for internal use only or information that New Beginnings is not ready to disclose yet. For example, a news story that is embargoed for a particular date.

**Discrimination and harassment**

Staff should not post content that could be considered discriminatory against, or bullying or harassment of, any individual, on either an official New Beginnings’ social media channel or a personal account. For example:

• making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, age, religion or belief

• using social media to bully another individual

• posting images that are discriminatory or offensive or links to such content

**Lobbying Act**

Charities are legally allowed to campaign to bring about a change in policy or law to further their organisational purpose. In most cases, spending on charity campaigns that are in accordance with charity law will not be regulated under electoral law. However, the Lobbying Act, which was passed in January 2014, states that during national elections (known as regulated periods) spending on campaigning activities may be regulated.

Charities which spend more than £20,000 in England or £10,000 in Scotland, Wales or Northern Ireland, during the regulated period, need to register with the Electoral Commission. To abide by the Lobbying Act, campaigning activities on social media must not be seen as intending to influence people's voting choice. During these periods, all campaigning activity will be reviewed by the Jadwiga Leigh.

**Use of social media in the recruitment process**

Recruitment should be carried out in accordance with associated procedures and guidelines. Any advertising of vacancies should be done through the agreed channels.

There should be no systematic or routine checking of candidate's online social media activities during the recruitment process, as conducting these searches might lead to a presumption that an applicant's protected characteristics, such as religious beliefs or sexual orientation, played a part in a recruitment decision. This is in line with New Beginnings’ Equal Opportunities Policy.

**Protection and intervention**

The responsibility for measures of protection and intervention lies first with the social networking site itself. Different social networking sites offer different models of interventions in different areas. For more information, refer to the guidance available on the social networking site itself. For example, Twitter. However, if a staff member considers that a person/people is/are at risk of harm, they should report this to the Jadwiga Leigh immediately.

**Under 18s and vulnerable people we work with on New Beginnings**

Young and vulnerable people face risks when using social networking sites. They may be at risk of being bullied, publishing sensitive and personal information on their profiles, or from becoming targets for online grooming.

Where known, when communicating with young people under 18-years-old or their parents whom we work with via social media, staff should ensure the online relationship with New Beginnings follows the same rules as the offline 'real-life' relationship. Staff should ensure that young people have been made aware of the risks of communicating and sharing information online and given guidance on security/privacy settings as necessary. Staff should also ensure that the site itself is suitable for the young person and New Beginnings content and other content is appropriate for them. Please refer to our [Safeguarding Policy.

**Responsibilities and beach of policy**

Everyone is responsible for their own compliance with this policy. Participation in social media on behalf of New Beginnings’ is not a right but an opportunity, so it must be treated seriously and with respect. For staff, breaches of policy may incur disciplinary action, depending on the severity of the issue. Staff who are unsure about whether something they propose to do on social media might breach this policy, should seek advice from Jadwiga Leigh.

**Public Interest Disclosure**

Under the Public Interest Disclosure Act 1998, if a staff member releases information through New Beginnings’ social media channels that is considered to be in the interest of the public, New Beginnings’ Whistleblowing Policy must be initiated before any further action is taken.

**Whistleblowing Policy**

**Implemented 17.01.2020**

**Reviewed 17.01.2021**

**Introduction**

It is important that any fraud, misconduct or wrongdoing by staff or others working on behalf of New Beginnings is reported and properly dealt with. We therefore require all individuals to raise any concerns that they may have about the conduct of others in New Beginnings or the way in which the organisation is run. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.

**Background**

The Public Interest Disclosure Act 1998 amended the Employment Rights Act 1996 to provide protection for workers who raise legitimate concerns about specified matters in the public interest. These are called ‘qualifying disclosures’. A qualifying disclosure is one made by an employee who has a reasonable belief that any of the following is being, has been or is likely to be, committed:

 A criminal offence

 A miscarriage of justice

 An act creating risk to health and safety

 An act causing damage to the environment

 A breach of any other legal obligation

 Concealment of any of the above

It is not necessary for you to have proof that such an act is being, has been, or is likely to be, committed – a reasonable belief is sufficient. You have no responsibility for investigating the matter – it is New Beginnings’ responsibility to ensure that an investigation takes place.

If you make a protected disclosure you have the right not to be dismissed, subjected to any other detriment or victimised because you have made a disclosure. We encourage you to raise your concerns under this procedure in the first instance.

**Principles**

 Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. Staff and others working on behalf of New Beginnings should be watchful for illegal or unethical conduct and report anything of that nature that they become aware of.

 Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the person who raised the issue.

 No employee or other person working on behalf of New Beginnings will be victimised for raising a matter under this procedure. This means that the continued employment and opportunities for future promotion or training of the worker will not be prejudiced because they have raised a legitimate concern.

 Victimisation of an individual for raising a qualified disclosure will be a disciplinary offence.

 If misconduct is discovered as a result of any investigation under this procedure, our disciplinary procedure will be used, in addition to any appropriate external measures. Maliciously making a false allegation is a disciplinary offence.

 An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, you should not agree to remain silent. You should report the matter to the Programme Lead, Director of the Programme or the Board of Directors.

**Procedure for whistleblowing disclosures**

This procedure is for disclosures about matters other than a breach of your own contract of employment, which should be raised via the complaints procedure.

**Stage 1**

In the first instance, any concerns should be raised with the Director of the Programme, Jadwiga Leigh, [info@newbeginningsgm.com](mailto:info@newbeginningsgm.com), who will arrange an investigation of the matter. The investigation may involve you and other individuals involved giving a written statement. Any investigation will be carried out in accordance with the principles set out above. Your statement will be taken into account and you will be asked to comment on any additional evidence obtained. The Director of the Programme will take any necessary action, including reporting the matter to the Board of Directors and any appropriate local government department or regulatory agency such as, for example, Social Work England. The Director of the Programme will also invoke any disciplinary action if required. On conclusion of any investigation, you will be told the outcome and what New Beginnings has done, or proposes to do, about it. If no action is to be taken, the reason for this will be explained.

**Stage 2**

If you are concerned that the Director of the Programme is involved in the wrongdoing, has failed to make a proper investigation or has failed to report the outcome of the investigations to the relevant person, you should escalate the matter to the Board of Directors. The Chair of the Board, Lisa Warwick (lisa.warwick@nottingham.ac.uk) will arrange for a review of the investigation to be carried out, make any necessary enquiries and make their own report to the board.

**Stage 3**

If on conclusion of stages 1 and 2 you reasonably believe that the appropriate action has not been taken, you should report the matter to the relevant body. This includes:

 HM Revenue & Customs

 the Health and Safety Executive

 the Environment Agency

 the Serious Fraud Office

 the Charity Commission

 the Pensions Regulator

 the Information Commissioner

 the Financial Conduct Authority.

You can find the full list in The Public Interest Disclosure (Prescribed Persons) Order 2014:

[www.gov.uk/government/uploads/system/uploads/attachment\_data/file/496899/BIS-16- 79-blowing-the-whistle-to-a-prescribed-person.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/496899/BIS-16-%2079-blowing-the-whistle-to-a-prescribed-person.pdf)

**Privacy Considerations When Using Virtual Platforms on New Beginnings**

**Date of implementation 24.04.2020**

**Date reviewed 17.01.2021**

Guidance on Protecting Privacy and Data when using virtual platforms such as Zoom or Microsoft Teams to conduct remote meetings while COVID-19 modifications are in effect. This guidance applies to group sessions, supervisions, team meetings and 1:1 key work sessions.

A. Purpose and Principles

Zoom or Microsoft Teams is one of the primary approved software tools for conducting remote/virtual meetings. This document provides basic guidance on how to protect your privacy and the privacy of others when using these virtual platforms.

Privacy is a basis for an ethical and respectful workplace; and privacy, together with information security, underpins the New Beginnings’ ability to be a good steward of the information entrusted to it by its staff, students, volunteers and families. Use of remote delivery software and technologies heightens the criticality of privacy and the need to use the least invasive means of engaging in these alternative methods of conducting our activities. Existing law and policy that address privacy remain in effect when we work remotely.

All New Beginnings’ staff, students, volunteers and families should follow these principles when using Zoom or Microsoft Teams to conduct remote meetings:

**B. Technical Tips and Privacy Protections for Video Conferencing**

**Visibility of Remote Locations:**

Participants should use Zoom or Microsoft Teams’ virtual background feature, when available, if they do not want to have their surroundings visible.

Select only appropriate virtual backgrounds.

Be mindful of others in your remote location who may not wish to be visible or recorded in the background.

Also consider if all participants need to be visible as limiting the meeting to a single video stream can ease bandwidth concerns for participants.

Ensure sensitive conversations cannot be overheard or work observed by unauthorized persons.

**Screen Sharing Privacy: Protecting Confidential Data on Your Device from Being Viewed**

Avoid sharing confidential information visible on your other screens.

Before screen sharing, close all applications, emails and documents that you will not use in that session.

**Managing Whose Screen is Visible (link is external):**

Zoom or Microsoft Teams default settings limit screen sharing to the host. The host can also allow screen sharing by participants. Zoom or Microsoft Teams share options are available by clicking on the up arrow by the Share Screen icon. The host should remind participants not to share other sensitive information during the meeting inadvertently.

**Managing Participants: Some basic tips for limited preventing unwanted attendees on Microsoft Teams or Zoom Bombing are listed below:**

Create a group on Microsoft Teams for each Cohort so only members of that cohort can see each others email addresses, group chat and posted documents

Do not add members from another group to a group if there has been a confusion in which link to access for which group

If you find that members from another group have been accidentally added, ask everyone to exit the group immediately and set up a new link. Ask those who posted in the group to delete their chat messages. Inform the Programme Lead, Jadwiga Leigh, of the error.

If you find that members from another group have accidentally viewed another groups posts, inform Programme Lead Jadwiga Leigh immediately so that an appropriate response can be invoked immediately.

**To avoid Zoom bombing:**

Don’t post meeting IDs in public forums.

Don’t reuse meeting access codes. You can generate a new access code for each meeting.

Monitor participant list for unwanted attendees

**Using Zoom settings for meeting participants, the meeting host can:**

Limit attendance to participants who are signed into the meeting using the email listed in the meeting invited

Set up a Waiting Room Function

Password protect meeting access

Lock meetings once they start

Mute participants who are not presenting

Remove unwanted participants

Disable private chat

For further privacy features and options for Zoom see: https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/(link is external)

**C. Recording of Zoom or Microsoft Teams Meetings and Chats**

**Recording of Meetings – Notice/Consent:**

Group work sessions should **not** be recorded.

However, if you need to record a key work session, shared review, supervision or training session it is important to obtain participants’ permission first before capturing the content.

Meeting hosts should always inform and seek consent from participants at the start of the meeting or in advance of the meeting if they are going to record a meeting. Zoom automatically notifies attendees present at the start of a meeting if the meeting is being recorded. However, Microsoft Teams does not. Meeting hosts should share the content of the recording with those who have been recorded. If a participant does not consent then the Meeting Host will need to seek an alternative method for capturing the session content.

It is recommended that the Meeting Host inform meeting attendees, prior to a recorded meeting, how they intend to record, use, and share video. They may also consider giving attendees options to participate without having their image or voice recorded, such as allowing them to attend with no video or audio, and the option to pose questions only in the text chat window. Because you can start and stop recordings in Zoom or Microsoft Teams at any time, you can choose to include unrecorded time throughout your Zoom session, giving attendees an opportunity to discuss topics or ask questions that they do not wish to have recorded.

Name: Jadwiga Leigh

Title: Director of Programme

Date: 17.01.2021

Signed:

