

Acknowledging Youths CIC
(a registered Community Interest Company;
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Acknowledging Youths CIC

BIS | Department for
Business Innovation & Skills





Corporate Social Responsibility – Aims, Objectives and Sustainability

The term Corporate Social Responsibility (CSR) is a concept whereby organisations consider the interests of society by taking responsibility for the impact of their activities on stakeholders (customers, suppliers, employees, shareholders, communities, and government).

This accountability is seen to extend beyond the statutory obligation to comply with legislation and sees organisations voluntarily taking further steps to positive responsibility. Respect for and implementation of CSR goals contributes lasting value.

Acknowledging Youths has a mission to work with schools, businesses and the wider community to provide courses that give young people from disadvantaged backgrounds work and life skills.

Values

Our values and virtues are as follows:

- Innovation and creativity
- Wider community engagement and togetherness, appreciation and respect for diversity and equality
- Self expression through activity, sports and music

Our aims and objectives

- To raise the profile of Acknowledging Youths CIC
- To increase public awareness about our work and what we do
- To encourage local businesses to support the work of charities through donations and sponsorship
- To encourage enjoyable and community-centric fundraising
- To encourage engagement amongst companies and members of the community for educational purposes



Corporate Social Responsibility – Aims, Objectives and Sustainability

Inclusion and diversity

It is at the heart of our aims and objectives to encourage equality, inclusion and appreciation for diversity. We work with all members of the community with a special focus on marginalized, discriminated or forgotten members of society. Through our literature and dealings, we encourage partner companies to act in the same vein.

Environment

Acknowledging Youths' environmental policy is as follows:

- We will encourage environmental responsibility amongst our stakeholders
- We will conduct our operations in a way which minimises our consumption of natural resources and manages waste through responsible disposal and the reuse and recycling of materials where economically feasible
- We will comply with all legal requirements
- We shall minimise our use of electricity, by ensuring appliances are turned off when not in use
- We will regularly review our progress in relation to this policy

Citizenship

Acknowledging Youths will allow its staff to undertake all normal civic duties, including jury service, membership of public authorities, etc., as long as such duties do not prevent/limit proper, performance of staff duties or otherwise conflict with Acknowledging Youths' objectives.



Data Protection

Introduction

Acknowlegding Youths CIC needs to process information about employees, organisations and individuals who use our services. When we process information, we need to keep to the terms of the Data Protection Act 1998. In particular, we need to make sure that we process information in line with eight principles of data protection described in the Act. (The eight principles are listed on the next page).

The Data Protection Acts sets limits on the way we collect, store and use information. The Act controls how we:

- File information
- Access information
- Pass information on to other organisation and individuals; and
- How and when we destroy information we are storing

The Act says that people have a right to access any information that we hold about them. This includes employees, Acknowlegding Youths CIC members and people who use our services. The Act says that we have to respond to requests for access to information with 40 calendar days.

Acknowlegding Youths CIC's responsibilities.

- Acknowlegding Youths CIC wants to protect the right of individuals to privacy
- We will respect the privacy of individuals when processing personal information
- We will take appropriate measures to make sure that the data we hold is stored securely
- The Acknowlegding Youths CIC Trustee Board has overall responsibility for making sure that Acknowlegding Youths CIC meets the terms of the Data Protection Act
- Acknowlegding Youths CIC management staff have a responsibility to make sure that staff process information in line with the terms of the Act



Data Protection

Staff responsibilities

- Staff are responsible for the security of the information the process
- Staff must not pass on information to anyone who is not entitled to it
- Staff should make sure that any information they give to Acknowledging Youths CIC about their employment is accurate and up to date.

Right of access

Acknowledging Youths CIC employees, members and people who use our services have the right to access personal information Acknowledging Youths CIC holds about them, whether in electronic or paper form.

People who want to access information held about them should contact the Acknowledging Youths CIC information and communication worker.

More information about individuals' right of access is available in Appendix 2.

The eight principles of data protection

The Data Protection Act states that anyone who processes personal information must comply with eight principles.

These state that information must be:

Fairly and lawfully processed

Processed for limited purposes

Adequate, relevant and not excessive

Accurate and up to date

Not kept for longer than is necessary

Processed in line with individuals' rights

Not transferred to other countries without adequate protection



APPENDIX 1

Being open about how we will use information that individuals/organisations give us

The Data Protection Act says that we need to explain to people how we will use the personal information they give us.

Acknowledging Youths CIC also desires to be clear about how we will use organisational information that is supplied.

The following statement is a general explanation of how Acknowledging Youths CIC will use information. This statement should be included on all forms, surveys, questionnaires and other documents where we ask for personal information.

If we are collecting information for a purpose that isn't included in this statement, we should amend the statement to make our full purpose clear.

How we use the information your give us

Information you give Acknowledging Youths CIC will be used by us and our agents to tell you about Acknowledging Youths CIC services, and to give you information on issues relevant to the voluntary sector in Westminster. Acknowledging Youths CIC will communicate with you by telephone, letter and emails or in any other reasonable way. You can ask for a copy of the information we hold about you and your organisation and, if the information isn't correct, you can ask us to correct it. If you do not want to receive letters, emails and telephone calls from us in the future, please tell us in writing.

Your organisation's name and the contact details you give us will be added to a directory of voluntary and community groups in Westminster. This directory is accessible to the public, and to other voluntary organisations. If you do not want your organisation to be included in the directory please tell us in writing.

Acknowledging Youths CIC may pass on details of your organisation's postal address to other voluntary and community organisation or to local statutory organisations. We will never pass your contact details on to salespeople or to private organisations. If you do not want us to pass on your organisation's postal address, please let us know in writing.

If you have any questions about how Acknowledging Youths CIC will use information about your organisation, please phone.



APPENDIX 2

Dealing with disclosure

The Data Protection Act gives people rights to access personal information that organisations hold about them. This guidance explains what rights people have and what our responsibilities are.

People have the right to know if we process (collect, store and use) their personal information.

People can ask us to tell them:

- What kinds of personal information we process
- How we use personal information
- Who we pass personal information on to and in what circumstances

People can also ask for a copy of the information records we hold about them, and for us to explain where we got our information from.

If people want to get a copy of the information records we hold about them, they need to ask us in writing. We have to respond to written requests within 40 days.

An individual only has the right to see personal information we hold about them personally – no one can ask to see another person's information/ If someone asks for a copy of their information record we need to check that they are the person the record is about.

In some situations, by giving out information about one person, we may also give out information that makes other people personally identifiable. For example, our training records might show the names of everyone who attended a training course on a particular date. The Data Protection Act (Section 7, sub-section 4-7) has special rules to say what should happen in these situations and we need to work in line with these rules.



Appendix 2

Dealing with disclosure

People can also ask in writing to be removed from our records, or to say how and when we can use the information we hold about them. For example, someone might choose not to receive emails from us but might still want to receive the Acknowlegding Youths CIC newsletter. We need to deal with requests like this within 21 days.

In general, all requests relating to the use, storing or deleting of records should be made in writing to the Acknowlegding Youths CIC information and communication worker.

APPENDIX 3

Passing on information

Acknowlegding Youths CIC statement how we will use the information you give us explains that Acknowlegding Youths CIC will, in some circumstances, pass on contact information for organisations and individuals:

Information you give Acknowlegding Youths CIC will be used by us and our agents to tell you about Acknowlegding Youths CIC services and to give you information on issues relevant to the voluntary sector in Westminster. Acknowlegding Youths CIC will communicate with you by telephone, letter, email or in any other reasonable way. You can ask for a copy of the information we hold about you and your organisation, and if the information isn't accurate, you can ask us to correct it. If you do not want to receive letters, emails and telephone calls from us in the future, please tell us in writing.

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General Guidelines

Acknowledging Youths CIC may pass contact information on to agents employed by Acknowledging Youths CIC to carry out a particular task (for example, asking volunteers to contact people on our database by telephone).

Information listed on the online directory is already considered to be in the public domain. Contact details listed on the online directory may be passed on individually, but not collectively.

Acknowledging Youths CIC may pass contact information for organisation, individually or collectively, to members of the public, to public sector organisations and to voluntary sector organisations.

Acknowledging Youths CIC may not pass on contact information for organisations, individually or collectively, to private sector organisations wishing to sell services or goods.

Acknowledging Youths CIC may not pass on information about an individuals' use of Acknowledging Youths CIC services, without permissions from that individuals.

APPENDIX 4

Security

Personal information relating to the involvement of individuals and organisations with Acknowledging Youths CIC is stored centrally on the Acknowledging Youths CIC database. This data is limited to contact information, details of individuals' use of Acknowledging Youths CIC services, and details of individuals' mailing subscriptions. Data stored on the Acknowledging Youths CIC database is not considered sensitive.

Access to the database must be limited to current Acknowledging Youths CIC staff and agents

Sensitive personal data must not be stored on the database (sensitive data includes information about an individuals' ethnicity, religion, sexuality or health, for example).

The database is backed-up manually on a weekly basis. Automatic back-ups are run daily.

Personal information relating to the recruitment and employment of Acknowledging Youths CIC staff is stored securely in a locked personnel cabinet. This information is considered sensitive.

Access to the personnel cabinet is limited to management staff

The key for the personnel cabinet is stored in a locked drawer

Before disposal, sensitive personnel documents are shredded.



Acknowledging **Youths** CIC



Fundraising Policy

*All our policies and partnership are set up to be in line with our core values. All our policies and commercial partnerships **MUST** be approved first by the trustees.*

Core Values:

Innovation, Creativity, Activity, Sustainability, Sports, Music and Technology

Our Mission:

Work with businesses, schools and the wider community to provide courses that give young people from disadvantaged backgrounds work and life skills

Working with businesses

AY has two principal motives for wanting to work with the corporate sector:

- Fundraising. Large companies have big CSR budgets and have worked with charities before, smaller companies and local businesses may have a small workforce willing to help fundraise
- Community engagement. This is at the heart of our Corporate/fundraising policy. As a key part of our mission it is vital to establish good relationships with businesses so as to maximise the amount of contact possible between schools, businesses and young people

Based on the information below and existing knowledge, it is best to target the following industry groups:

- Large companies who target young people as a customer base and who have similar values to ours
- Small and medium sized local companies and/or businesses who have local people as a customer base and workforce
- Companies with a common cause; education, employment, courses and young people



Requirements for working with companies

1. Research and due diligence
2. The Contract
3. The Solicitation Agreement
4. Proper dealing of funds

Research and Due Diligence

It is important to identify why a company might want to support you. How can Acknowledging Youths offer something in return for investment?

- Does the company share our values?
- Who should be the contact person in the company?
- Is a relationship practical? What kind of relationship is most practical?
- This is our policy on Research and Due Diligence. Part of this research will come in the form of wider industry analysis and research to identify target industries and/or companies and part of this will come from specific research to identify ways to co-operate effectively.

It is important to identify why a company might want to support you

It is important to conduct wider research and industry analysis to understand employment issues, business issues and community issues. That way a company will trust our knowledge and we can build up a reputation for well-founded courses and business proposals.

It is equally important to store research up with strong, bold statements designed to act as a call-to-arms for companies. Finally what does Acknowledging Youths have to offer that other CICs don't? For examples joint-branding, marketing, the cause, community engagement etc.

This is our policy on Research and Due Diligence. Part of this research will come in the form of wider industry analysis and research to identify target industries and/or companies and part of this will come from specific research to identify ways to co-operate effectively



Organisational Support/ Company Values

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It is equally important to back the research up with strong, bold statements designed to act as a call-to-arms for companies.

Finally what does Acknowlegding Youths have to offer that other CICs don't? For examples joint-branding, marketing, the cause, community engagement etc.

Does the company share our values

It is important to target companies who share our values of innovation, creativity, activity, sustainability, sports, music and technology

Equally companies who are in conflict with these values should be discarded so as to avoid potential future ethic crises. (See Charities Working with Business page 4).

The company's brand is represented by it's name, logo and affiliations (ASDAN, BIS, Young Peoples' Champions). The company should protect its brand image by not allowing partners to gain unrestricted access to its logo and name, not damaging relationships with ASDAN and other organisations by passing on their logos and not attaching the AY name to any companies not in line with our values where ethical conflicts may exist.



Organisational Support/ Company Values

Questions to ask at the research stage include:

Is the company indulging in any practices counter to our core-values?

Is the company working with any similar charity or CIC?

Is the company an existing supplier or client? (This can cloud our relationship with them)

Will the company want the partnership to be exclusive?

Are any employees or directors also a trustee of AY?

Does the company want to link direct benefits of their product/service through association with AY? (eg. Implying a health benefit of a product through association with a charity)

The Answer to these questions should in most cases be no except for in a minority of cases where adequate explanation can be provided.

Finally:

What are the company's missions/values? And do they match ours in any way?

Who should be the contact person in the company?

- Is the company a PLC, Private company, Unincorporated Association or Partnership?
- Does the company have a Parent Company?
- Is it a start up or a large company?
- What is the appropriate level on which to make contact?
- What is the right department?



Is a relationship practical? What kind of relationship is most practical?

Based on ethical considerations as well as financial, it should be considered before meeting what kind of agreement is most beneficial or practical.

We will need to have an idea of the company's finances, suggesting what kind of support they may be able to offer.

We will need to know whether the company is a start-up or large corporation?

How can we leverage our offering to make the company more likely to work with us. What is their core business? Who are their customers? Who is their workforce? Do they recruit heavily?

And it should be clear whether we are looking for fundraising from a company's office or donations/partnership with the company as a whole.

2. The Contract

Upon a meeting/several meetings being successful, a contract will be drawn up between AY and the company in question.

For commercial partnerships the contract will almost always be: *Standard Form of Agreement Between a Charity and a Commercial Participator*

This contract is customised to each individual company from the *Institute of Fundraising*

For the purposes of the contract Acknowledging Youths will be defined as *Charity* and the corporate partner will be defined as *Commercial Participator*

Please see *The Standard Form of Agreement Between a Charity and a Commercial Participator* from the *Institute of Fundraising* website



The company offering:

(Exact terms to be agreed)

- One off donation produced through company fundraising
- Or
- One off donation
- Or
- Monthly/quarterly regular donations via cheque or direct debit:

Clarity needs to be provided in terms of:

- Where and how AY will use the company logo, name and other identifiable material
- Where and how joint-branding can be used by the company on its own material
- How the relationship will be presented to the public through press-releases, marketing etc
- What exclusivity agreements there are
- What specific actions need to be made by both parties and when. (This can be dates for payment to be received from the company, numbers of and places for company promotion and marketing). Etc.
- This should be discussed and then clarified in the contract at the earliest point possible.

Targets need to be provided in terms of:

- Website hits for the partner company
- Events participated in
- Staff participation in events/courses/fundraising
- Brand perception
- The targets need to be concrete and specific and need to be given a suitable timeline (of 6 months or more) depending on the length of the contract.
- This is important so that the company will have a strong case for renewing the association at the end of the contract and is a strong basis for a valuable, cost-effective long term relationship.



Clarity needs to be provided in terms of length of the contract and termination of the contract:

- The contract must be given a start and end date
- The contract must have a timeline for deliverables to be provided by both parties
- The contract must have details for termination of the contract such as 30 days written notice when due payment is not forthcoming, immediate termination if the charity is brought into disrepute by the company, immediate termination if the company is passed for liquidation
- The contract must have details on use of joint branding/the logo upon termination

Clarity needs to be provided in terms of confidentiality:

- Not to disclose any AY information not specified in the contract without prior permission
- Unless the information becomes public through no fault of the company
- The same will apply for AY on behalf of the partner company

Financial clarification needs to be provided in terms of:

- Payment of VAT – This will depend on the company’s annual revenue, type of funding received etc, but the company will be liable for VAT if it earns over a certain amount and receives money in exchange for any service (such as promoting or marketing).
- Cheque made payable to:
- Bank account details for payment to be made to

Order of contract:

Names of Charity and of Commercial Participator

Background to Agreement/ Definitions

Obligations of the Commercial Participator

Obligations of the Charity/ Termination of the contract

Indemnity (costs or loss incurred by charity as a result of breach by the CP to be reimbursed)

Exclusivity (if appropriate)

Confidentiality/ Signatures by both parties (charity represented by one of the trustees)



The Solicitation Agreement

A solicitation statement is a detailed declaration which must be made by commercial participators, trustees, officers and employees of the charity when collecting for charitable purposes in England and Wales.

From Trustee or employee:

"I am making this appeal for the benefit of charity x. I am a trustee/employee of that charity
We expect this campaign to fund..... Over the course of... [Timeframe]".

From Commercial Participator:

"Company X will donate £x to this Charity as a result of this campaign."

Both statements are to be signed and dated by both parties.

Proper dealing of funds

1. Cheques to be banked the following working day
2. AY must comply with the Direct Debit guarantee when Directs Debits are made (see Handling of Cash and Other Financial Donations Page 8)Events:
3. At events one individual over 16 should be responsible for cash handling
4. Any donations boxes must be clearly labelled and regularly checked
5. Tickets and programs if possible should be sold before the event to limit the amount of cash being handled on site during the event
6. Items sold at events should be signed at point of sale



Tax

Direct tax

- For non charitable trading revenue, anything over 25% of the charity's total annual income or £50,000 whichever is lower will be taxable
- 15 fundraising events per year will not be taxable
- Events that earn less than £1000 will not be taxable

VAT

- Any service in exchange for funds will be VAT liable
- This includes marketing or community engagement
- This will depend on the company (AY) being registered for VAT and earning over the lower limit

If in doubt seek professional advice



Child Protection Policy and Procedures

INTRODUCTION:

ACKNOWLEDGING YOUTHS CIC believes that all children have the right to enjoy activities of the group in a happy, secure and safe environment.

The abuse of children and young people (physically, emotionally, sexually and neglect) is a reality that every body should be aware of. Children and young people may be abused regardless of their age, gender, religious beliefs, race, sexual orientation, culture or ability. They are usually abused by people they know and trust.

All those working with children and young people in community groups may be able to provide an important link in identifying individuals who have been or are at risk of being harmed in this way. The procedures produced here are by no means comprehensive and do not attempt to provide answers to all the questions which abuse raises but does attempt to offer a practical outline of fundamental principles and good practice.

In 1993 the government produced “Safe from Harm”, a code of practice for adults working with children and young people, as a framework to base their activities to minimise the chances of abuse taking place. This policy is based on this code of practice.

All volunteers, parents and staff of ACKNOWLEDGING YOUTHS CIC must become familiar with and rigorously implement the following policy.



Child Protection Policy

ACKNOWLEDGING YOUTHS CIC is committed to the protection of children and the safeguarding of their welfare, we are totally committed to the right of all children to grow, develop and thrive in a safe, caring environment.

Protecting children from abuse is an integral part of the policy and practice of the entire organisation's work. ACKNOWLEDGING YOUTHS CIC recognises that good management requires everyone to be clear about what the organisation is trying to achieve, and agree aims and policy statements for that purpose.

- All our policy statements will be brought to the attention of all new paid staff and volunteers, who should also be informed of any guidelines or training which will enable them to implement the policy statement.
- *Work in partnership with parents / carers of children wherever possible and encourage an open, honest and non-judgemental channel of communication by providing information that will help parents and children exercise their choice.*

Ensure that all our service is provided in a manner that respects as far as possible the dignity, pride and identity of the children.

Ensure that all children are treated equally and will not be discriminated on the basis of their culture, race, religion, language, gender or disability.

Ensure that all members are aware of the procedures through which they may raise concerns and express their concerns about the welfare of children.

Ensure that an effective, open and accountable complaints procedure is made available to the children/parents/carers and that any dissatisfaction of services is responded to and acted on in a speedy, effective and open manner.

Monitor the appropriateness and quality of services and, where necessary, seek the use and operation of the Local Authority Child Protection Register.



Child Protection Policy

We will where possible work in co-operation with other agencies to ensure that the safety and welfare of the children comes first and is paramount to our aims and objectives. All organisations who work with Spanish Portuguese Speakers Parents Group must abide by this Child Protection Policy.

- ***Definition of Child Abuse***
- *As defined by the Children's Act 1998:*
-
- *NEGLECT as the persistent or severe neglect of a child, or the failure to protect a child from exposure to any kind of danger, including cold or starvation, or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non organic failure to thrive.*
-
- *PHYSICAL INJURY is the actual or likely physical injury to a child or young person, or failure to prevent physical injury (or suffering) to a child.*
-
- *SEXUAL ABUSE is the actual or likely sexual exploitation of a child or young person.*
-
- *EMOTIONAL ABUSE is the actual or likely severe adverse effect on the emotional and behavioural development of a child by persistent or severe emotional ill treatment or rejection*



Physical Abuse

- Physical abuse is any non-accidental physical injury to a child. Even if the parent or caretaker who inflicts the injury might not have intended to hurt the child, the injury is not considered an accident if the caretaker's actions were intentional. This injury may be the result of any assault on a child's body, such as:
 - beating, whipping, paddling, punching, slapping, or hitting
 - pushing, shoving, shaking, kicking or throwing
 - pinching, biting, choking, or hair-pulling
 - burning with cigarettes, scalding water, or other hot objects.
 - severe physical punishment that is inappropriate to child's age
- Corporal (physical) punishment is distinguished from physical abuse in that physical punishment is the use of physical force with the intent of inflicting bodily pain, but not injury, for the purpose of correction or control. Physical abuse is an injury that results from physical aggression. However, physical punishment easily gets out of control and can become physical abuse. Corporal punishment is against the law in schools in some states, but not in others. In many families, physical punishment is the norm.
- Hundreds of thousands of children are physically abused each year by someone close to them, and thousands of children die from the injuries. For those who survive, the emotional scars are deeper than the physical scars.



Sexual Abuse

- Sexual abuse of a child is any sexual act between an adult and a child. This includes:
- Fondling, touching, or kissing a child's genitals
- Making the child fondle the adult's genitals
- Penetration, intercourse, incest, rape, oral sex or sodomy
- Exposing the child to adult sexuality in other forms (showing sex organs to a child, forced observation of sexual acts, showing pornographic material, telling "dirty" stories, group sex including a child)
- Other privacy violations (forcing the child to undress, spying on a child in the bathroom or bedroom)
- Sexual exploitation
- Enticing children to pornographic sites or material on the Internet
- Luring children through the Internet to meet for sexual liaisons
- Exposing children to pornographic movies or magazines
- Child prostitution
- Using a child in the production of pornography, such as a film or magazine

The above acts are considered child abuse when they are committed by a relative or by a caretaker, such as a parent, babysitter, or day care provider, whether inside the home or apart from the home. (If a stranger commits the act, it is called sexual assault.)

Sexual abuse is especially complicated because of the power differential between the adult and child, because of the negotiations that must occur between adult and child, and because the child has no way to assimilate the experience into a mature understanding of intimacy. Regardless of the child's behaviour or reactions, it is the responsibility of the adult not to engage in sexual acts with children. Sexual abuse is never the child's fault.



Emotional Abuse

Emotional abuse is any attitude, behaviour, or failure to act on the part of the caregiver that interferes with a child's mental health or social development. Other names for emotional abuse are:

- Verbal abuse
- Mental abuse
- Psychological maltreatment or abuse
- Emotional abuse can range from a simple verbal insult to an extreme form of punishment. The following are examples of emotional abuse:
 - Ignoring, withdrawal of attention, or rejection
 - Lack of physical affection such as hugs
 - Lack of praise, positive reinforcement, or saying "I love you"
 - Yelling or screaming
 - Threatening or frightening
 - Negative comparisons to others
 - Belittling; telling the child he or she is "no good," "worthless," "bad," or "a mistake"
 - Using derogatory terms to describe the child, name-calling
 - Shaming or humiliating
 - Habitual scape goating or blaming
 - Using extreme or bizarre forms of punishment, such as confinement to a closet or dark room, tying to a chair for long periods of time, or terrorizing a child
 - Parental child abduction

Emotional abuse is almost always present when another form of abuse is found. Some overlap exists between the definitions of emotional abuse and emotional neglect; regardless, they are both child abuse.



Neglect

Neglect is a failure to provide for the child's basic needs. The types of neglect are:

- Physical
- Educational
- Emotional

Physical neglect

Physical neglect is not providing for a child's physical needs, including:

- Inadequate provision of food, housing, or clothing appropriate for season or weather
- Lack of supervision
- Expulsion from the home or refusal to allow a runaway to return home
- Abandonment
- Denial or delay of medical care
- Inadequate hygiene

Educational neglect

Educational neglect is the failure to enrol a child of mandatory school age in school or to provide necessary special education. This includes allowing excessive truancies from school.

Emotional (psychological) neglect

Emotional neglect is a lack of emotional support and love, such as:

- Not attending to the child's needs, including need for affection
- Failure to provide necessary psychological care
- Domestic violence in the child's presence, such as spousal or partner abuse
- Drug and alcohol abuse in the presence of the child, or allowing the child to participate in drug and alcohol use



When authorities examine emotional neglect, they take into consideration cultural values and standards of care, as well as the level of family income, which may interfere with proper care.

Some overlap exists between the definitions of emotional abuse and emotional neglect; regardless, they are both child abuse.

Signs and Symptoms of Child Abuse

Some signs of physical abuse

- Unexplained burns, cuts, bruises, or welts in the shape of an object
- Bite marks
- Anti-social behaviour
- Problems in school
- Fear of adults
- Drug or alcohol abuse
- Self-destructive or suicidal behaviour
- Depression or poor self-image

Some signs of emotional abuse

- Apathy
- Depression
- Hostility
- Lack of concentration
- Eating disorders



Some signs of sexual abuse

- Inappropriate interest in or knowledge of sexual acts
- Seductiveness
- Avoidance of things related to sexuality, or rejection of own genitals or bodies
- Nightmares and bed wetting
- Drastic changes in appetite
- Over compliance or excessive aggression
- Fear of a particular person or family member
- Withdrawal, secretiveness, or depression
- Suicidal behaviour
- Eating disorders
- Self-injury

Sometimes there are no obvious physical signs of sexual abuse, and a physician must examine the child to confirm the abuse.

Some signs of neglect

- Unsuitable clothing for weather
- Being dirty or unbathed
- Extreme hunger
- Apparent lack of supervision



Who Can Abuse?

- You can't tell by looking at a person whether they are an abuser – they don't appear different from the rest of the society.
- Abusers come from all classes of society, all professions and all races.
- Abuse of children may sometimes be carried by strangers but it is much more common that the abuser is known to the child and is in a position of trust and /or authority.
- It is not only adults who abuse children; children may suffer abuse from other children and young people.

Staff & volunteers should be aware that colleagues might include:

- Adults who are unable to provide consistent care
- Some adults, including professionals, who manipulate themselves into positions of trust where they can exploit children and young people, emotionally and sexually.
- Some adults, including professionals, who by behaving inappropriately towards children and young people can cause them to suffer physical or emotional harm.

It is very important to draw the distinction between sexual abuse and the other ways in which children may suffer harm – the reasons for the sexual abuse of children and young people are very different from the reasons why people physically abuse or neglect them.

Disclosure and Confidentiality

If a child comes to the organisation with an abuse situation: the member of staff should:

Stay calm and be reassuring. Find a quiet place to talk and write down the exact words that the child uses, and not your interpretation of them. Assure the child of your support.

Confidentiality is crucial to all our relationships- but the welfare of the child is paramount. The law allows you within limits to disclose the information to the appropriate body whether it is the management, social services or the police.

Confidentiality must not be maintained if the withholding of information will prejudice the welfare of the child.

The child cannot be promised confidentiality as the Designated Officer may have a duty to report any incidents. Any documents relating to the disclosure need to be kept in a safe, secure place.



Procedures

The designated person ACKNOWLEDGING YOUTHS CIC should be advised of any such concerns even if the worker is of the view that the victim will report the matter.

1. In all cases where a referral (e.g. to social services) is made, the telephone conversation must be followed up with an appropriate confirmatory letter.
 2. The designated person ACKNOWLEDGING YOUTHS CIC should be contacted within one working day of the suspicion/disclosure being made. If the member of staff is unable to contact ACKNOWLEDGING YOUTHS CIC and therefore contacts Social & Community Services first, the member of staff must contact ACKNOWLEDGING YOUTHS CIC as soon as possible after.
 3. A note of the discussion with ACKNOWLEDGING YOUTHS CIC must be placed on file along with details of event/s within 24 hours.
 4. The worker or volunteer with ACKNOWLEDGING YOUTHS CIC should note the following on a standard form:
 - Date and time of what has occurred and the time the disclosure was made
 - Names of people who were involved
 - What was said or done by whom
 - Any action taken by the group
 - Any further action e.g. suspension of worker/volunteer
 - Names of person reporting and to whom reporting
1. The decision about whom and when to contact parents or carers should only be taken after consultation as in 3 above. The timing of these contacts will also be decided at this point.
 2. The decision about who and when to contact other agencies including Local Authority Social Services Department, Police and School should only be taken after consultation. The timing of these contacts will also be decided at this point.
 3. At their initial discussion of the case, the worker and ACKNOWLEDGING YOUTHS CIC should arrange a specific review date that should take place within three working days of the initial discussion.
 4. The person with overall responsibility for the implementation of this policy is ACKNOWLEDGING YOUTHS CIC.



Recruitment of Staff and Volunteers

All staff and volunteers taking part in the activities organised by the ACKNOWLEDGING YOUTHS CIC, are vetted as part of our responsibility to our members and children. The vetting includes:

- Criminal Record Bureau checks will be undertaken for all staff working with children.
- Criminal Record Bureau checks will be undertaken for all volunteers with unsupervised access to children
- Interview
- Two references
- Probation period
- All staff and volunteers to be registered on the Independent Safeguarding Authority.

This is a standard practice for any organisation working with children and young people and is a recommendation in the Government Code of Practice

Induction and Training for Staff & Volunteers

- Staff and volunteers must read and sign this policy before working with children
- Staff and volunteers working with children will attend a child protection training course as part of their induction
- Staff and volunteers should have health and safety procedures explained to them as part of their induction

From this induction, staff and volunteers should be able to recognise all four types of abuse and know the appropriate reporting systems as outlined in this policy.

Codes of Behaviour

Where residential event are organised, males should never enter all female rooms or toilets and vice versa.

Parents and carers should always be immediately informed if staff or volunteers have had to do things of a personal nature for a child such as changing clothes.

A designated person must update and inform others in the group of any changes regarding child protection laws of best practice.

A worker of volunteer should not be left alone with a child in any circumstance



General Supervision

- Keep a check on visitors and guests to ensure safety of children
- Ensure there are at least two adults per ten children
- Ensure health and safety procedures are adhered to
- Written consent is given from parents and carers of any children taken off site

Whistle blowing

Staff and volunteers should speak to ACKNOWLEDGING YOUTHS CIC if they have any concern about members of staff or volunteers' contact with children.

Insurance

Public Liability insurance will be taken out for all activities.



DECLARATION FORM

CHILD PROTECTION POLICY & PROCEDURE

I CONFIRM THAT I HAVE READ THE POLICY AND PROCEDURES ON THIS SUBJECT.

I UNDERSTAND THE CONTENTS AND I AGREE TO FOLLOW THESE PROCEDURES WHEN I AM WORKING OR VOLUNTEERING
for **Acknowledging Youths CIC**

Signed _____

Name _____

Date _____

Current Address _____

Telephone _____

Email _____

Date implemented: _____

Date Reviewed: _____



EQUAL OPPORTUNITIES POLICY

Acknowlegding Youths CIC believes that everyone has a contribution to make to our society, that diversity adds value to organisations and that combating discrimination, promoting equal opportunity and valuing difference are morally right, socially responsible and economically sensible.

Acknowlegding Youths CIC is firmly committed to being an organisation that values and benefits from diversity. We believe that we have much to learn and profit from diverse cultures and perspectives and that embracing difference will make us more effective in all areas of our work.

Statement of Intent

Acknowlegding Youths CIC is committed to valuing diversity, promoting equality of opportunity and combating discrimination, both within the organisation and in relation to our work.

We will provide responsive, appropriate, accessible services. We will treat everyone with respect and we will not discriminate against any job applicant, staff member, volunteer, trustee, user agency or individual on the grounds of any irrelevant factor.

We are committed to developing and maintaining this policy within our own organisation, and those organisations with which we work, so that everyone's background, abilities, ideas, participation and contribution are valued and everyone's development is encouraged.

Responsibility

Acknowlegding Youths CIC takes responsibility for ensuring the effective implementation of this policy throughout the organisation.

Staff and Volunteers: Acknowlegding Youths CIC staff and volunteer recruitment and staff employment practices are designed to ensure that no applicant is treated less favourably than any other. Staff and volunteers are required to work within the requirements of the Equal Opportunities Policy and we will support each other to learn.

Job descriptions and conditions of employment for paid staff will include a written requirement to work within the Equal Opportunities Policy and deliberate non-compliance will be a disciplinary offence.



Recruitment of staff

Advertisement for Acknowledging Youths CIC posts will give sufficiently clear and accurate information to enable potential applicants to assess their own suitability for the post. Information about vacant posts will be provided in such a manner that does not discriminate unfairly on grounds of ethnic or cultural background, gender or gender, reassignment, disability, sexuality, marital status, age, faith or any other irrelevant factor.

Advertisement will be placed where it is felt they will reach the maximum number of interested people. This will include mainstream and specialist press as appropriate to reach as wide a range of job seekers as possible. All job descriptions and specifications will include only requirements that are necessary and justifiable for the effective performance of the job.

Applications, short-listing and interview procedures

Staff appointment will be monitored to ensure that no discrimination is occurring at the point of selection.

Recruiting and placing volunteers

Acknowledging Youths CIC recognises that there are some groups who have been socially excluded from volunteering and we will, therefore, ensure that the particular needs of these groups are addressed and that individuals with particular requirements receive, as far as possible, the level of support needed. We will further ensure that services and premises are accessible in line with the Disability Discrimination Act 1995 and, where this is not possible, make alternative arrangement for volunteers. Acknowledging Youths CIC will also encourage other organisations to take on volunteers with extra support needs.

Publicity

Acknowledging Youths CIC will promote positive images of volunteers in its publicity and information to reflect its diverse community.

Monitoring and evaluation

To evaluate the effectiveness of the Equal Opportunities Policy, Acknowledging Youths CIC will undertake an annual review to ensure our equality aims and procedures are being implemented.



BULLYING AND HARASSMENT POLICY

Policy Statement

Acknowledging Youths CIC is committed to a policy that fully supports the rights and opportunities of all people to seek, obtain and hold employment, undertake volunteering and carrying out the governance of the organisation without discrimination. Sexual and Racial harassment are forms of discrimination which constitute unlawful behaviour contrary to the Sex Discrimination Act 1975 and the Race Relations Act 1976. Additionally, improper and inappropriate behaviour or bullying of this nature lowers morale and interferes with the effectiveness of all those involved in the work of Acknowledging Youths CIC.

Whatever form of harassment or bullying, it will be unwanted behaviour that is unwelcome and unpleasant. It is up to the recipient to determine what acceptable behaviour and the impact of the conduct and not the intent of the perpetrator is the determining factor.

Principles and practice

Except on a 'need to know' basis, the employees has the right to confidentiality throughout any investigation whether formal or informal. The results of any investigation and any action taken will also be kept confidential.

Information and training

Information about this policy will be given to all staff connected with Acknowledging Youths CIC, including volunteers. Acknowledging Youths CIC will ensure that all staff will undertake training on bullying and harassment awareness.

Harassment and bullying damages a member of staff's and volunteers performance; creates an uncomfortable and intimidating environment and seriously affects the activities of the organisation.

Harassment and bullying take many forms. They can range from extreme forms such as violence and bullying to less obvious actions like ignoring someone at work.



Employers liability

Employers have to take reasonable initiative and demonstrate that they have taken action to remedy and prevent bullying and harassment. The employer will always be liable for harassment about which it was informed and failed to remedy. It is the duty of management to eliminate sexual and racial harassment or intimidation of which they are aware. Acknowlegding Youths CIC includes bullying within this definition.

Examples of harassment/bullying

- **Physical conduct of a sexual nature:** Unwanted physical contact, including unnecessary touching; patting or pushing or brushing against another persons body; assault or coercing and activity of a sexual nature.
- **Verbal conduct of a sexual nature:** Unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome, offensive flirtation, suggestive remarks, innuendo or lewd comments.
- **Non-verbal conduct of a sexual nature:** The display of pornographic or sexually suggestive pictures, objects or written material, leering, whistling or sexually suggestive gestures.
- **Sex-based conduct:** Conduct that denigrates or ridicules or intimidates or is physically abusive of a person of his or her sexual orientation, such as derogatory or degrading abuse or insults that are related to gender, sexual orientation and offensive comments above appearance or dress.

Examples of racial harassment

Abusive language, mockery and racist jokes

Display or circulation of racial offensive material

Racial name calling

Intrusive or persistent questioning about a person's racial or ethnic origin, their culture or religion

Unfair allocation of work and responsibilities

Exclusion from normal workplace conversation or social events i.e. 'frozen out'.



Complaints Procedure

There are two mechanisms available to follow a complaint of sexual harassment

Grievance procedure: The victim should pursue his/her complaint through Acknowlegding Youths CIC procedure wherever possible.

At the informal stage, it may be appropriate to emphasise to the victim that he/she has the right not to be harassed and/or be made to feel guilty or embarrassed about exercising his or her rights.

The normal grievance procedure may not necessarily be suitable for dealing with complaints of this nature. For example, the recipient could be embarrassed at having to relate details of the incident to his/her manager and may feel that he/she will not be heard seriously or sympathetically; or the manager could be the accused harasser/bully.

In such circumstances, it would be unreasonable to expect the normal procedure to be followed. The human resources sub-committee will be able to provide further guidance in this area.

Disciplinary procedure: normal Acknowlegding Youths CIC procedure should be followed with regard to the harasser/bully.

Confidentiality of complaints

Harassment or bullying can be an emotive issue and complaints of this nature need to be dealt with carefully. Confidentiality must be maintained and breaches of confidence will be regarded as serious. Care should be taken in passing on information gained verbally to assist in the protection of an individual's privacy.

Advice and assistance

The human resources sub-committee are available to assist with both general and specific enquiries from individuals and managers.



SUBSISTENCE AND TRAVEL EXPENSIES POLICY

1. Travel: Staff and Volunteers

Acknowledging Youths CIC will reimburse travel costs incurred by all parties that are incurred through work or volunteering provided adequate evidence of such costs are provided.

- a) Where rail or bus fares are claimed these should be the lowest standard fare available
- b) Taxis should only be used in exceptional circumstances, for example, in the event of a large number of people requiring transport to the same venue or the transporting of bulky equipment
- c) If using a private vehicle Acknowledging Youths CIC will reimburse mileage in accordance with the recommended rate as defined by HM Revenue and customs at the time of the claim. It is the responsibility of the vehicle driver to record mileage and take the most appropriate route for the journey. It is the responsibility of the member of staff using the vehicle to ensure that it is appropriately insured.
- d) When using an Oyster card it is necessary to obtain a printout of the journey that is being claimed for.

2. Lunch: Volunteers

Acknowledging Youths CIC believes that volunteers involved in helping the Centre to meet its aims and objectives should not be out of pocket as a result of their volunteering -activity. Acknowledging Youths CIC will provide an additional allowance to volunteers for lunch expenses. This allowance should be claimed in accordance with the procedures laid out below and providing an individuals personal situation permits them to claim. Lunch expenses are provided in the following way:

- i. up to £4 per person per day for an individual volunteering from 10am to 4pm.
- ii. up to £2.50 per person per day for an individual volunteering from either 10am to 1pm or from 1pm to 4pm.

In all cases payment for travel and/or lunch (for volunteers and staff) will only be made upon production of a valid receipt or Oyster card printout.



3. Authorisation

- a. Claims for travel and other expenses must be made using the petty cash claim forms and (for staff spending money from project budgets) signed by the budget holder) or the volunteer coordinator (for volunteers). Claims will only be authorised where the expense was clearly incurred in the course of Acknowlegding Youths CIC's work. If you are in any doubt please ensure you receive authorisation first as you may not be reimbursed.
- b. All claims should be made on the correct form and, with the exception of mileage allowance, should have bills, receipts or signed vouchers to support them. Please attach these securely to the petty cash claim form.
- c. A claim should explain why the expense has been incurred.

4. Payment

- i. Payment of expenses under £25 will be made in cash upon completion of the tasks outlined above (petty cash forms need to be completed prior to payment).
- ii. Payments in excess of £25 will be made within two weeks of the claim by cheque (a cheque and cash requisition form must be completed prior to payment).
- iii. Acknowlegding Youths CIC is not in a position to make pre-payment of expenses under normal circumstance. If pre-payment is required this must be discussed with the manager.
- iv. Pre-payment of expenses will only be made if appropriate under the relevant HM Revenue and Customs rules and regulation in force at the time of the request.



- v. While following HM Revenue and customs rules, Acknowlegding Youths CIC will make every effort to make payments in advance to volunteers to reduce financial barriers to volunteering especially for those unwaged or on low incomes. Payments in advance for volunteers require the approval of their manager and may only be paid at the discretion of the Chief Executive. Acknowlegding Youths CIC takes its ability to provide volunteering opportunities that are accessible to all extremely seriously and sees any breach of this as a matter that will be addressed under its Equal Opportunities Policy.

5. Practicalities

- a) You are expected to use the most cost effective method of travel, subsistence and accommodation available to you. Rail journeys will therefore normally be standard class but where first class travel is cheaper this may be claimed. Where a long car journey is involved you should investigate whether the cost of hiring a car and buying fuel would be less than a mileage claim.
- b) Approval of claims will be based on a consideration of the most cost effective way of meeting claims, for instance, you may want to stay overnight if this means that a cheaper fare is available.
- c) Journey timing – you are generally not expected to begin a journey before 6am and end it later than 9pm.
- d) Travelling time – you are generally not expected to travel for longer than eight hours in total in a day and for more than two six-hour travelling periods each day on two or more consecutive days. Journey times are based on the most cost effective route and times.
- e) Consideration will be given to the special needs of people with disabilities or health problems such that they require assistance, special travel and/or accommodation arrangements. Please discuss your needs with your manager.



- f) The cost of travel between your home and the office can only be claimed by volunteers and not by members of staff. Claims from members of
- g) staff should be made at the actual cost less the usual daily cost of your travel to work.
- h) If an employee or volunteer purchases a bus pass or travel card which covers their travel expenses for normal work activity and they are using this travel card to attend meetings or any other work related event it will not be possible for them to claim for extra payments as not extra expenses will have been incurred.
- i) If leaving home before 7am or arriving at the station after 8.30pm a taxi may be used to or from your local station or car parking may be paid.

However, this should be agreed with your manager prior to making a claim.

6. Subsistence – further information

- i. Breakfast may be claimed if you have an overnight stay where breakfast is not provided or if you have to leave home before 6.30am.
- ii. Lunch may be claimed if not provided at the meeting you are attending. You are not expected to have to pay more for lunch than you would on a normal working day. You are, therefore, not expected to buy your own lunch where, for instance, there is not an easily accessible, reasonably priced source of food or where the meeting adjourns to a restaurant..
- iii. A snack may be claimed for if you have an overnight stay where dinner is not provided or if you have to leave home before 7am or arrive home after 8pm.
- iv. You may claim for a non-alcoholic drink during any period of travel which last more than two hours and does not include a mealtime. If travel last more than four hours you may claim for a non-alcoholic drink as well as a meal.
- v. Overnight stays should be authorised in advance by your manager.



7. Telephone calls

- i. Reimbursement for the cost of essential phone calls will be made. This includes the cost of mobile phone calls. An itemised bill should be provided in support of your claim.
- ii. All claims for telephone calls must be authorised by your manager.

8. Childcare/dependant carers fees

- i. Consideration will be given to meeting the cost of childcare or dependant care fees where you are required to meet commitments outside normal working hours. You should discuss your needs with your manager prior to incurring expenses.



Acknowledging **Youths** CIC



Volunteering Policy

Introduction

This volunteers policy refer to long term volunteers working with Acknowledging Youths CIC

1.Mission

(INSERT ORG NAME AND MISSION STATEMENT)

(INSERT ORG NAME)

Acknowledging Youths aims to fully involve volunteers in the work of the organisation. Acknowledging Youths recognises that participation by volunteers is an essential and complementary element to the work of paid staff. The principle objective is to improve the effectiveness and extend the services of the centre.

1.Recruitment

Acknowledging Youths aims to encourage diversity and positively welcomes volunteers regardless of race, religion, sexuality, gender or disability.

Any potential volunteers should be issued with the following paperwork if they express an interest at volunteering at the centre:

- A volunteer application form
- A volunteers agreement
- An induction pack
- Any other relevant information

The interested party will then be invited to an informal interview where they will be asked a series of standard questions. Potential volunteers will be contacted within 2- 4 working days with the outcome of their interview. References will normally be requested after the interview.



Boundaries

All Acknowlegding Youth volunteers are valued, we do not ask volunteers to replace paid staff but to compliment and bring added value to the work of the organisation. Volunteers should refer to their role description which clearly identifies what their responsibilities are. Volunteers are representing the organisation as such it is important to retain a professional manner in relationships with service users and external stakeholders.

Induction and Training

Volunteers will be given a full induction on the policies, practice and structure of Acknowlegding Youths. They will be involved in the work of Acknowlegding Youths as quickly as possible. Volunteers will be given a written task description and appropriate guidelines and information in their induction pack. Appropriate training will be provided to all volunteers, this includes full training that is applicable for Acknowlegding Youths

Expenses

Volunteers should not be out of pocket through their involvement with Acknowlegding Youths CIC. All volunteers are entitled to their travel expenses to and from work refunded and **(INSERT AMOUNT)** for lunch. Volunteers are asked to provide receipts for all expenses incurred.

Support/Line Management

Volunteers will be line managed by the Volunteer Co-ordinator Manager. Supervision sessions will be held on a regular basis, times and dates will be agreed between the volunteer and their supervisor. This is an opportunity for volunteers and line managers to discuss any issues or problems that arise. Volunteers will be informed of their supervision session in advance. If any issues or problems arise between supervision time's volunteers should report to their line manager.

Insurance

Acknowlegding Youths has arranged **(INSERT TYPE OF INSURANCE)** this covers volunteers.



Health & Safety

Purpose of Policy

Acknowledging Youths CIC's policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all its employees, volunteers and service users. It will provide such information, training and supervision, as its staff, volunteers and service users need to meet this end. This commitment does not replace the responsibilities of user organisations to their own employees, volunteers and service users. The policy, where appropriate to the **physical building** shall cover Acknowledging Youths CIC's offices only. The policy will follow compliance with the Health and Safety at Work Act (1974)

Responsibilities

The Management Committee of Acknowledging Youths CIC will hold the overall responsibility for the implementation of this policy. The committee will take collective responsibility for drawing the attention of staff to any health and safety matters that may need to be discussed and/or acted upon.

The Chief Executive of Acknowledging Youths CIC will be delegated responsible for ensuring the compliance of Health and Safety Regulations and policy at the organisation's premises.

The Chief Executive, with the support of another staff member, will carry out a risk assessment of the work place as and when required. Risk assessments will be carried out after any change in layout of the office, after the introduction of new equipment into the office environment or on the request of the management committee. A risk assessment will also be conducted for any member of staff who is pregnant.

A nominated staff member will monitor the effectiveness of the Acknowledging Youths CIC health and safety policy. The monitoring will look at the number and type of accidents and incidents occurring and the understanding and knowledge of the policy by staff, volunteers and service users.

A nominated member of staff, with the support of the Chief Executive, will investigate potential hazards and dangerous occurrences in the workplace.

A nominated member of staff, with the support of the Chief Executive, will investigate potential hazards and dangerous occurrences in the workplace.



A nominated member of staff, with the support of the Chief Executive, will investigate any complaints by any member of staff relating to Health and Safety or Welfare at Work.

The Chief Executive will make representations to the Management Committee on matters arising out of any investigations.

The Chief Executive will ensure that all members of staff have read a copy of the Health and Safety Policy.

A nominated member of staff will establish and maintain an accident book.

The named first aiders who hold any personal information will keep that information strictly confidential.

Duties

Staff, volunteers and service users have a duty to cooperate in the operation of this policy by:

- Working safely and efficiently and without endangering the health and safety of themselves, their colleagues or the general public
- Familiarising themselves with the policy statement and general health and safety arrangements.
- To inform named first aiders of any aspects of their medical history which they feel may be relevant in case of an accident.
- To use proper procedures for cleaning up body fluids
- Using appropriate care in the use of dangerous substances in line with the COSHH Regulations
- Logging all accidents in the accident book
- Logging all maintenance that may be of risk to other employees in the maintenance book
- Bringing to the notice of the Chief Executive any potentially dangerous circumstances that the employee is unable to put right.

All organisations that use Acknowledging Youths CIC's premises are responsible for ensuring the health and safety of all their workers, volunteers and service users.

Reporting Arrangements

An accident book will be set up and maintained by a nominated member of staff. This will serve as a register for all accidents and injuries occurring at work. The register will include the date of the accident, name, address and occupation of the person injured, nature of the injury, place where the accident occurred and brief description, name of person recording the incident and names of any witnesses.



Principles

Acknowledging Youths CIC takes seriously the welfare, health and safety of all members of staff. Acknowledging Youths CIC believes that violence towards staff is unacceptable and that staff members have the right to be able to perform their duties without fear of abuse or violent acts. No members of staff should consider violence or abuse to be an acceptable part of their job and Acknowledging Youths CIC aims to take action against those people who harass, abuse or assault its employees.

There are a number of different situations wherein members of staff are required to work alone and it would be impractical to address each individually. This policy aims to set out a basis on which managers and staff can minimise the risks of working alone. Any team which implements lone working will prepare a procedural document which sets out practical systems to protect lone workers. This should be read in conjunction with the policy.

This policy is designed to support and strengthen any existing lone working policies already operating through joint working in partner agencies, for example Children's Centres.

Responsibilities

Acknowledging Youths CIC recognises that it has an obligation under the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999), for the health and safety and welfare at work of its staff. The management committee will hold the overall responsibility for the implementation and monitoring of this policy.

The Chief Executive of Acknowledging Youths CIC will be delegated responsibility for ensuring compliance with it, and for reporting associated security management issues to the management committee.

Senior Managers within Acknowledging Youths CIC teams or projects where there will be lone working will have responsibility for identifying hazards, assessing the risks and implementing practical measures to avoid or control the risks and implementing practical measures to avoid or control the risks. They will also be responsible for ensuring that all staff members are aware of the policy, promoting and supporting it and sharing learning from any incidents with the wider management team.



All members of staff undertaking lone working have a responsibility to make themselves familiar with procedures, to follow them and to take reasonable steps to protect their own health and safety and that of others. This includes the reporting of incidents or concerns to the relevant manager and ensuring that their whereabouts, contact details and time of expected return are known to colleagues when undertaking lone working.

Are there systems in place for contacting and tracing those who work alone?

Will the work be taking place out of hours?

Lone working is considered necessary, procedures will be in place to monitor lone workers to ensure that they remain safe, these may include:

Regular contact between the lone worker and a manager or colleague, whether by telephone or face to face

Use of mobile telephones and code works to alert colleagues to danger

Procedures designed to raise the alarm if contact is lost with a lone worker

Regular checking of safety devices such as personal alarms, to ensure that they still work

If a crime has been committed or any person feels threatened or in danger, then the police should be called immediately, either by the employee at risk or their colleagues and full cooperation is to be given to them.

In the event of an incident involving a member of staff the relevant manager should immediately ensure that the employee receives any necessary medical treatment and/or advice. He or she and the employee's colleagues should offer listening support and the availability of any confidential counselling should be made clear to the member of staff whenever appropriate.

One aim of this is to reduce the risk of recurrence of similar incidents by learning about any unforeseen risks, deviations from policy or protective factors. Learning can then be cascaded through the organisation.



Reporting Arrangements

All members of staff should familiarise themselves with the accident and incident reporting procedures in use within their team.

Staff should report all incidents to their line manager at the earliest opportunity.

Staff should also report 'near misses' where they feel threatened or unsafe even if this was not a tangible event or experience. Failure to report an incident may put others at risk.

Training

The management committee will ensure that all members of staff being asked to undertake lone working has access to training in personal safety and that this is updated at appropriate intervals.

Working Time Regulations 1998

A worker must have at least a 30 minute break if working more than six consecutive hours a day. It should be a break in working time and should not be taken at the end of or before a working day. This is to allow enough rest for each employee from their daily work, as well as a break from their positions.

Fire, bomb and other emergencies

Acknowledging Youths CIC accept a duty to take adequate precautions against fire and other emergencies. Acknowledging Youths CIC will provide information about actions to be taken in such emergencies.

Emergency exits and routes will be clearly marked. Emergency exits and routes will be kept clear at all times. Notices concerning emergency and evacuation procedures will be clearly displayed. All Acknowledging Youths CIC staff, volunteers and user groups will be made familiar with their individual roles in case of emergency, the location of emergency exits and the location of fire fighting equipment.

Fire drills will be carried out by Acknowledging Youths CIC on a regular basis. The fire extinguishers and fire alarms will be checked at least annually.



Acknowlegding Youths CIC will ensure as precautions in case of fire:

Staff have a safe means of escape, kept free from obstruction and clearly marked

Everyone knows what to do if a fire starts, especially how to raise the alarm. Display fire action instructions and have a fire drill periodically

The fire alarms work and that people can hear them everywhere over normal background noise

There are enough extinguishers, of the right type, to deal promptly with small outbreaks of fire

Staff know how to use the extinguishers

You keep all extinguishers serviced, maintained and checked on a regular basis

Acknowlegding Youths CIC will, in line with the Reporting of Injuries, Diseases and Dangerous Occurrences

Regulations 1985, report any fatal accidents, major injury, dangerous occurrences, accidents causing incapacity for more than 3 days and work related diseases to the local authority's Environmental Health Department.

A written record of the accidents as mentioned in point 2 will be kept for at least 3 years.

Training

A nominated member of staff will undergo suitable training in the field of Health and Safety and advise staff of job safety and accident prevention.

The Chief Executive will recommend any training that may be necessary under the direction of the Management Committee.



Grievances Policy

Acknowledging Youth expects its staff to behave in a professional manner and in line with the Acknowledging Youth Diversity policy. Any member of staff who has a grievance relating to another member of staff or the organization has the right to express it. This grievance policy is for use by staff members. Other individuals wishing to raise a complaint should use the Acknowledging Youth complaints policy. The aim of this policy is to provide a framework to bring grievances to light in a positive manner and to a fair conclusion as soon as possible. It is in the interest of the staff and management that grievances are dealt with quickly and fairly. It is very important that every effort is made to resolve the grievance in the early stages of this procedure. Many routine complaints and grievances can be resolved informally without recourse to this procedure, and a quiet word is often all that is required to resolve an issue.

Managers hearing grievances from staff are reminded that grievance hearings are not matters of discipline and therefore all hearings must be handled sensitively. The focus should be resolving the disagreements and not apportioning blame or proving guilt or innocence. This policy does not deal with dismissals due to redundancy or the non-renewal of fixed term contracts on their expiry. Redundancy issues are addressed in the Redundancy Procedures. The procedure may be altered from time to time as appropriate and any changes agreed with employees. Transitional issues will be dealt with in accordance with the old policy, as reviewed in December 2007.

Procedure

- If you wish to raise a grievance you should do so by providing clear reasons, and evidence where possible
- If a number of related grievances, disciplinary issues and/or counter allegations arise at the same time, one panel may consider these simultaneously. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.
- At any stage of the procedure you will have the right to be accompanied by an independent person or trade union representative, and to call witness, but the witness cannot answer questions on behalf of the staff.
- In very rare instances the management committee may decide that official bodies have to be notified of matters arising from the grievance (for example, if child protection concerns are raised).
- If an individual is deemed to be making malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against the individual.



Grievance against a member of staff – informal approach

If you, as a staff member wish to raise a concern about another staff member, you should raise the matter personally with them in the first instance if possible. If you are unable to resolve the matter you should raise the matter with your line manager. The line manager's options include facilitating a joint meeting with both parties, and an agreed written course of action to resolve the matter. This will be monitored, reviewed, and recorded. If you are not satisfied with the outcome of the informal stage, you may invoke the next stage of the formal grievance procedure detailed below.

If you have a concern about your line manager, this should, where possible, be dealt with in an informal manner during a supervision session. However, if the concern cannot be resolved in this way, the matter should then proceed to the next stage of this procedure. The procedures detailed below will not preclude any informal meetings, which may from time to time be considered mutually to be appropriate.

Grievance against a member of staff – formal approach

Stage one

The employee sets down in writing the nature of the alleged grievance and sends the written complaint to his or her line manager. He/she must inform the employer of the basis for his/her complaint. The line manager and the employee invited to attend a meeting within 5 working days will acknowledge all grievance matters, in writing.

Discussions should take place with a view to settling the grievance or agreeing an approach to settle it, and the line manager will hold additional meetings as would in her/his view resolve the grievance.

The line manager may adjourn the meeting if it is necessary to investigate any new facts that arise.

After the meeting the manager will give you a decision in writing, normally within 24 hours.

If the grievance is against the immediate line manager, the matter should be raised with the CEO or the supervisor's line manager if different.

If the grievance is with the CEO, the matter should be raised with the Chair of the HR Sub-committee.

Whoever deals with the grievance at this stage will be excluded from dealing with the case at any later stage.



Stage two

If the matter is not resolved with the line-manager within **ten working days**, the matter may be raised with the CEO (or Chair of the HR Sub-Committee, or Chair of the Board). The grievance should be set out in writing, dated and sent to the CEO (or Chair). The CEO (or Chair) will call a hearing to take place within **ten working days**, of the matter being formally raised. The CEO (or Chair) shall ensure that the Head of Finance & Central Services is present as a minute taker. The CEO can appoint an alternative note taker if the HF&CS is an interested party in the grievance. A member of the Strategic Leadership Team, the CEO, and at least one member of the Human Resources Subcommittee will attend the meeting.

The employee will have the right to present their case at this meeting, as will the member of staff who has had a grievance lodged against them.

The meeting will discuss the issue and decide upon an appropriate course of action. Acknowledging Youth will inform the employee of any decision, and offer the employee the right of appeal.

Stage three

If the matter is still unresolved, the matter may be referred, in writing, to the Board (through the Chair) who shall appoint an Appeal Panel. If an Employee wishes to appeal, they must inform Acknowledging Youth in writing stating their reasons for the appeal. An Appeal Panel shall consist of not less than three representatives of Acknowledging Youth. The members of this panel should, if at all possible, have had no direct involvement with in the case. One member of the Panel shall be the Chair. The Panel shall ensure that a minute taker is available. The Appeal Panel will hold a hearing as soon as possible but not later than **fifteen working days** from the receipt of the formal notification from the employee. The decision taken in relation to grievance by the Appeal Panel shall be final.



Record keeping

Record of all grievances should be kept on personnel files, including records of any decisions made, in line with statutory regulations. If the matter is discussed at any formal meetings, records of the discussion and any decision taken should be made.

Examples of possible reasons for grievances

It is the aim of this procedure to deal with reasonable and justifiable managerial decisions, which staff may disagree with. The list provided below is not exhaustive and there may be other examples of possible reasons for a grievance:

Unreasonable/unjustified refusal to grant annual leave

Unreasonable/unjustified refusal to grant an approved absence

Provision of conflicting, contradictory instructions/supervision

Unjustified refusal to provide support/supervision when requested

Persistent lack of support/supervision which affects employee's ability to carry out his/her job

Refusal to deal with, or inadequate resolution of work problems between colleagues

Unwillingness or failure to deal with health & safety issues.

Scope and Purpose

This policy shall apply to all Acknowledging Youth employees. The procedure is intended to provide a fair and consistent means by which disciplinary rules are observed and standards of work performance and conduct maintained.

Acknowledging Youth expects a high level of conducts and work performance, and that employees adhere to other Acknowledging Youth policies. It is the role of managers to ensure that staff achieve and maintain the required standards of conduct, job performance and discipline. This procedure provides a method of dealing with alleged breaches of organizational policies, rules and procedures; cases of alleged misconduct; or persistent poor performance. It ensures that disciplinary action, if taken, is appropriate to circumstances. The emphasis is on correction rather than punishment. Supervision and cooperation should resolve most cases of minor misconduct or unacceptable behaviour, but where these informal routes have been exhausted, the following procedure will apply.



General Principles

The procedure is designed to establish the relevant facts quickly and deal consistently with disciplinary issues. No disciplinary action will be taken until a matter has been fully investigated.

The procedure may be implemented at any stage if the alleged misconduct or concerns over work performance warrants such action

No line manager should attend a disciplinary action on his/her own, and must have a note taker. Summary notes of all disciplinary meetings will be taken and a copy kept on the employee's personal file.

No disciplinary action will take place without a member of staff having the opportunity to state his or her case.

If a number of related grievances, disciplinary issues and/or counter allegations arise at the same time; one panel may consider these simultaneously.

At every stage of the procedure, the employee will be advised of the nature of the complaint in writing, and be invited to a meeting.

The employee will be given enough time to prepare for his/her case and the disciplinary hearing will normally be held not earlier than the fifth and not later than the tenth working day following notification.

At the meeting Acknowledging Youth will explain the complaint against the employee and go through the evidence gathered. The employee will be allowed to set out his/her case and answer any allegations that have been made. The employee will be allowed to ask questions and present evidence call witnesses and be given an opportunity to raise points about any information provided by witnesses.

Disciplinary action will only be taken where it is decided that, following a disciplinary hearing that a misconduct had occurred and disciplinary action is appropriate



At all stages, the employee has the right to be accompanied by an independent person/ trade union officer. An employee is not entitled to be accompanied at an investigation meeting, as it does not form part of the formal disciplinary process.

The employee has the right to appeal against any disciplinary action imposed.

Employees will not be dismissed for a first breach of discipline, except in the case of gross misconduct, when the penalty will be dismissal without notice and with or without payment in lieu of notice.

General Principles

Employees will not be dismissed for a first breach of discipline, except in the case of gross misconduct, when the penalty will be dismissal without notice and with or without payment in lieu of notice.

At all stages of the disciplinary procedure both manager and the individual concerned must ensure confidentiality of events and discussions. This will not preclude sharing such confidence when seeking advice. Any discussions with witnesses should be confined to the specific areas on which the witnesses may have information. Any unreasonable breach of confidence may itself be treated as a disciplinary case of misconduct.

Procedure

This procedure can be implemented to deal with disciplinary matters including misconduct or concerns over work performance. Examples include:

Poor time keeping or attendance

Inadequate performance, failure to meet required standards, targets or deadlines

Breaches of the Acknowledging Youth policies and procedures.



This is not an exhaustive list.

If there are concerns about your performance, your line manager will raise this with you in supervision and discuss the reasons behind the concern and agree a time scale for review. Once this approach has been exhausted, the following procedure will be followed.

1. First written warning

1.1 Misconduct

Your line manager will set up a meeting with you where a first written warning will be issued. The reasons for the warning will be given, that it is the first stage of the disciplinary procedure and of employee's right of appeal. The written warning will detail the complaint; change in behaviour required and the agreed time scale for review. This should be no more than 3 months and no less than three weeks. A written record will be made and placed on your file, but will be disregarded after six months of satisfactory service. If after the agreed period of review, the matter is still unresolved, the matter will progress to the next stage.

OR



1.2 Unsatisfactory Performance - Improvement Note

If performance does not meet the acceptable standards the staff will normally be given an improvement note by his/her supervisor/line manager. He/she will be advised of the reason for the note and of his/her right of appeal. The note will detail:

the performance problem

the improvement required

a set timescale for improvement

the support that Acknowledging Youth will provide; and

the dates for review.

This represents a first stage of a formal procedure and a failure to improve could lead to a final written warning and, ultimately, dismissal. A copy of the note will be kept in the staff's personal file but will be considered spent after 6 months – subject to achieving and sustaining satisfactory conduct or performance.

3. Dismissal

If the conduct or performance is still unsatisfactory and the employee fails to reach the prescribed standards, or if the offence constitutes gross misconduct, dismissal will normally result. The employee will be provided as soon as reasonably practicable with the written reasons for dismissal, the date on which his/her employment will terminate and be advised of the right of appeal. Where an employee fails to attend a meeting held as part of the disciplinary procedure without good reason, the statutory procedure comes to an end.

If the employee has a good reason for non-attendance, Acknowledging Youth will re-arrange the meeting, but if the employee does not attend this rearranged meeting, Acknowledging Youth will proceed and decide the case on the basis of evidence gathered without the employee.



Gross Misconduct procedure (modified two-step dismissal procedure)

Gross misconduct is defined as misconduct of a very serious nature. An allegation of gross misconduct may lead to your immediate suspension from work pending an investigation. This suspension will be on full pay and will ideally last no longer than 7 working days and will only take effect if further information is required to verify the allegations. Such a suspension may be made orally, including by telephone, and will be confirmed by the Chief Executive or their appointed deputy in writing, not more than 48 hours from the date of suspension. Subsequently, a special meeting of a panel of 3 at least one of who is a trustee will be called so that a decision can be made as to the consequences of the suspension. The member of staff who has been suspended will have the right to attend the meeting to present his / her own case. If the employee is found to have committed gross misconduct, the following procedure will then apply:

Step one

Acknowledging Youth will set down in writing the nature of the alleged misconduct that has led to the dismissal, the evidence for the decision, and the right to appeal against the decision, and send a copy of this to the employee

Step two

If the employee wishes to appeal, he/she must inform Acknowledging Youth, and the employee will be invited to attend a further meeting to discuss the appeal. The final decision must be communicated to the employee. If after investigation, allegations are substantiated, the normal consequence will be dismissal without notice.

Offences that are considered to be gross misconduct include:

Dishonesty – e.g., theft or fraud.

Deliberate falsification of attendance records, expenses claims etc.

Deliberate and serious damage to property

Physical and or verbal abuse, bullying of other staff, management committee members, volunteers, or service users



Step two – continued

- Sexual harassment
- Racist activity
- Action or conduct, which could bring ACKNOWLEDGING YOUTH into disrepute.
- Being under the influence of alcohol or illegal drugs whilst at work
- A serious breach of health and safety rules

- Serious insubordination
- A serious breach of confidence
- Serious breaches of ACKNOWLEDGING YOUTH policies and procedures
- False declaration of any kind in connection with employment.

This is not an exhaustive list.

7. Absence from work

Acknowledging Youth will seek to establish the reasons why the employee has not been at work. If there is no acceptable reason, the matter will be treated as a conduct issue and dealt with as a disciplinary matter. If the absence is due to genuine (including medically certified) illness, the issue becomes capability issue, and ACKNOWLEDGING YOUTH will consider:

- How soon the employee's health and attendance will improve;
- Whether alternative work is available;
- The effect of the absence on the organization



8. Appeals

You have the right to appeal after any of the formal stages of this procedure. Appeals must be lodged in writing to the management committee within **five working days** of the decision, unless there is a good reason for it to be extended. The grounds for appeal must be clearly stated. An Appeal Panel will be convened within statutory time limits, consisting of 3 people, at least one of who will be a trustee, not previously involved in the disciplinary matter. If the appeal is a final appeal against dismissal, the panel will be composed of three trustees. You will be invited by the panel to present your appeal, which will be considered and the decision of which will be conveyed to you. The appeal panel's decision will be final. If you have been dismissed without notice and the Appeal panel overturns a dismissal decision (thereby reinstating you), you will be reinstated to your previous employment, and any outstanding salary payments will be made to you via the normal payroll.

CONFIDENTIALITY

Introduction

Acknowlegding Youth expects its staff, volunteers and Board of Trustees to behave in a professional manner at all times and in line with our diversity policy. We place a duty on all staff at Acknowlegding Youth not to discuss and disclose confidential information about staff, volunteers and members. It is also expected that confidential information about the organisation will not be disclosed. We expect that there may be times when the right to confidentiality may need to be broken. This is defined as the risk of serious harm or abuse to a client, staff or any other person, or a situation in which a criminal offence is committed. Acknowlegding Youth's Chief Executive should be involved immediately on these occasions.



Confidentiality

Guidelines

All Acknowledging Youth staff will be briefed about the confidentiality policy during their induction. All staff are expected to familiarise themselves with the confidentiality policy and adhere to it all times. Failure to do so will be regarded as a disciplinary issue. Acknowledging Youth is committed to providing support, supervision and guidance for our staff and volunteers on confidentiality issues. Information may therefore be shared with the Acknowledging Youth internal supervisor. This information should be recorded and locked away in the supervision file.

Records

All information held electronically or in paper format is subject to the Data Protection Act. All records kept on clients should be available to the client concerned if they request it. Acknowledging Youth staff will answer relevant and specific questions about groups with which it is working, from appropriate bodies e.g. the Charity Commission, or funding agencies. Some Acknowledging Youth staff are members of other decision-making bodies and funding panels and in this role they may be required to divulge sensitive information about a particular organisation. If a potential conflict of interest arises for the Acknowledging Youth staff member, he/she will declare this and follow whatever protocols are in place for the panel or meeting, including withdrawing from the meeting if required to do so. Some Acknowledging Youth staff sit on informal inter-agency information-exchange groups. In these roles those staff may pass on factual information about their experiences of working with particular groups or individuals within groups and may offer considered professional opinions about such groups and individuals, based on their experience. In such circumstances a group or individual may obtain details of information given about them by asking for it from the Acknowledging Youth staff member concerned.

All personal information held about clients, volunteers and staff should be stored in a lockable cabinet. All information held on the Acknowledging Youth database will be accessed using a security code. This information will only be accessible to Acknowledging Youth staff and office volunteers. Computer files should be backed up regularly. Personal information about staff and volunteers such as supervision and appraisal details, salaries and pay slips are deemed to be confidential. These files should be locked.



The Public Interest Disclosure Act (whistle blowing)

“Whistle blowing” is when you report to an outside organisation something seriously wrong or illegal happening within the organisation. Examples include fraud, theft, jeopardising the safety of staff, volunteers and members. The act protects those who “blow the whistle” subject to the issues being raised internally prior to reporting to an outside organisation. The law on whistle blowing does not contradict the Acknowlegding Youth confidentiality policy.