

flourish

Safeguarding Manual

2023

CONTENTS

| | |
|---|---------|
| Flourish Safeguarding Policy | Page 2 |
| Flourish Policy Statement- Appendix 1 | Page 16 |
| Statutory Definitions of Abuse - Appendix 2 | Page 18 |
| Signs of Abuse (Children)- Appendix 3 | Page 21 |
| Flowcharts for Action - Appendix 4 | Page 23 |
| Flourish Safeguarding Concerns/Disclosures Report Form - Appendix 5 | Page 24 |
| Flourish Code of Conduct- Appendix 6 | Page 30 |
| Practice Guidance - Appendix 7 | Page 31 |
| Flourish Lone Working Policy - Appendix 8 | Page 38 |
| Flourish Partnership agreement - Appendix 9 | Page 41 |
| Flourish Anti Bullying Policy - Appendix 10 | Page 45 |
| Flourish Data Protection and Confidentiality Policy - Appendix 11 | Page 49 |
| Flourish Services Privacy Notice - Appendix 12 | Page 53 |
| Digital environment and social media - Appendix 13 | Page 55 |
| Flourish Feedback and Complaints - Appendix 14 | Page 57 |

FLOURISH SAFEGUARDING POLICY

SECTION 1 – FLOURISH DETAILS

Name of organisation: You Can Flourish

Address: Flourish, 2 Radford Road, Leamington Spa, CV31 1LXf

Tel no: 07732 825 721

General email address: hello@youcanflourish.co.uk

Co-CEO's: Charlotte Bevan and Jenny Dean

Co-CEO's contact telephone / email: charlotte@youcanflourish.co.uk,
jenny@youcanflourish.co.uk 07732 825 721

Designated Safeguarding Lead (DSL) name: Jenny Dean,
jenny@youcanflourish.co.uk, 07784842155

Deputy Designated Safeguarding Lead name: Charlotte Bevan
charlotte@youcanflourish.co.uk , 07763719879

Deputy Designated Safeguarding Lead name: Helen Laycock,
helenlaycock@youcanflourish.co.uk, 07725095935

Deputy Designated Safeguarding Lead name: Ruth Smith,
ruth@youcanflourish.co.uk, 07724552119

Charity number: 1166721

Insurance company: Ansvar

The following is a brief description of our organisation and the type of work / activities we undertake with children and adults who have care and support needs:

You Can Flourish (Flourish) is a Charitable Incorporated Organisation. We support girls aged 10-18 to improve their self-esteem, build emotional resilience and strengthen mental wellbeing. We do this through creative early intervention, one to one mentoring and group courses in schools and the community.

Flourish has a dedicated volunteer team of 30+ volunteers.

Definitions: The term “worker” is used to represent paid employees and volunteers.

Our Commitment

Flourish recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect.

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”.

We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.”

Flourish have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight of whom we are members and receive regular safeguarding advice and guidance.

Flourish undertakes to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- Ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- Support the DSL’s in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- Flourish agrees not to allow the document to be copied by other organisations.

SECTION 2 – PREVENTION

Understanding Abuse and Neglect

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

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

1. Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

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

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

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, online safeguarding boundaries, are included here in our policy and flowcharts are in Appendix 1, 2, 3, 4, 5 and 13.

Safer Recruitment

Flourish will ensure all workers and volunteers are appointed, trained, supported and supervised in accordance with government guidance on safer recruitment. This includes ensuring that:

- There is a written job description / person specification for the post.
- The post is advertised publicly.
- Those applying have completed an application form and a self-declaration form.
- An online check is completed by a team member, independent of the interviewer.
- Those shortlisted attend a formal, structured interview.
- Safeguarding has been discussed at interview. Applicants will be interviewed and questioned about any previous experiences that may affect their ability to work with children and young people. In addition, the interview panel should also explore:
 - The candidate's attitude toward children.
 - Her/his ability to support Flourish's ethos which naturally encompasses safeguarding and promoting the welfare of children.
 - Gaps in the candidate's employment history. Concerns or discrepancies arising from the information provided by the candidate and/or a referee.
 - If the candidate wishes to declare anything in light of the requirement for a DBS check.
- Written references have been obtained, and followed up where appropriate.
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information).
- Qualifications where relevant have been verified.
- The applicant receives a letter of appointment.
- A suitable training programme is provided for the successful applicant.
- The applicant has completed a probationary period.
- The applicant has been briefed and given a copy of the organisation's safeguarding policy and knows how to report concerns.
- The training is refreshed and renewed each year.

Safeguarding Training

Flourish Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All workers involved with children and young people through Flourish are required to complete the following training:

- Complete the online course “NSPCC Safeguarding Training”.
- Induction training relevant to their specific role including best practice and safeguarding guidance.
- In-house safeguarding specific training every year.
- As and when updates from Warwickshire Safeguarding arise, Flourish DSL’s will update staff and volunteers

Flourish also ensures that all the young people we work with are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Flourish provides access to safeguarding green forms, yellow forms and the procedures flow chart for all volunteers and staff members.

Management of Workers

Flourish are committed to supporting all workers and ensuring they receive support and supervision. All workers are issued with and expected to adhere to a code of conduct towards children and young people, please see Appendix 6.

All workers are supervised by a named individual who arranges regular meetings where concerns or issues can be raised, work related or personal. The supervisor also ensures all training needs are met.

Regular team meetings are held to provide training for specific needs arising and promote a mutually supportive working environment where ideas and issues can be aired, concerns expressed and feedback given.

All workers are made aware that their contact with children and young people puts them in a position of trust (i.e. in a position of power and influence) both within and outside the activity/group concerned.

All workers to be made aware of the digital environment and social media guidelines and upheld. Please see Appendix 13.

Flourish understands that allegations of abuse against workers must be treated seriously. Flourish will follow the principles contained in the Public Interest Disclosure Act 1998. Therefore, we expect that all workers will report improper actions and omissions. Whilst all malpractice and acts of discrimination will be investigated, it is especially important that suspicions of abuse are immediately reported to the safeguarding officer.

SECTION 3 PRACTICE GUIDELINES

As an organisation working with young people, we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusations.

All Flourish workers are trained and given guidelines for how to carry out their duties and plan activities in a way that minimises risk of harm to young people. As well as a general code of conduct for workers, we also have specific good practice guidelines for the activities we are involved in and these are found in Appendix 7. We also have a Lone Working Policy in Appendix 8 of our Safeguarding Manual.

Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. Please see Appendix 9.

We believe good communication is essential in promoting safeguarding, to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Flourish will promote safeguarding in the following ways:

- Ensuring posters with key safeguarding information and the procedures flowchart are visible on Flourish premises.
- Ensure our website makes reference to the importance of good safeguarding practice within our organisation.
- All volunteers are given a laminated safeguarding flowchart with key information to carry on their person whilst carrying out Flourish activities or duties.
- Any recruitment adverts will contain reference to our safer recruitment processes.
- All young people will be given information on where they can get advice and help if needed and how they can make a complaint or provide feedback to Flourish.

SECTION 4 - RESPONDING

Responding to Allegations of Abuse:

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

STAGE 1

- The worker or volunteer should make a report of the concern using the "Safeguarding Concerns and Disclosures" form. (See Appendix 5) This document is given as a hard copy to all workers as part of their training packs. All workers have access to it electronically.
- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Jenny Dean - Designated Safeguarding Lead

Tel: 07592781449

Email: jenny@youcanflourish.co.uk

The above is nominated by Flourish to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Officer, or if the suspicions in any way involve the Safeguarding Officer, then the report should be made to:

Name: Charlotte Bevan “Deputy Designated Safeguarding Lead”

Tel: 07732 825 721

Email: charlotte@youcanflourish.co.uk

Name: Helen Laycock “Deputy Designated Safeguarding Lead”

Tel: 07725095935

Email: helenlaycock@youcanflourish.co.uk

Name: Ruth Smith “Deputy Designated Safeguarding Lead”

Tel: 07724552119

Email: ruth@youcanflourish.co.uk

If the suspicions implicate both the Safeguarding Lead’s and the Deputy’s, then the report should be made in the first instance to:

Chair of Trustees: Leila Clare

Tel:

Email: chair@youcanflourish.co.uk

Alternatively contact Warwickshire Multi Agency Safeguarding Hub (The Front Door) or the police.

STAGE 2

- The Safeguarding Officer should contact the appropriate agency which may be the school (if it has come through direct work in a school and therefore school safeguarding processes should be followed) or social services/police. They may first ring the thirtyone:eight helpline for advice.

Name of local authority: Warwickshire Multi Agency Safeguarding Hub (Front Door)

Tel: 01926 414 144

Out of hours Tel: 01926 886922

Website Address: <https://www.safeguardingwarwickshire.co.uk/report-it>

Warwickshire Police: 01789 444776

Thirtyone:eight Tel: 0303 003 11 11

LADO Tel: 01926 410410

- The Safeguarding/Deputy Safeguarding Officer may need to inform others depending on the circumstances and/or nature of the concern:
 - The Safeguarding Officer and or Chair of Trustees, who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
 - The school the young person attends if work with them takes place in their school.
- Flourish will review a concern, disclosure or allegation and ensure processes have been followed and appropriate action has taken place. If Flourish has informed a school of a disclosure and allowed for the school to follow their processes, Flourish will follow up with the school to check if satisfactory action has taken place according to our own safeguarding policy. If we feel it has not, then we will persist to take action which may involve reporting the disclosure to the Front Door.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place (See Appendix 5).

- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Officer, the absence of the Safeguarding Officer or Deputy Safeguarding Officer should not delay referral to Front Door, the Police or taking advice from thirtyone:eight.
- Flourish will support the Safeguarding Officer and Deputy Safeguarding Officer in their roles and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although Flourish hope that workers will use this procedure. If, however, the individual with the concern feels that the Safeguarding Officer/Deputy Safeguarding Officer has not responded appropriately, or where they have a disagreement as to the appropriateness of a referral, they are free to contact an outside agency directly. We hope by making this statement that Flourish demonstrates its commitment to effective safeguarding and the protection of all those who are vulnerable.

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

Detailed Procedures for Allegations of Physical Injury, Neglect or Emotional Abuse:

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

- Inform the young person's school if work with them is taking place within the school context, in line with the school's safeguarding procedures.

or

- If not working in the school or if Flourish are not satisfied with how school have responded to the concern, then Flourish should contact Front Door (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Front Door.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.

- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Front Door direct for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Front Door.

Detailed Procedures for Allegations of Sexual Abuse:

In the event of allegations or suspicions of sexual abuse, the Safeguarding Officer/Deputy Safeguarding Officer will either:

- Inform the young person's school if work with them is taking place within the school context, in line with the school's safeguarding procedures.

Or

- If not working in the school or if Flourish are not satisfied with how school have responded to the concern, then Flourish should contact Front Door or the police directly (or thirtyone:eight for advice if unsure whether or not to contact Front Door. Thirtyone:eight will confirm its advice in writing for future reference.)
- Follow any further advice/instructions from Front Door or Thirtyone:Eight.

Detailed procedures where there is a concern that an adult is in need of protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse:

If there is concern about any of the above, Safeguarding Officer/Deputy Safeguarding Officer will:

- Contact Front Door who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.

- If the adult is in immediate danger or has sustained a serious injury, contact the Emergency Services, informing them of any suspicions.

Procedures where there is an allegation of abuse against a person who works with children/young people:

If an accusation is made against a worker, whilst following the procedure outlined above, the Safeguarding Officer in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Front Door in regards to the suspension of the worker.
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO), whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

SECTION 5 - PASTORAL CARE

Supporting those affected by abuse

Flourish is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with Flourish.

Flourish have a risk assessment process for referrals to the services we deliver to ensure we have an appropriate level of skill to meet the pastoral needs of the young person. If we do not, then we will signpost young people to another more appropriate service.

The most basic level of pastoral care is listening and this can make a tremendous difference for those experiencing difficulties. Flourish train our volunteer mentors in listening skills.

Confidentiality is crucial within the relationship between Flourish workers and the young people who access Flourish services, this includes written records. Information should

only be divulged to a third party with the permission of the young person or because they:

- Are considered a danger to themselves or others.
- Give information relating to significant harm to another child, young person or vulnerable adult

If a Flourish worker is given information about a risk of significant harm to a child or young person, it should be explained to them that the statutory agencies may need to be advised. How this is done will depend on whether they are disclosing information about someone else or they are admitting to being responsible for abuse. Whatever the circumstances, any proposed action should be explained carefully and sensitively with the offer of continued support to the client.

Flourish will continue to provide supervision for workers to whom disclosures have been made, allowing for concerns and processes to be followed and to ensure the wellbeing of the worker.

Flourish will attempt to ensure the young person is able to continue being supported by the Flourish service they were accessing as long as it is appropriate to do so.

Flourish will signpost victims of abuse to other agencies who may be able to provide specific skills for abuse related support as we recognise that our mentoring may not be able to meet the therapeutic needs of the young person involved.

Policy Review

| Diversity Equality & Inclusion Policy | |
|--|-------------------|
| Reviewed | LC, JF, CB and JD |
| Frequency | 1 year |
| Last Reviewed | 26 September 2023 |
| Date of Next Review | September 2024 |

APPENDICES

APPENDIX 1 - FLOURISH POLICY STATEMENT

YOU CAN FLOURISH POLICY STATEMENT ON SAFEGUARDING

To be displayed in a prominent place

PROTECTION OF CHILDREN AND ADULTS POLICY STATEMENT

Name of Place of organisation: _____ You Can Flourish _____

The following statement was agreed by the organisation on: ____ September 23 ____

- This place of organisation is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults at risk of harm and abuse and to report any such abuse that we discover or suspect.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and young people.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are experiencing significant harm.

We are committed to:

- Following statutory and specialist guidelines in relation to safeguarding children and adults and will ensure that as an organisation, all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and all other relevant legislation.

- Supporting, resourcing and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this organisation.
- Supporting all in the organisation affected by abuse.

We recognise:

- Children's Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy annually.

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding co-ordinators for this place of organisation.

_____ Charlotte Bevan _____ Co-CEO

_____ Jenny Dean _____ Co-CEO

A copy of this place of organisation's* policy can be seen on request to hello@youcanflourish.co.uk

Signed

Date ____September 23____

APPENDIX 2 - STATUTORY DEFINITIONS OF ABUSE

STATUTORY DEFINITIONS OF ABUSE (CHILDREN)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children. Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

England

The four definitions (and a few additional categories) of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued

only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

APPENDIX 3 - SIGNS OF ABUSE

SIGNS OF ABUSE (CHILDREN)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias

- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

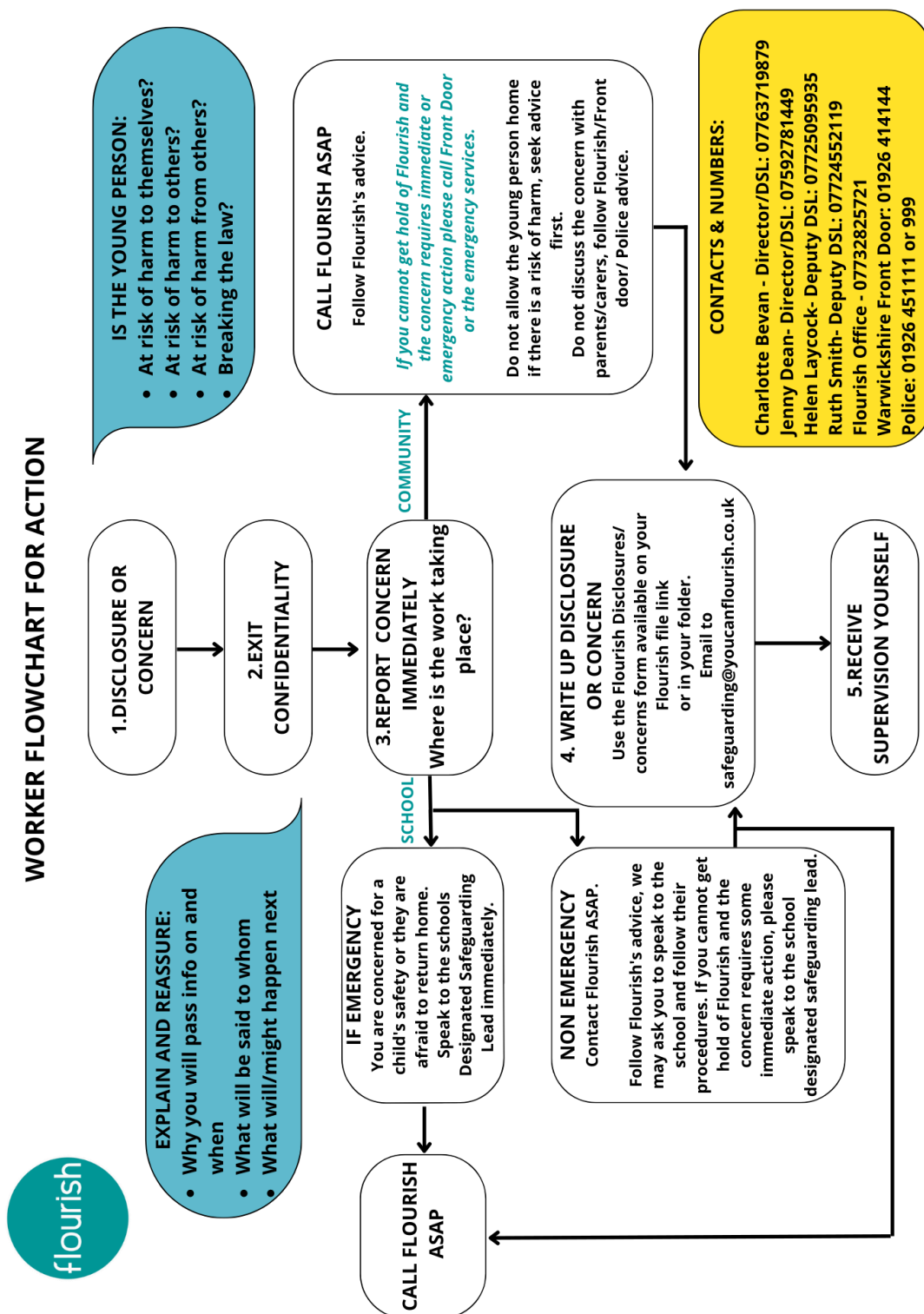
Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses, Inadequate care, etc

*These indicate the possibility that a child or young person is self-harming.

Approximately 20,000 are treated in accident and emergency departments in the UK each year.

APPENDIX 4 - FLOWCHART OF ACTION



APPENDIX 5 - FLOURISH SAFEGUARDING CONCERN/DISCLOSURE FORM



Safeguarding Concerns/Disclosures Report Form

Safeguarding concerns or disclosures must be recorded and passed on to your supervisor or nominated safeguarding lead person immediately. Please make sure that during a concern or disclosure you do not ask leading questions or promise to keep anything secret.

Nominated Safeguarding Lead Person: CHAR BEAVN

| | |
|---|--------------|
| Staff or Volunteer completing the report: <i>(Please include your job role)</i> | |
| Signed: | Date: |
| People involved: <i>(Name of young person (s) this concern is about)</i> | |
| Date and Time of report: | |
| Date and Time of concern or disclosure: | |
| Location of concern arising or disclosure made: | |
| Witnesses of concern or disclosure: <i>(Please include any staff, volunteers or young people present)</i> | |
| Report of concern or disclosure: | |

(Please record the concern or disclosure factually, using direct statements/comments using young person or adult's exact words with quotation marks. Please also record what demonstrable emotion, if any, was shown by the young person.)

Reason(s) for Concern:

(Please include the nature of your concern. For example, 'concern about harm to self' or 'concern about child's comments during a session'.)

Actions Taken:

(Please include the date actions were taken and names of who you spoke to about the concern/disclosure. Please include what you were advised.)

Actions of Supervisor/Safeguarding Lead, (including dates and times):

***WITHIN 10 DAYS OF REPORTED CONCERN OR DISCLOSURE* - Review by
Supervisor/Safeguarding Lead :**

Signed:

Date:

(WARWICKSHIRE GREEN FORM)

Logging a concern about a child's safety and welfare

(NB All concerns must be recorded but a Designated Safeguarding Lead must be informed immediately about all disclosures by a child of abuse and any situation where a child may be at immediate risk of harm at the end of their school day – this form should then be filled in and passed to the DSL as soon as possible after the DSL has been informed)

| | | | |
|--|---------------------------------------|--------------------|--------------|
| Pupil's Name: | Date of Birth: | Year Group: | Form: |
| Date: | Time (of writing this record): | | |
| Name of person completing this form (please print): | | | |
| Job Title: | | | |
| Signature: | | | |
| Reason(s) for recording the incident/concern (headline): | | | |
| Record the following factually: <u>When</u> (date & time of incident or concern arising)? <u>Where</u> did your concerns arise? <u>Who else</u> - were any other children or staff present? <u>What</u> exactly did you see/hear/smell that raised your concern? N.B. Please record any direct disclosures/statements/comments using the child or adult's exact words in quotation marks. | | | |
| NB if additional pages are used, these must be attached securely to this form | | | |
| Professional opinion: Your professional opinions, impressions and worries are important. Facts should be recorded in the box above but please record your opinions, impressions and worries here and state what has led you to form them (e.g. something you have noticed, feel or suspect). | | | |
| Action taken, including names of everyone spoken to about the incident/concern: | | | |
| Name of Designated Safeguarding Lead this form was passed to: | | | |

Date and time incident/concern was shared with Designated Safeguarding Lead:

Please check to make sure your report is clear; and will be clear to someone else reading it next year

NOW PLEASE PASS THIS FORM TO YOUR DESIGNATED SAFEGUARDING LEAD FOR COMPLETION OVERLEAF *(NB by end of working day at latest if child is not at immediate risk of harm)*

(Following sections to be completed by Designated Safeguarding Lead)

| | |
|--|--|
| Time & date information received by DSL and from whom | |
| Any advice sought by DSL (date, time, name, role, organisation & advice given) | |
| DSL's analysis of presenting issues/concerns and advice received | |
| Action taken (referral to or consultation with the Front Door or local Children's Services team/ monitoring advice given to appropriate staff/ Early Help etc.) If decision not to refer, state reason. Note time/date/names/ who information shared with and when etc. | |
| Outcome (include names of individuals/agencies who have given you information regarding outcome of any referral (if made)) | |
| Parents informed Yes/no – reasons if no | |
| Where can additional information regarding child/ incident be found? (e.g. pupil file, serious incident book) | |
| Signed | |

| | |
|---------------------|--|
| Printed Name | |
| Date | |

| | | |
|--|-------------------------------|-------------------------------|
| Date/time/how member of staff submitting this form received feedback about action taken from DSL (please circle below as appropriate) | Date: | Time: |
| | | |
| Face to face | Phone call | e mail (copy retained) |
| Signature of reporting M of S | Signature of reporting M of S | |



*Working for
Warwickshire*

APPENDIX 6 - FLOURISH CODE OF CONDUCT

STAFF AND VOLUNTEER CODE OF CONDUCT

This Code of Conduct has been drawn up in order to support all those working with young people. It informs their practice and protects them when working with young people. It presents clearly the conduct that is expected by all staff and volunteers.

- To treat everyone with respect and dignity.
- To treat everyone with honour and value.
- To be encouraging, finding every opportunity to praise staff, volunteers and young people.
- To be a role model to those around you.
- To be reliable and trustworthy.
- To plan work with girls and young women so that sessions are within sight, and or hearing, of others.
- To uphold and inhabit the Flourish values.
- To the best of your ability, plan and deliver high quality services.
- To be committed to regularly attending supervision/line management meetings. To be open and honest during those sessions.
- To give reasonable notice if unable to attend any planned delivery e.g. holidays, sickness.
- To be an advocate and voice of hope for the girls and young women we work with.
- To treat everyone fairly and equally.
- To respect the confidentiality of young people, by being clear and open when confidentiality cannot be maintained.
- To always record and report any suspicions, disclosures or allegations of abuse to the relevant safeguarding lead.
- To uphold and adhere to Flourish Safeguarding Policy.
- To uphold and adhere to Flourish Social Media Guidelines.
- To create an environment within which young people can feel safe and learn.
- To value the opinions of the girls and young women we work with.
- To know your limitations. You can signpost a girl or a young woman on to someone else who may be better suited to support a particular issue.
- To exercise caution in sensitive moments.
- To work under the leadership and guidance of the Flourish team and to maintain regular communication with them.
- To uphold record keeping of each session with a young person and return these to Flourish.
- To recognise the boundaries between personal and professional life.
- To not smoke, drink alcohol or use other substances whilst on duty and working with young people.
- To not use language which is racist, sexist, homophobic or abusive.
- To dress appropriately to the occasion, task and company present.

I agree that I have read, understood and will adhere to the Flourish Code of Conduct:

Name:

Signed:

Dated:

APPENDIX 7 - PRACTICE GUIDANCE

PRACTICE GUIDANCE

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

All Activities:

- Ensuring that everyone is treated with dignity and respect in attitude, language and actions.
- As Flourish works solely with girls, all leaders and mentors in pastoral contact with the girls are female.
- A risk assessment should be carried out for activities and especially where it is outdoors, high risk or dangerous, when catering for people with disabilities or other needs. The results of the risk assessment may mean ratios need to be increased.
- Have a clear strategy for summoning additional help.
- Adhere to the code of conduct at all times.
- Avoiding questionable activity such as rough or sexually provocative games and comments.
- Write debrief notes.

Group Work:

- Record attendance on a register.
- Not allowing anyone under 16 years of age to be left in charge of children of any age or those attending the group being left unsupervised.
- Only workers assigned to the group being allowed to participate in the activity. Other adults should not be allowed free access.

- Making a note of other people in the building during the activity and any other events taking place at the same time.
- Ensure a minimum of 2 Flourish workers for group activities, avoid being alone with a group.
- Ensure a risk assessment has been written for group sessions, taking into account the venue and activities taking place

One-to-one mentoring:

- Follow Flourish Lone Working Policy (Appendix 8.)
- Ensure a risk assessment for the referral has been written, adhered to and reviewed regularly.
- Those providing pastoral care should avoid any behaviour that may give the impression of favouritism or a 'special' relationship.
- Pastoral workers and in particular mentors, should be aware of the pitfalls of over-dependency in pastoral relationships. This dependency can apply both ways. Flourish supervision is a place for this issue to be explored.
- Workers should be aware of the limits of their ability/ competence and seek further help when faced with situations outside their expertise.

Unexpected Attendance at Group Activities:

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

- Welcome them, but try to establish their name, age (children), address and telephone number. Record their visit in a register.
- Ask if a parent/carer is aware where they are, and what time they are expected home.
- If this is before the session ends, they should be encouraged to return home, unless the parent/carer can be contacted, and they are happy with the arrangement. In the case of children in particular, suggest the child seeks the parent/carer's permission to return the following week.

- Link the visiting person with a regular attendee who can introduce them to the group and explain about the activity.

Parents/Carers Staying with Their Young Person at a Group:

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

Flourish group leaders should therefore consider the following:

- Parents can be permitted to observe groups but not take part. A distinction should be made.
- It can help certain young people settle into a group, if the young person knows that a parent/carer is there. After the settling in period, if a parent/carer wishes to continue to stay, consideration could be given to them becoming a helper/worker but they would be required to undertake the same recruitment and selection procedure as with any other worker.
- Whilst a person watching may be a parent/carer for one or more of the children, to the rest of the children they are strangers.
- Be aware that for some disabled young people, it may be appropriate for their parent/carer to stay with them for an extended period. This should be considered on an individual basis to help the child become fully integrated into the group/activity.
- On leaving, give the person a leaflet about the group with contact telephone numbers etc and perhaps a standard letter to the parent/carer inviting them to make contact.
- Without interrogation, you will need to find out as soon as possible whether they have any additional needs, (e.g. medication), so that you can respond appropriately in an emergency.

Working Safely with Disabled Young People:

Workers should be aware that any child, young person or adult with care and support needs attending an activity who has a disability may need extra help in areas such as communication and mobility (e.g. use of sign language and assistance in going to the toilet).

They may behave in a non-age appropriate way. For example, a young person of 17 might behave more like a 2-3-year old, particularly in demanding cuddles or sitting on a worker's lap. So, it is important to set appropriate boundaries that take their needs into account, but also protect workers from false accusation.

- Ask the young person attending the activity, and parents or carers how their needs can be met, ensuring all workers involved with them are aware of their expectations. This includes the number of workers needed to assist for a specific activity to prevent injury. Some of these needs may be more easily met than others, so be realistic. A family may ask for changes to enable easier access to the building (ensuring we meet the requirements of the Equality Act 2010). Flourish will listen, and give feedback to the person, family or carer as to what can or can't be achieved and the reasons why.
- Ensure that a worker of the same gender assists if they need help with toileting, but again only prior to discussing with the person, their family or carer to discuss their preference and your ability to provide this.
- Agree and put in place and a personalised plan agreed with the parents or carer, on behalf of the young person.
- Ensure the venue for the activity is accessible (e.g. ramps, toilets for the disabled) and encourage integration within the group.
- Adapt activities to include the young person.

Guidance on Touch:

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the young person's, not the workers.
- Touch should be age-appropriate and generally initiated by the young person, rather than the worker.

- Avoid any physical activity that may be sexually stimulating.
- All young people are entitled to personal privacy and the right to decide how much physical contact they have with others, except in circumstances such as a medical emergency.
- When giving first aid (or applying sun cream etc.), encourage the young person to do what they can themselves but, in their best interests giving appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued.
- Concerns about abuse should always be reported.

Challenging Behaviour:

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

If someone is being disruptive:

- Ask them to stop.
- Speak to them to establish the cause(s) of the upset.
- Inform them they will be asked to leave if the behaviour continues.
- Warn them if they continue to be disruptive, this might result in longer-term exclusion from the group.
- If they are harming themselves, another person or property then others in the group should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request them to STOP. If your request is ignored, you might need to warn the individual that you will consider calling the Police. As a last resort, in the event of them harming themselves, other people or property, physical restraint may be needed until the Police to arrive. If in a school, then assistance (if possible, the named liaison should be sought.)
- The workers involved should always record what happened in writing as soon as possible after the incident. This should include:
 - What activity was taking place
 - What might have caused the disruptive behaviour

- The person's behaviour.
 - What was said and how the worker and others responded.
 - A list of others present who witnessed the incident.
- A copy should be given to the Director and will be saved on file at Flourish.
 - Flourish will inform parents if their child has been restrained.

It may be helpful, after such an incident, for the worker involved to meet with their line manager to talk things through, reviewing what happened and considering whether there is a way of doing things differently so that the incident could be de-escalated avoiding the need for restraint.

Giving Gifts:

Flourish accepts that gifts can be given to young people involved in our group work, as long as it is in the context of everyone receiving a gift or, in our one-to-one mentoring work to celebrate progress at the end/ birthday/ Christmas/ Easter. Any gifts should be given openly and not be based on favouritism.

Adults need to be aware however, that the giving of gifts can be seen as a gesture to bribe or groom a young person.

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

Solvents and Illegal Substances:

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

If a worker becomes aware a young person may be abusing solvents or using illegal substances, they should be encouraged to seek professional help from their doctor or a counsellor specialising in this area.

Having said this, it is a criminal offence to allow anyone attending an activity run by an organisation to supply illegal drugs or use them on the premises. It is important to adopt zero tolerance on all illegal substances. For the individual involved:

- If work is taking place in the school, then inform the school and allow them to follow their own procedures.

- Ask them to stop, warning them of the consequences if they do not e.g. suspension or ban from the group.
- Inform parents/carers if the young person is under 16 years.
- Inform the parents/carers if the young person is over 16 years (with their permission).
- Discuss with the young person the proposed course of action, particularly if they re-offend (e.g. informing the police).
- Write down the content of any discussion with the young person, including the action taken and submit this to the Projects Director at Flourish.

Tobacco and Alcohol:

There is a smoking ban in all enclosed public spaces throughout the UK and a no-smoking policy should therefore be enforced within any buildings where the organisation operates.

Flourish operates a no-smoking policy, so it is important all those attending Flourish activities are aware of and agree to abide by it.

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

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

APPENDIX 8 - LONE WORKING POLICY

FLOURISH LONE WORKING POLICY

Flourish recognises its responsibility to assess the risks to lone workers and to take steps to avoid or control the risk where necessary. This policy outlines Flourish's responsibilities and the necessary practical considerations.

Staff or Volunteer Having to Work Unaccompanied.

Employees and volunteers will, during the course of their normal duties, be expected to work alone as and when the delivery of services requires it. In order to minimise risks, protect the worker and maintain a safe working environment the following guidelines should be observed:

- Follow practice that promotes safety at work.
- Provide adequate levels of supervision and management.
- Encourage continuous professional development and training.
- Adhere to suitable risk management procedures.
- Regularly monitor and review risk assessment, risk management and control measures.
- Provide access to support, including support in the event of an emergency.

Flourish workers will, throughout the normal course of their duties, be exposed to a variety of different environments and situations. Therefore, it is impossible to create a single or catchall policy for lone working or working alone. The intention of this and related documents is to promote and to develop a culture of safe working practices through a number of core principles, which are outlined.

We aim to:

- promote safety at work.
- enable staff to work effectively in lone working situations.
- develop effective risk assessment procedures.
- establish clear guidelines.

Training

Flourish will provide ongoing training and adequate supervision and support around lone working guidance and emergency procedures.

Guidance Around Lone Working

Risk assessments should be carried out before activities take place and control measures provided where deemed necessary. Mentors and leaders are taken through these risk assessments before work commences.

If working one-to-one with a young person, we suggest the following guidance:

- If at a school or agency premises, use a room with a window, so school staff members and others can see into the room at any point. (E.g. a window into a corridor or in an internal door.)
- If the room does not have a window, leave the door ajar and not fully shut, in such a way that provides a confidential but not completely private space.
- Do not work alone with a young person for more time than is necessary and do not go anywhere with them outside of your session.
- Do not offer lifts to the young people.
- Write down full debrief notes as soon as possible and certainly within 24 hours of the session finishing.
- The worker should call Flourish as soon as possible with any safeguarding concerns, incidents to report or if they have felt unsafe at any point during their work.
- Home visits should only occur if approved by the supervisor and meetings should take place in a confidential but not private space, such as the lounge or kitchen. Sessions should not take place in a bedroom. There must be a parent/carers or another adult present in the home for the entire duration of the visit.
- Activities should not take place in the worker's own home.

- A supervisor or manager should be made aware and be available to contact during periods of time that a worker is working alone.
- In the case of home, or outside of school visits, a supervisor should be contacted when the period of working alone has finished and the worker has left safely.
- Emergency procedures should be discussed and planned including what will happen if the lone worker fails to phone in / make contact.
- If a lone worker considers him/her self to be in imminent danger, then reasonable restraint of a potential assailant or self-defence or withdrawal to a place of safety, should not be the subject of criticism or disciplinary action.
- The lone worker should carry a charged mobile phone, with the Flourish Safeguarding Officer's number on it.

APPENDIX 9- FLOURISH PARTNERSHIP AGREEMENT

PARTNERSHIP AGREEMENT FOR THE PROVISION OF SERVICES

Parties to the Agreement:

Provider :

You Can Flourish
2 Radford Road
Leamington Spa
Warwickshire
CV31 1LX

Commissioning organisations:

Date of Agreement:

1. Statement of Principles / Purpose

You Can Flourish (Flourish) aims to support girls aged 11-18 to overcome the issues and pressures affecting their mental and emotional wellbeing and to be released into their fullest potential.

We provide creative and innovative services including 1:1 mentoring and groups, to schools and community settings to come alongside girls, improving self-esteem, building emotional resilience and strengthening mental wellbeing.

2. Service - Responsibilities of Provider (Flourish)

- a. to follow safeguarding procedures/regulations to ensure the welfare of students who attend the provision
- b. to ensure a safe working environment, that is fully risk assessed
- c. to record and report attendance figures as requested
- d. to attend review meetings or give feedback as requested
- e. to safely recruit, train, supervise and DBS check all Flourish staff and volunteers
- f. to assess referrals to ensure young people are provided with the most appropriate support
- g. to inform the Commissioning Organisation about Flourish services and support available
- h. to provide a summary report at the end of each service provided.

3. Throughout the continuance of this Partnership Agreement, the Commissioning Organisation's responsibilities shall include:

- a. to negotiate and agree the Partnership Agreement
- b. to ensure fully completed referral forms and key information for all selected students is sent to Flourish prior to commencement of the service
- c. to provide an appropriate space in which Flourish can conduct the agreed services, ensuring sufficient space and facilities (i.e. desk/table and chairs), and confidentiality
- d. (in the case of groups services) to agree dates for sessions at least by the end of the preceding term
- e. to ensure that young people are fully informed and instructed to attend arranged sessions
- f. to inform Flourish in advance, where possible, of any known absence of young people that means they cannot attend pre-arranged sessions; and to follow up and inform Flourish afterwards about any absence that there was no prior knowledge of
- g. to inform young people that services may be withdrawn following three missed sessions
- h. to provide a safe working environment, that is fully risk assessed
- i. to provide funding as documented in the Partnership Agreement

4. Duration and Review

This Partnership Agreement will commence on the Date of the Agreement and will continue until the service Flourish provides has been completed. In accordance with clause 12. The Partnership Agreement will be reviewed and updated annually by both parties.

5. Status

This Partnership Agreement represents a partnership in action rather than a legally binding contract.

6. Cost

Where possible, Flourish works to part subsidise the cost of its services by seeking funding from a variety of local and national donors, grant-awarding bodies and other organisations. Flourish will meet with the Commissioning Organisation to discuss what bursaries are

available based on funding to subsidise the cost of our services.

Where the Commissioning Organisation has a bespoke funding arrangement in place, the Commissioning Organisation agrees to make referrals for services directly to Flourish, rather than advising parents or carers to refer their young people directly.

7. Payment

The total payment for service provision is invoiced to the Commissioning Organisation. In the case of groups, this invoice will be sent as soon as the service is booked and payment must be made before the service commences.

In the case of other services, payment must be made within 30 days of the invoice being sent, ideally by BACS transfer. If payment is not made within the agreed timeframe Flourish reserves the right to apply a 10% late payment fee and Flourish services may be paused.

Please note that if a young person wishes to stop attending a service provision part way through, or is unable to continue (for example, due to moving school), then Flourish is unable to issue a refund for remaining sessions or in the case of a group course, is unable to allocate that place to a different young person if the course is already underway.

If a young person is referred for a service and arrangements are made for them to begin but they no longer wish to attend or circumstances change, Flourish may consider transferring credit from this invoice to an alternative service, subject to an administration fee being deducted.

8. Designated Link Person

The Commissioning Organisation to provide the name and contact details of a designated link person who will:

- a. respond to enquiries about referrals within 72 hours
- b. liaise with Flourish to establish the best time for Flourish services to be delivered
- c. ensure any necessary consent forms are completed and returned
- d. (in the case of groups) attend a briefing session with the Flourish Group Lead to discuss go through the course participant forms (referrals)
- e. ensure an appropriate space is identified and booked ahead of time
- f. liaise with young people and parent/carer to fully explain the service and set expectations prior to service commencement
- g. inform Flourish of any known events (e.g. exams) and absences that would prevent services being attended
- h. make clear arrangements for young people to be collected and reminded in the event they forget to attend the arranged sessions
- i. provide the name and contact details of the Safeguarding Lead, who must be responsive to any safeguarding concerns that Flourish raise
- j. inform Flourish of any updates or changes that need to be made to the referral form after the initial form has been submitted and/or after the service has commenced
- k. (in the case of groups) attend a debrief session after the service has concluded to

receive outcomes and feedback from the group and any handover required for further support.

This named and designated link person will act as liaison in respect of this Partnership Agreement. Flourish will also provide a named point of contact.

9. Quality

Flourish shall ensure that the quality of service meets the requirements of this Partnership Agreement and that the service will be provided using all reasonable skill and care.

10. Inspection and Monitoring

Flourish will cooperate with the Commissioning Organisation's procedures for inspection and monitoring of quality in whatever way is reasonably requested.

11. Disputes and Arbitration

In the event of a dispute between the parties concerning the Partnership Agreement, each party will use their best endeavours to reach a negotiated solution.

12. Assignments and Subcontracting

Flourish will not assign or transfer the whole or any part of this Partnership Agreement or subcontract any part of the service to which this Partnership Agreement relates.

13. Termination

Either party shall be able to terminate this Partnership Agreement by giving not less than 1 month's notice.

Commissioning Organisation:

Name in capital:

Signature:

Provider: You Can Flourish

Name in capital: Char Bevan - DIRECTOR

Signature:

A handwritten signature in black ink that reads "C Bevan". The "C" is large and loops around the start of the name.

APPENDIX 10- FLOURISH ANTI-BULLYING POLICY

FLOURISH ANTI-BULLYING POLICY

Definition of bullying

The Anti-Bullying Alliance defines bullying as:

The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face to face or online.

Objectives of this policy

- All young people, workers, parents and carers should be aware of the anti-bullying policy within the organisation and what they should do if bullying arises.
- All workers should have an understanding of what bullying is, be aware of possible signs if it is happening and follow the policy when it is reported.
- Young people and parents/carers should be assured that they will be supported when bullying is reported.

Prevention

Strategies can be adopted to prevent bullying. As and when appropriate, these may include:

- Writing a set of group rules
- Signing a behaviour contract
- Having discussions about bullying and why it matters

Procedures

- Report the bullying incident to leaders or to school.
- Ensure that details are carefully checked before action is taken.
- In all cases of bullying, the incidents should be recorded by the worker.
- Consideration should be given to informing the parents/carers of the bully, but

this should only be done if workers are satisfied there is no bullying/abuse going on at home that might exacerbate the situation.

- If it is thought that an offence has been committed, consideration should be given to contacting the police.
- The bullying behaviour or threats of bullying must be investigated and stopped quickly.
- Help should be offered to help the bully address his/her behaviour.

Outcomes

- The worker/s involved in dealing with the incident should issue a warning to the young person concerned.
- An apology should be given by the child who has bullied another.
- If possible, those involved will be reconciled.
- After the incident has been investigated and dealt with, the situation should be monitored to ensure repeated bullying does not take place.
- After the incident(s) have been investigated parents/carers should be informed of the action taken.
- All incidents must be recorded in the log book.

Useful sources:

Helpline services : HSE InfoLine - 0845 345 0055; BullyingUK: 0808 800 2222

Websites: [Anti-Bullying Alliance](#) & [Bullying Intervention Group](#)

Cyberbullying

These days bullying doesn't just happen in the playground. Cyberbullying – or bullying via digital technologies like mobile phones and computers – is a different threat to young people. It can be harder to spot and more difficult to stop than 'traditional' bullying, but understanding the dangers can help keep children safe.

What's different about Cyberbullying?

Cyberbullying is different to other forms of bullying because:

- it can occur anytime, anywhere – the victim can even receive bullying messages or materials at home
- the audience to the bullying can be large and reached very quickly and easily if

messages are passed around or things are posted online

- it can be unintentional – people may not think about the consequences of sending messages or images

Characteristics of Cyber Bullying

- Anonymous – cyber abusers can use the internet using pseudonyms
- Accessibility - cyber bully's can approach their victims at any time
- Loss of inhibition – the anonymity of the internet can encourage cyber bullies to commit acts which they might otherwise do in person.

Ways of Cyberbullying

The most common ways of cyberbullying are through:

- Video chat apps, chat rooms, blogs and forums – although many of these are moderated, people involved in discussions can be sent abusive responses.
- Text messaging – abusive and threatening texts can be sent to mobile phones.
- Abusive or prank phone calls – these can be made to a child's mobile phone.
- Picture and video clip messaging – offensive images can be sent to mobile phones.
- Email – new addresses can be set up in minutes and used to send offensive messages and images.
- Social networking and messaging apps (like Snapchat, Facebook, Instagram, WhatsApp) – offensive or humiliating messages and images can be posted on these sites.
- Identity theft – in many cyber environments fake profiles can be set up pretending to be someone else with the aim of bullying others.
- Instant message services – quicker than email, these allow users to have 'real time' conversations, and offensive messages or content can be sent in this way.
- Webcams – usually used to view each other when chatting online, children can also be sent abusive images or encouraged to act in an inappropriate way while being filmed.
- Video based apps (Such as TikTok)– children may find themselves the subject of films being shown or be accidentally exposed to pornographic images.
- Gaming sites, consoles and virtual worlds – chatting is possible within many games, and name-calling, abusive remarks and picking on particular players can occur.

Protecting children from Cyberbullying

As with other types of bullying it's important for you to listen to children and react with sympathy. You should let children know that bullying is always wrong and that seeking help is the right thing to do.

It's important for them to learn to respect and look after their friends online and to think before they post or text. To help keep children safe you can:

- Encourage them to talk to you or another adult about anything that's upsetting them.
- Watch out for them seeming upset after using the internet or their mobile phone.
- Try to understand the ways in which they are using their digital technologies.
- Ask them to think about how their actions affect other users.
- Suggest that they only use moderated chat rooms.
- Encourage them to show you any abusive or offensive emails or messages they've received and keep a record of them.
- Help them report any abuse to their internet service provider, the website manager/moderator, the mobile phone company or the police.
- Tell them never to respond to any abusive messages or calls – this is frequently what the abuser wants.
- Discuss keeping their passwords safe and avoiding giving their name, email address or mobile phone number to people outside their circle of friends and family.
- Change email address or telephone number if the abuse continues.
- Turn on in-built internet safety features and install computer software to ensure that you only receive emails from people you have chosen and to block unwanted images.
- Tell them about places where they can go for help and support like ChildLine, CEOP's ThinkuKnow and Childnet International, Bullying UK.

APPENDIX 11- FLOURISH DATA PROTECTION AND CONFIDENTIALITY POLICY

FLOURISH DATA PROTECTION AND CONFIDENTIALITY POLICY

Flourish is committed to providing a safe environment for young people and volunteers. Flourish recognises that trust is essential for good youth work and is the foundation for all relationships within Flourish.

Maintaining confidences is an integral part of building trust between young people, volunteers and the organisation and will be respected at all times, apart from where it conflicts with reporting safeguarding concerns.

In addition, the Data Protection Act places an obligation on all organisations to implement 8 guiding principles when obtaining, handling and storing personal information. They must make sure the information is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure
- Not transferred outside the UK without adequate protection

Service Users

- Flourish is committed to ensuring that service users are able to share information with Flourish staff and volunteers in a confidential manner.
- Service users can expect that any information they give to a staff member or volunteer is treated as sensitive and confidential and will not be shared UNLESS:
 - a) The staff member or volunteer believes that a young person, or another young person, is in danger or is being harmed. In this case the service user will be told that the information must be shared with the appropriate

agencies.

- b) A service user discloses that they are involved, or plan to become involved in acts of terrorism.
- Service users can expect that the information they provide will:
 - a) Be kept in a secure, confidential manner and only used for the purpose provided (i.e. for use within the service they are referred to and to safeguard the health and wellbeing of the young person) and kept up to date.
 - b) Not be sold.
 - c) Not be shown to other organisations without prior consent.
 - a) Safely and securely destroyed when it is no longer to be held by Flourish (after 6 years).

Staff and Volunteers

- All staff and volunteers at Flourish are expected to uphold the organisation's commitment to confidentiality. This means that staff and volunteers are expected to:
 - a) Keep records, files and documents stored in a safe and secure manner and kept up to date.
 - Mentors will keep session records in a locked or password protected place (if electronic) and hand these into Flourish after they have finished working with young people.
 - Flourish will keep all records in a locked filing cabinet or password protected if electronic. These files will only be accessible by relevant staff/volunteers.
 - b) Not discuss any information given by a young person in confidence, unless they have a child protection concern or the young person gives their permission.
 - Any information given by a young person and recorded in writing or by electronic means will be done so using initials only to protect individuals wherever possible.
 - c) Tell a young person when information cannot be kept confidential (i.e. a safeguarding concern).
 - d) Encourage a young person to talk to other people (e.g. parents or carers) or professionals where they feel it would be in the young person's interest.
- Staff and volunteers can expect that the organisation will:

- a) Provide them with a suitable means for storing confidential documents.
- b) Ensure that their own information (e.g. medical or emergency contact information) is stored securely, is kept confidential and only seen by colleagues in relation to their role.
- b) Safely destroy personal information when the staff member or volunteer ceases to work for the organisation.
- c) Take disciplinary action where the Confidentiality Policy is not upheld (unless due to safeguarding concerns or a court order has been issued).

Requesting Information

The Data Protection Act gives people the right to find out what information the government and other organisations stores about them, including charitable groups such as Flourish. Every organisation is legally required to provide service users with a copy of the information they hold about them if the service user requests it.

There are some situations when organisations can withhold information, e.g. if the information is about:

- The prevention, detection or investigation of a crime.
- National security or the armed forces.
- In the assessment or collection of tax.
- Judicial or ministerial appointments.

An organisation doesn't have to say why they are withholding information.

If Flourish is not sure about the safety of releasing or withholding information requested, we will contact CCPAS (Churches Child Protection Advisory Service) of which we are members for advice.

Consent

Flourish will:

- Ensure all service users, volunteers, staff and supporters have access to a privacy notice stating what data is held about them and how it is used. They will also be informed how they can help keep their data up to date, that they have the right "to be forgotten", how they can request to see what information is held and how they can complain if there is an issue.

- Request separate consent for the collection of data or processing and handling of data that goes beyond what is necessary for a service or role. E.g. Consent for photos or for marketing communications.
- Ensure that for all those under the age of 16; consent is given by parents/carers.

APPENDIX 12- FLOURISH SERVICES PRIVACY NOTICE

FLOURISH SERVICES PRIVACY NOTICE

- ★ **You have a right to share your thoughts, feelings and opinions, and ask for advice in privacy as well as share your personal data with us. We (You Can Flourish) will keep your information confidential and private.**

WHAT THIS MEANS:

- ★ We will not share your personal details or anything you tell us with other people or agencies unless you have given us the permission to do so.
- ★ We will however, share information if you or someone else is in immediate danger or harm, this is important to keep you and others safe.
- ★ We will ask you or your parents/carers permission to share information with some people so that we can give you the best support possible. This may be parents/carers, social services, health service, school (usually only others who are already working with you.) Of course, we would not just share everything, only what is necessary to support you.

HOW WE USE YOUR INFORMATION:

In order for us (You Can Flourish) to provide this service to you, it is necessary for us to collect and hold some personal information (data) about you. In doing this we work within our Safeguarding Policy and the Data Protection Act (1998).

This data may include:

- Name, age and ethnicity and sometimes parent/carer contact details. This information helps us identify you. It also helps us provide the most appropriate service and make contact with parents/carers about the service or if in case of emergency.
- Dietary, medical or educational needs. This is to ensure we keep you safe from harm during sessions and that we can tailor the programme around any needs you may have.

- Issues, challenges or situations you may be facing. This is so we can address some of these during the programme, it also helps us to be sensitive to those issues.
- Your thoughts, opinions and feelings may be noted, also any incidents that may arise during the programme. This is so we can tailor the programme around needs and interests and support you in the best possible way.
- Anyone else you might be working with, e.g. a GP or social worker. This is so we know what other support you are getting and we can adapt the mentoring to fit or contact them (with your permission) if helpful to support you.
- Incidents that have happened whilst we have been working with you and notes about contact we have made with you or your parent/carer, e.g. phone conversations, texts or email.

We will:

- Only collect the data that is necessary to deliver you this service.
- Store this information in computer systems and in paper records.
- Keep your data secure, protecting it from loss, damage or unauthorised access. (We keep it locked away, or password protected if it is on a computer.)
- Endeavour to keep this data up to date and accurate, but this requires you to give us accurate information and let us know of any changes.
- Only retain your data for as long as is necessary to provide you with the service and for 6 years afterwards.
- Provide statistical data to some relevant organisations, but this will not include any data which would enable you to be identified as an individual.

We will not:

- share your information with other organisations without your permission unless we are required to safeguard and protect you or someone else from harm.

You can see the information we hold about you by making a request to access it by emailing hello@youcanflourish.co.uk. You also have the right to request that information about you is removed.

APPENDIX 13- DIGITAL ENVIRONMENTS AND SOCIAL MEDIA

Digital Environment and Social Media Guidelines:

Purpose: Flourish uses social media to promote our services with young people, supporters, schools and community partners. This is an effective method of engaging, encouraging and promoting the work of Flourish. Flourish does not provide direct support or advice through any social media platform.

Boundaries: All Flourish social media use is governed by the following boundaries:

- All communication between Flourish and young people, parents or supporters occurs only via the Flourish accounts. No communication will ever occur between the private account of an adult and a young person. Volunteers and staff do not follow, like or view social media accounts of young people.
- All communication must be visible to at least two adults and regularly monitored by the DSL.
- All adults with access to the Flourish social media accounts have been safely recruited via our Safer Recruitment Guidance in Flourish's Safeguarding Policy. This includes an enhanced DBS check.
- All adults with access to the Flourish social media accounts have completed safeguarding training in compliance with our Safeguarding Policy. This includes an online safety training certificate from NSPCC.
- All communication is purposeful, i.e. serves a purpose for our work with young people and supporters and is in their best interests.
- All communication between Flourish and young people occurs with the consent of a parent or guardian.
- No photographs or videos of young people under 18 are shared without parent/carer consent.
- Any communication or direct messages that Flourish receives that suggest someone is at risk of harm will be reported to the Flourish DSL and Flourish's safeguarding procedures followed. Communication may be passed on to the relevant safeguarding teams or The Front Door (Warwickshire Safeguarding).
- Flourish will delete any messages that may include the following: comments about harming, abuse, bullying, racist language, sexist language, homophobic language or any discriminatory remarks.
- The Flourish Hub on the Flourish website is password protected and does not provide a route for communication between young people and Flourish. It is a passive platform for downloading resources only.

Social Media Platforms: Flourish currently uses the social media platforms below to engage with young people. This list will be updated regularly.

- **Instagram:** youcanflourish_
- **Facebook:** You Can Flourish

Flourish does not monitor social media platforms outside of the office hours - Monday to Friday 9am-4.30pm.

Flourish's social media and communication adhere to the following principles:

- **Safety** – The safety of children, young people and vulnerable adults must be maintained. Any concerns are reported to Flourish's DSL.
- **Respect** – Flourish does not post or share content that is inflammatory, hateful, abusive, threatening or otherwise disrespectful towards any group.
- **Kindness** – All communication is kind and respectful towards the recipient.
- **Honesty** – Flourish does not mislead people about who we are.
- **Responsibility** – Flourish takes accountability for all posts or information shared to the public.
- **Credit others** – Flourish acknowledges the work of others when reposting images that are appropriate and align with Flourish's values. Copyright laws are adhered to and no confidential or sensitive information is released.

Age Restrictions: Flourish complies with the age restrictions of each platform and will not connect with young people who do not meet that age. Young people under the age of 13 will only be contacted via their parents.

- **Instagram:** 13+
- **Facebook:** 13+

Privacy Policy: All data processed by Flourish is done so in compliance with our Privacy Policy.

Contact: If you would like to discuss this further, please contact Flourish's DSLs:

Designated Safeguarding Lead (DSL) name: Jenny Dean, 07732 825 721,
jenny@youcanflourish.co.uk

Deputy Designated Safeguarding Lead name: Charlotte Bevan,
charlotte@youcanflourish.co.uk 07763 719879

Deputy Designated Safeguarding Lead name: Helen Laycock,
helenlaycock@youcanflourish.co.uk, 07725095935

Deputy Designated Safeguarding Lead name: Ruth Smith,
ruth@youcanflourish.co.uk, 07724552119

APPENDIX 14 FLOURISH FEEDBACK AND COMPLAINTS PROCEDURE

FEEDBACK AND COMPLAINTS

You will be given opportunity to give feedback to Flourish as we finish working with you. You can also give feedback at other times by email, phone or face to face.

WHO CAN MAKE A COMPLAINT?

- If you currently use Flourish services, or have done so in the past
- If you give your consent for someone else to make a complaint for you
- If you are under 16 you still have the same rights to complain as everyone else.

WHEN CAN I MAKE A COMPLAINT?

You can make a complaint as soon as something happens that you're not happy about. If you don't make a complaint straight away, you can still complain:

- Up to 12 months after it happened.
- Up to 12 months after you became aware of the problem.

HOW WILL COMPLAINTS BE HANDLED?

- They will be thoroughly investigated and dealt with quickly.
- All complaints will receive a positive and full response, however they are made.
- If Flourish has made a mistake we will apologise, explain what went wrong and put things right quickly and effectively.
- If you are unhappy with Flourish's response, we will give you details of how you can get your complaint independently reviewed.
- Flourish will create improvement action plans to stop things from going wrong again.

CONFIDENTIALITY:

Your right to confidentiality is of the highest importance to us.

- You have the same rights to confidentiality during the complaints process as normal, even if you're under 16

- Complaints will be kept totally separate from client records, so you will not be treated any differently
- If you want someone else to make a complaint for you, we will need to make 100% certain that the person has your consent to make the complaint on your behalf, so we would need to talk to you, in the first instance.

WAYS YOU CAN GIVE FEEDBACK OR MAKE A COMPLAINT:

- Speak to the Flourish staff member or volunteer you have been working with.
- Contact the Flourish Office on 07732825721 or email hello@youcanflourish.co.

FLOURISH COMPLAINTS PROCEDURES

| | Action Required |
|---|---|
| In some instances, issues can be resolved without the need to go through a formal complaint's procedure. In such instances, listen to the young person/staff member and if you are able to resolve the issue, confirm this and what is to be done and inform the Director in writing. If a complaint is about a particular mentor, the young person should be given access to a different mentor instead. | Inform Director in writing immediately: - Date of complaint - Issue of complaint - Resolution agreed |
| In other instances, where the issues cannot be easily resolved and the young person/staff member has a complaint relating to any aspect of the service, this should be raised initially with the staff member who informs and involves the Director in the resolution. | Inform and involve the Director immediately. |
| Complaints can be raised either verbally or in writing. Where possible, complaints should be considered as part of the ongoing staff supervision, held at regular intervals. | Issues raised at supervision. |
| It is our intention to consider all complaints as soon as possible, and where appropriate a meeting/dialogue will enable the young person/staff member to give full details, which will be recorded and kept with the appropriate notes. | Phone call or meeting within 5-7 days by Director. |
| The staff member should write up on the young person's case notes, any complaints raised and the action taken. These notes are kept with the referral form and stored securely in a confidential manner. | Staff member write up on young person's case notes, store securely with referral notes. |

| | |
|---|---|
| We will endeavour to give a decision on all complaints within 2 days of the meeting/dialogue; e.g. assign a new mentor, change place/content of sessions etc. At the Director's discretion, an adjustment to the charges may be made to protect the goodwill of the school/agency. | Decision and action for change within 2 days of meeting or phone call. |
| The young person/staff member should voice any objections to the decision made within the context of the review meeting/dialogue. If resolution cannot be agreed, the service for that young person can be postponed/cancelled. | Director to confirm in writing to school/parent or referring agency that the service for the young person postponed or cancelled within 5-7 days. |
| <p>If a staff member has a complaint they feel has not been resolved satisfactorily with the Director during supervision, an appeal should be given in writing to a trustee within 10 days.</p> <p>The Director should look to the support of Trustees for 3rd party mediation and advice.</p> | Staff member's complaint in writing to trustee within 10 days of being raised in supervision. |
| Where the complaint is about abuse or neglect by a member of staff, this must be dealt with through the procedure dealing with abuse, within the Flourish Safeguarding Policy. | |