



In Safe Hands: Safeguarding Children and Young People: Policy and Procedures

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Author/Responsible Person	Michelle Wright
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Checked for rebranding	This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch West Northamptonshire (HWW) and Healthwatch Rutland (HWR).
Signed off by CEO	Michelle Wright -13/02/2024
	Kate Holt -15/02/2024
Checked By	Susan Hills - 02/03/2024
Amendments made	Amendments made by Michelle Wright removing reference to Healthwatch North Northamptonshire.18/03/2025

1. Scope

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

Connected Together Community Interest Company (CTCIC) safeguarding policy means that there are robust procedures in place to ensure the needs of any children and young people, and those 'in transition' to adult services are addressed as they move into adulthood. It is compulsory for all board members, staff and volunteers to follow it when engaged in activities on behalf of or representing CTCIC and/or Healthwatch West Northamptonshire (HWW) and Healthwatch Rutland (HWR), Carers' Voice or any other contract held by CTCIC.

CTCIC recognises that the degree to which staff and volunteers interact with children and young people will vary according to the nature of their work but even those not directly working with a child or young person might have access to sensitive information or come across concerns.

Those who work directly with a child or young person are subject to stringent selection and management procedures and will also be required to undergo an Enhanced Disclosure and Barring Service (DBS) Check. The cost of this check will be met by Connected Together CIC.

Those who might occasionally be asked to engage with a child or young person on behalf of CTCIC will be expected to have a thorough knowledge of and adhere to the Code of Behaviour (See Appendix 1).

When CTCIC and local Healthwatch etc. work through third parties we will ensure that lead agency participants in such activities are informed by the member of staff responsible about our safeguarding policy and that the

key points are highlighted, including the requirement that none of our staff or volunteers should ever be left alone with a child and that they have contact details for those at CTCIC (Healthwatch) with responsibility for safeguarding a child or young person.

2. Policy Statement

Connected Together CIC values children and young people and recognises their vulnerability and their rights without exception to protection from abuse. Our staff, board members and volunteers will place paramount importance on promoting the welfare of children at risk and recognise their public and professional responsibility to protect them from any form of abuse. We guide those staff and volunteers who work with a child or young person so that they show respect for their welfare in all that they do, and in doing so, we also protect the welfare of our staff and volunteers and the reputation of both Connected Together CIC, local Healthwatch and the delivery of other contracts.

A child or young person should be given information, advice and support in a form which they can understand and have their views included in decisions affecting them.

2.1 Connected Together CIC and all its contracts e.g., HWW and HWR will endeavour to safeguard a child or young person by:

- Bringing this policy to the attention of all new and existing staff and volunteers regardless of whether or not they hold or are applying for roles that are identified as having regular contact with a child or young person, for example through an annual staff briefing
- Making sure that our staff and volunteers who work regularly with a child or young person are carefully selected, and all references will be robustly scrutinised along with the necessary DBS checks. They will have

clear role descriptions, undergo adequate training for their role and receive supervision by their line manager

- Provide clear internal procedures for identifying and dealing with concerns about possible abuse, and identify these as being of the highest priority
- Ensure the effective implementation of CTCIC procedures by advising parents, carers, children, staff and volunteers of these including details of how to report any concerns
- Expecting staff and volunteers who have contact with a child or young person to abide by a clear Code of Behaviour (see Appendix 1) and to report any breaches of the Code by colleagues
- Working collaboratively with parents, carers, and children, wherever possible when concerns are raised. However, the safety of a child or young person will always be of paramount importance. There may be times when it is necessary to seek advice and guidance from local and national statutory agencies before informing parents, carers, and children of actions and concerns
- Any concern for the welfare of a child must be discussed with the line manager/CEO without delay and further action taken as necessary
- Reviewing our policy and practice every 3 years
- Ensuring the presence of Safeguarding Officers, whose role takes primary responsibility for the protection of Children and Young People
- Having this policy available online, making it accessible to read
- Safeguarding at events see Appendix 3 for more guidance

2.2. The Legal and Procedural Framework for Safeguarding Children

All the following provide the legal and procedural framework for safeguarding a child or young person:

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

3. Responsibilities

3.1 Connected Together Community Interest Company (CIC) Board

The CTCIC Board has overall responsibility for this policy and mandates the CEO to take executive responsibility for taking forward and implementing this policy as the nominated safeguarding lead.

3.2 Nominated safeguarding lead

The nominated safeguarding lead/CEO will:

- Ensure staff awareness of safeguarding issues for children and young people
- Report complaints to the social care authorities as appropriate
- Ensure that accurate records of any incident, disclosure or complaint in relation to safeguarding are maintained

- Ensure that the safeguarding policy is reviewed and kept up to date and that policy monitoring procedures are implemented

3.3 Line Managers

Line managers will:

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

3.4 Employees and volunteers

It is possible that anyone working or volunteering on behalf of CTCIC and local Healthwatch may come into contact with a child or young person who makes a disclosure of abuse or share information that has raised concerns about abuse. It is therefore important that all staff, and where appropriate, volunteers are made aware of key issues outlined in the policy and carry out a duty to report any infringements of the policy or code as well as any disclosure or suspicion of abuse. See Appendix 2 for the procedure for protecting a child or young person from significant harm including dealing with discovery and disclosure of abuse.

3.5 Monitoring and Review of the Safeguarding of a child or young person Policy and Procedures.

Connected Together CIC is committed to monitoring the effectiveness of the safeguarding policy and procedures to ensure that they achieve their objectives.

The monitoring will take two lines of approach: internal and external review.

Each objective of the policy is reviewed regularly, and we will:

3.6 Ensure that staff and volunteers are carefully selected, trained and supervised and have clear roles:

All staff and volunteers will be informed of their safeguarding responsibilities including the extent of their involvement with a child or young person. New staff will be informed during their induction. A record of safeguarding training will be kept by the Office Manager/delegated person.

3.7 Expect staff and volunteers who have contact with a child or young person to abide by a clear Code of Behaviour and to report any breaches of the Code by colleagues:

- All relevant staff and volunteers are provided with a copy of the Code and sign to testify that they have one in their possession
- Familiarity with the Code by staff and volunteers fulfilling regulated positions is checked during their induction period and regularly at annual appraisal or during refresher training/supervision sessions
- Line managers should work to consolidate a culture where the welfare of children is treated as paramount
- Anyone who observes a breach of the Code of Behaviour will bring this to the attention of the CEO/Safeguarding Lead. In certain circumstances, the CEO/Safeguarding Lead may decide that the individual breaching the Code requires further guidance or clarification over appropriate/inappropriate behaviour, followed by observation to ensure that the behaviour has improved. If no

improvement is seen, or the breach seems of a serious nature, the person will be reported to the CEO or Chair of CTCIC. Action appropriate to the severity of the infringement will be taken; for example, the person responsible undergoes a training session and is closely supervised for a defined period; serious infringements will cause the relevant disciplinary procedure to be invoked

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

- Information about the safeguarding policy is provided to all staff and volunteers working in regulated positions
- The policy is downloadable from the website
- Parents, a child or young person and carers are sent guidance notes about the safeguarding policy in relation to specific activities. The full policy is available to them on request
- Review our policy and practice at regular intervals:
- This policy will be reviewed on a three-yearly basis to ensure it is up-to-date and complies with regulations and good practice
- Moderation of social networking media such as Facebook and Twitter etc. will be monitored regularly to ensure that current procedures are working satisfactorily
- The CEO will review incidents to check that these have been dealt with appropriately and to flag the need for improvements where relevant so that prompt action can be taken. Constructive feedback is given where procedures are not followed accurately
- Information is monitored, e.g., how many staff or volunteers were rejected at the screening stage etc. Implications for future procedures are clarified

4. Incident Reporting

CTCIC records all incidents as per the document in Appendix 4



Internal Associated Documents

- Equality and Diversity Policy-020/QD40
- Safeguarding Vulnerable Adults-043/QD63
- Health and Safety Policy-027/QD47
- Whistleblowing Policy-053/QD71
- ICT Acceptable Use Policy-028/QD48
- Volunteers Handbook-051/QD70
- Confidentiality Policy-005/QD25
- Recruitment and Selection Policy-040/QD60

Appendix 1

Code of Behaviour for Connected Together CIC/local Healthwatch Staff and Volunteers

1. Introduction

Every member of staff and volunteer who works with a child or young person needs to be aware of their role and responsibilities and have clear guidelines under which to operate. One way of achieving this is to have a Code of Behaviour, which clarifies what is acceptable and what is not acceptable. All staff and volunteers who work with a child or young person whether on a regular unsupervised or occasionally supervised basis will be required to sign a copy of the Code of Behaviour to confirm that they have received it and understand their responsibilities under it.

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

2. Principles underpinning the CTCIC/Healthwatch Code of Behaviour

- Everyone is treated with respect
- The best interests of the child or young person are paramount over any other concern
- Our environment must be such that a child or young person feels safe and valued
- Adults should be sensitive to child protection issues in all that they say and do
- All staff and volunteers should protect CTCIC/Healthwatch's reputation by following these procedures at all times
- The Code of Behaviour guidelines below should be followed at all times

3. Breaches to the Code of Behaviour

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

4. CODE OF BEHAVIOUR

No member of staff or volunteer will physically, sexually or emotionally abuse or neglect a child or young person and the following guidelines should be followed at all times. This covers where relevant online/social media activities, (See appendix 5)

Do:

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

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

Do not:

- Contact a child or young person outside the project or activity or swap correspondence or personal contact details
- Permit abusive youth peer activities like initiation ceremonies or bullying
- Allow or engage in inappropriate language, suggestive remarks, gestures or touching of a kind that could be misunderstood
- Do things of a personal nature that a child or young person can do for themselves (e.g. dressing)
- Allow yourself to be drawn into inappropriate attention-seeking behaviour such as tantrums or crushes
- Exaggerate or trivialise a child or young person's issues
- Deter a child or young person from making allegations through fear of not being believed
- Allow yourself to be left alone with a child or young person at any time
- Take pictures of a child or young person in a state of undress particularly in their bedroom or in the swimming pool

ALWAYS immediately share concerns on any of these matters with your line manager/Safeguarding Lead, or if not contactable, social services.

Appendix 2

Procedure for protecting a child or young person from significant harm including dealing with discovery and disclosure of abuse

1. Definitions

1.1 Significant harm

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

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

1.2 Abuse

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

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

- Physical abuse
- Neglect

- Sexual abuse
- Emotional abuse

1.3 Disclosure

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

2. Responsibilities of CTCIC, local Healthwatch, Staff and Volunteers

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

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

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

3. Dealing with a disclosure

Where a child or young person discloses to a member of staff or volunteer, the following important points should be remembered:

Do not:

- 4.** Interrogate – accept the child or young person’s disclosure calmly, do not interrupt and listen

5. Make false promises – at the outset, clarify that the information provided by the child or young person can not be kept secret and must be passed onto an appropriate person
6. Allow yourself to be left alone with a child – even if a child requests privacy in order to disclose something, there should always be two adults visible at all times
7. Be judgemental or jump to conclusions

Do:

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

14.1 Emergency situations

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

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

14.2 Dealing with a reported disclosure

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

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

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

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

14.3 Recording a disclosure

A full written record of what was said, heard and/or seen should be made right away.

The actual words spoken by a third party or a child or young person should be used as much as possible, rather than an interpretation of what was said. Specific facts relating to named people, dates, places etc. should be recorded accurately.

The completed form is then emailed back to the relevant authority. (NB: This will be updated when new unitary authorities are live, and we have the correct links).

15. Online Safety

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

- Providing clear and specific directions to staff and volunteers on how to behave online through our online code of behaviour for staff and volunteers (see Appendix 3)
- Supporting and encouraging the young people using our service to use the internet (video conferencing), social media and mobile phones in a way that keeps them safe and shows respect for others
- Supporting and encouraging parents and carers to do what they can to keep their children safe online
- Developing an online safety agreement for use with young people and their parents/carers
- Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour
- Reviewing and updating the security of our information systems regularly
- Ensure that meetings are highly secured, and password-protected meetings
- Ensuring that usernames, logins, email accounts and passwords are used effectively and regularly changed/updated to maintain security

- Ensuring personal information about the children who are involved in our organisation is held securely and shared only as appropriate/needed with consent
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation
- Using Heja, email and work mobiles when communicating with young people

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

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



Appendix 3

Safeguarding a child or young person at Connected Together CIC/Healthwatch Events

1. Introduction

Connected Together CIC (CTCIC) has a duty of care to fulfil for any staff member, volunteer, participant or member of the public taking part in a CTCIC/Healthwatch or third-party event. These guidelines outline what steps should be taken to ensure that this duty of care is fulfilled.

2. What is a CTCIC/Healthwatch Event?

For the purposes of these guidelines, a CTCIC/Healthwatch event is one where the logistics, or any services procured to deliver them are funded or accepted as services in kind by CTCIC/Healthwatch. A CTCIC/Healthwatch event would not happen were it not organised by staff at the Company or volunteers on the company's behalf.

3. What is a Third-Party Event?

A third-party event, for the purposes of these guidelines, is an event where the logistics, or any services procured to deliver them are funded or accepted as services in kind by another organisation. For example, the London Marathon Ltd delivers the logistics for the London Marathon event and this event would still take place were CTCIC to discontinue its involvement.

4. Assessing and Managing Risk at a CTCIC Event

No:	Action	✓
4.1	Permissions: Local landowners, managers and authorities should be consulted and permissions sought where necessary. This should take place as part of the planning process for the event.	
4.2	Emergency Services: The emergency services in the local area should be informed that the event is taking place, depending on the size and nature of the event.	
4.3	Facilities on site: Ensure that appropriate facilities are in place for staff, volunteers, participants and members of the public e.g. toilet, purchase or be provided with food and access to first aid treatment.	



4.4	<p>Risk Assessment: A full risk assessment should be undertaken for a CTCIC/Healthwatch event. It should cover any activities happening during the event involving staff, volunteers, participants or members of the public.</p>	
4.5	<p>Hospitality should be assessed. The purpose of a risk assessment is to identify risks and implement reasonable precautions to prevent injury.</p>	
4.6	<p>Insurances: Ensure that CTCIC has the appropriate level of employers and public liability insurance for the activities to be undertaken, and any other insurance deemed necessary. This should be confirmed with the Company’s insurers, who can be contacted via the Company Secretary, who is in charge of risk for the organisation.</p>	
4.7	<p>Emergency Procedures: All event staff should have a set of emergency procedures developed specifically for the event. These procedures should:</p> <ul style="list-style-type: none"> • identify an incident manager who will manage the delivery of the procedures should the incident occur • state what will happen in the event of an injury and in the event of a fatality • local and national emergency services, participant, volunteer and staff next of kin 	
4.9	<p>Safeguarding</p> <ul style="list-style-type: none"> • code of behaviour must be signed by all volunteers • ‘disclosure’ procedure must be included in briefing to staff and volunteers • events team staff must have up to date DBS checks • any activities involving children must be discussed with the safeguarding officer in the planning stage • briefings to photographers must include the section from the safeguarding policy on photography • copies of the ‘incident reporting form’ must be included in the event pack for staff on the event to use • the safeguarding contacts must be added to the emergency procedures for each event 	



	<ul style="list-style-type: none"> • event logistics plans including: <ol style="list-style-type: none"> 1. risk assessment 2. volunteer plan and briefing notes 3. emergency procedures should be shown to the safeguarding lead at least 1 month prior to the event 	
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5. Public Liability Insurance

A copy of CTCIC public liability insurance must be kept on file.

6. Planning the event:

No:	Action	✓
6.1	For each event, a detailed emergency procedures document will be produced.	
6.2	If a child or young person is required to register their details to attend or participate, this information should be managed by an approved individual within CTCIC/Healthwatch, and according to CTCIC's data policy.	
6.3	As part of event communications, parents/carers/guardians should be informed of their duty of care on the day, and that CTCIC/Healthwatch cannot act <i>in loco parentis</i> or accept responsibility for caring for a child or young person unless a crèche/child minding service or equivalent has been offered as part of the event.	
6.4	All staff attending on the day should be DBS checked, and at least two members of staff present on the day.	
6.5	Any other members of staff or volunteers must have signed the Code of Behaviour prior to the event, and these copies retained securely at CTCIC in the event of any reported	



	incident. Copies of the signed forms are maintained at the main office of CTCIC.	
6.6	If there are any activities planned for the day aimed specifically at a child or young person on the day they should be managed by a member of staff who has been DBS checked, and other members of staff/volunteers must have signed the Code of Behaviour form.	
6.7	A risk assessment should be carried out to identify any risks to health, safety or well-being, so that appropriate steps can be taken to manage and minimise the risks.	

7. On the day:

No:	Action	✓
7.1	All staff and volunteers should attend a briefing that includes a basic safeguarding summary. If activities have been organised specifically for a child or young person e.g. Easter egg Hunt, colouring competition etc., these should be briefed in detail to those responsible for running them.	
7.2	Where possible, staff/volunteers should ensure that they are not alone with a child or young person at any time.	
7.3	All staff and volunteers should know who to contact in the event of a safeguarding emergency.	
7.4	A child or young person should be accompanied by a parent, carer or guardian. If a child or young person tries to enter the event without the supervision of a responsible adult, they should not be admitted. If there are any concerns about the child or young person's circumstances two members of staff/volunteers should stay with the child or young person and make reasonable attempts to contact the parent/carer/guardian. If this is not possible, and staff are still concerned then the police should be	

	called and the child or young person be handed over to their care.	
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8. Photography

There have been concerns about the risks particularly posed directly and indirectly to children and young people through the use of photographs on websites and other publications.

Sometimes photographs can be used as a means of identifying a child or young person when they are accompanied with personal information, for example, - this is X who is a member of the Something Club and who likes Westlife. This information can make a child or young person vulnerable to an individual who may wish to 'groom' them for abuse. Secondly the content of the photo can be used or adapted for inappropriate use. There is evidence of this adapted material finding its way onto websites, consisting of child abuse images.

8.1 To reduce the risks to a child or young person CTCIC/Healthwatch should:

No:	Action	✓
8.1	Consider using models or illustrations if you are promoting an activity.	
8.2	Avoid the use of both the first name and surname of individuals in a photograph. Restricting naming to first name only can reduce the risk of inappropriate and/or unsolicited attention from people.	
8.3	If the child or young person is fully named, avoid using their photograph.	



8.4	If a photograph is used, avoid fully naming the child or young person	
8.5	Ask for parental/carer permission to use an image of a child or young person. This ensures that parents are aware of the way the image of their child is representing the organisation or activity. A parent/carer's consent form(Appendix 6)for the use of images of a child or young person is one way of achieving this.	
8.6	Ask for the child or young person's permission to use their image. This ensures that they are aware of the way the image is to be used to represent the activity. A child or young person's permission form is one way of achieving this.	
8.7	Only use images of a child or young person in suitable dress. With regard to the actual content, it is difficult to specify exactly what is appropriate given the wide diversity of activities CTCIC/HWN could do. However, there are clearly some activities - swimming, gymnastics and athletics for example - when the risk of potential misuse is much greater than for others. With these activities the content of the photograph should focus on the activity not e.g. on a particular child and should avoid full face and body shots. For example, shots of children in a pool would be appropriate, or, if poolside, waist or shoulder up.	
8.8	Establish the type of images that appropriately represent CTCIC/Healthwatch and the activity for the web. Apply an increased level of consideration to the images of children and young people used in the website.	
8.9	Think about the level of consideration you give to the use of images of children in other publications, for example the processes involved in choosing appropriate images for newsletters.	

8.2 Photography at events



No:	Action	✓
8.10	Provide a photographer with a clear brief about what is considered appropriate in terms of content and behaviour and issue him/her with identification, which must be worn at all times.	
8.11	Inform a child or young person and parents/carers that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.	
8.12	Do not allow unsupervised access to a child or young person or one-to-one photo sessions at events.	
8.13	Do not approve/allow photo sessions outside the events or at a child or young person's home.	
8.14	If parents/carers or other spectators are intending to photograph or video at an organised event they should also be made aware of CTCIC/Healthwatch expectations.	
8.15	A child or young person and parents/carers should be informed that if they have concerns regarding inappropriate or intrusive photography these should be reported to the event organiser or official who will act in the same manner as they would with any other concern about the protection of a child or young person.	

9. Focus groups

CTCIC/Healthwatch must have two members of staff or an appropriate adult volunteer present. No member of staff or volunteer should be left alone with a child or young person during the focus group.

10. Allergies

Before any event that involves a child or young person, the organiser should:

- ask them about any special dietary requirement or allergies they have



- make every effort to provide appropriate food choices for a child or young person with allergies
- label all food appropriately
- discourage food sharing



Appendix 4

CTCIC'S INCIDENT AND EMERGENCY REPORTING FORM

Date and time of incident	
Location of Incident	
Name of Injured person	
Brief details of incident	
Extent of injury (Minor, Moderate, severe)	
Was First aid given? If yes, what?	
Was there any witnesses? If yes please state their names.	
What happened to the injured person after the incident? (went home, went back to work, got sent to the hospital)	

Signature of injured party/parties.....

Date.....

Signature of First Aider Date.....

For any complaints or concerns about the processing of your personal data, please contact the Connected Together CIC Data Protection Officer, using the details above.

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

THANK YOU.

Appendix 5

Online Code of Behaviour for Connected Together CIC/local Healthwatch Staff and Volunteers

1. Introduction

Every member of staff and volunteer who works with a child or young person needs to be aware of their role and responsibilities online and have clear guidelines under which to operate. One way of achieving this is to have an Online Code of Behaviour, which clarifies what is acceptable and what is not acceptable. All staff and volunteers who work with a child or young person to sign a copy of the Online Code of Behaviour to confirm that they have received it and understand their responsibilities under it.

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

2. Breaches to the Code of Behaviour

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

3. ONLINE CODE OF BEHAVIOUR

No member of staff or volunteer will verbally, sexually or emotionally abuse or neglect a child or young person via an online platform and the following guidelines should be followed at all times.

This covers, where relevant, online meetings and social media activities:

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

ALWAYS immediately share concerns on any of these matters with your line manager/Safeguarding Lead, or if not contactable, social services.

4. Generally, good online behaviour involves:

- **Thanking, acknowledging, and supporting people**- remember people may not be able to see you nod, smile or frown as you read their instant

messages or attend online meeting. So, if they get no acknowledgement, they may feel ignored and be discouraged from contributing further. It is a good habit to respond constructively and acknowledging the other person's perspective.

- **Acknowledging before differing** – before you disagree with someone, try to summarise the other person's point in your own words. Then they know you are trying to understand them and will be more likely to take your view seriously.
- **Clearly showing your emotions** – smileys or emojis can be used to express your feelings. Most online platforms allow you to use emojis to express a variety of emotions. Emotions can be easily misunderstood online, be mindful that people may not realise when you are joking, and one person's joke may not seem amusing to someone else. You should always be aware of the receiver(s) of your message, particularly as people from widely differing cultures and backgrounds may read what you write online.
- **Avoiding 'flaming'** – if you read or hear something that offends or upsets you, it is very tempting to type a speedy reply and hit 'send' without thinking – but don't! It can quickly escalate into a flaming spiral of angry messages and discussions.
- **Disagreeing with the comment, not with the person** – disagreement is expected but remember to focus on the matter under discussion and avoid negative comments about other people.
- **Respecting difference** – respect others' cultural, religious, professional, academic and economic backgrounds, skills, abilities and contributions
- **Asking permission** – Do not use or reproduce others' comments or personal information without their express permission.
- **Always upholding the organisational core values and beliefs** – It is vital that when we attend virtual meetings, we behave in the same way

that we would when we attend an in-person meeting and therefore our behaviour reflects the code of conduct that has already been agreed to by staff and volunteers.

Appendix 6

Consent form for the use of your image

This form asks you to consent to the use of your image by Connected Together CIC and its managed organisations, for example Healthwatch

West Northamptonshire (HWW) and Healthwatch Rutland (HWR). We may also share it with Healthwatch England, the national body of Healthwatch, to help improve the quality of services across the country.

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

Your image shall be deemed to represent a fictional person unless agreed otherwise.

We will not include your personal details (such as postal addresses, or telephone numbers) on our website, printed materials or other promotional materials. Please note that our website and social media channels can be accessed from outside the United Kingdom.

We will only use images that identify you, with your further, explicit consent to do so, and we will not use the images for any purpose other than those mentioned above or as otherwise agreed.

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

You may withdraw your consent at any time by contacting us at the address below.

If you withdraw your consent, Connected Together CIC will not use your image in any new publications or materials and will delete your image from our records.

However, your image may be retained on existing publications and materials where a) there is a legitimate interest for Connected Together CIC to maintain the public availability of those publications and materials, b) this legitimate interest is not overridden by any prejudice (damage or harm) to your own interests or fundamental rights or freedoms, and c) where it is

not reasonable and proportionate in the circumstances for the publications or materials to be withdrawn.

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

Connected Together CIC will retain and use images for five years, after which they will be deleted and no longer used. However, if used, your image may remain in publication for longer than five years. You can request a copy of your personal data held by Connected Together CIC by contacting us at the address below.

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

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

I grant Connected Together CIC the absolute right to use my image and any other reproductions or adaptation as indicated below:

- I consent for my image to be used to represent a fictional person
- I consent for my image to be used in Connected Together CIC and Healthwatch England publications, on our website, in advertising and with the media
- I consent for my image to be kept by Connected Together CIC for five years
- [Read and delete: if you would like to share the images with a partner organisation use this optional line] I consent for my image to be used
-

by [insert partner organisation name] in publications, on their website, in advertising and with the media

I am over 18 years of age*

Name

Name of child (if applicable)

Place/event

Contact number

Signature:

Date:

Please send this consent form to hello@connectedtogether.co.uk

If you have any questions at all please call 0300 002 0010