First steps Framework

For organisations working with children and young people

UK YOUTH

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UK YOUTH

Introduction

Founded in 1911, UK Youth is a leading charity with a vision that all young people are equipped to thrive and empowered to contribute at every stage of their lives. With an open network of over 8000 youth organisations and nation partners in Scotland, Wales and Northern Ireland, we are focused on unlocking youth work as the catalyst of change that is needed now more than ever.

UK Youth's 2025 strategy, "Unlocking Youth Work" outlines a bold ambition to impact young lives by unlocking youth work as a catalyst for change. We will work in partnership to build a cross-sector movement, creating a society that understands, champions, and delivers effective youth work for all.

UK Youth is a multi-faceted organisation that operates at a national scale across the UK. We have influence as a sector-supporting infrastructure body, a direct delivery partner and a campaigner for social change.

Ensuring your Organisation is providing a 'Safe Space' for Children and Young People

Safeguarding is everybody's responsibility and the UK Youth First Steps Framework sets out what you need to do to ensure your organisation provides a safe space for children and young people. The Children Act (2004) requires a number of public bodies to ensure that their functions, and any services that they contract out to others, are discharged with due regard to the need for safeguarding and promotion of children's welfare. Statutory guidance on the duty makes clear that "voluntary organisations and private sector providers should have the arrangements to meet these duties in place". More recently greater emphasis has been placed on the Working Together to Safeguard Children Guidance (2018).

The First Steps Framework provides your organisation with a structure to ensure a safe environment for children and young people, staff and volunteers to engage and enjoy the delivery of your youth services. The Framework identifies key elements that are underpinned by policies/statements and procedures, of which many are legal requirements within the UK, and all of which are designed to inform and structure all decisions and actions taken to ensure a safe environment for young people to engage and enjoy the services you provide.

The Framework is primarily aimed at smaller or less established organisations to support you to start a quality journey. It will demonstrate minimum operational requirements but be comprehensive enough to ensure compliance without it being a burden.

The Framework aims to set a minimum level of practice consistent with operating a safe organisation and is written to support your organisation's journey through the Framework as simply as possible.

The Framework is designed to be an open-access resource for youth organisations to refer to and use as a tool for self-assessing and improving practice. On successful completion of the First Steps Framework children, young people, parents, guardians, carers, staff, volunteers and supporters will have confidence in the knowledge your organisation provides a 'Safe Space'.

As you work through the Framework you may choose to gather evidence that meets the criteria. This will create a bank of documents and resources which support the operation of a safe organisation and can provide quality assurance to children, young people, staff, volunteers and supporters.

Much of your evidence should generally be found within your organisation's current working documents, however, where you may not have evidence the framework is structured to support you with templates and sources of online information to enable you to produce missing documents.

There is no requirement to submit the evidence to UK Youth, as the First Steps Framework is intended as an internal self-assessment quality assurance tool for youth organisations, rather than an externally assessed quality mark.

1
Health and safety

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1.1 Health and safety

You must have a written policy for managing health and safety if you have five or more full-time or part-time employees.

The policy should clearly set out your approach to health and safety and should cover the following:
- who does what, when and how
- you should have a named person in your policy responsible for health and safety within your organisation, all staff and volunteers should know who this person is
- you must update and review your policy annually
- you must share the policy, and any changes to it, with your employees and volunteers
- you must ensure your policy is available for all participants using your facilities and their parents, guardians, carers
- you must induct all new staff and volunteers in health and safety
- staff and volunteers should have the appropriate level of training to be able to do their job safely

Essential guidance
The Health and Safety Executive (HSE) issue all health and safety guidance and Health and Safety at Work Act 1974 (HASWA). The legal requirement to write a policy is included in HASWA. The Management of Health and Safety at Work Regulations explain the steps you must take to manage health and safety.

Helpful links and examples
→ Health and Safety Executive's (HSE) guide to preparing a Health and Safety Policy
→ Health and safety law, what you need to know (HSE)
→ Health and safety training (HSE)
→ UK Youth – Safe Spaces Health and Safety Policy example
→ Subscribe to HSE updates

Policy requirements

✓ You must include

1.1a A written Health and Safety Policy that is compliant to current legislation and guidance, is relevant to the needs of the organisation and includes:
- an outline of the organisation's, employees' and volunteers' responsibilities
- a named person with overall health and safety responsibility for the organisation
- a signature by the most senior member of employed staff or volunteer
- a document control sheet that identifies regular reviews and updates
- a list of supporting policies and procedures, for example:
  – Data Protection Policy
  – Safeguarding Policy and procedure
- a section outlining how staff and volunteers are trained to be able to do their job safely

There are additional requirements for inclusion in your Health and Safety Policy. Please work through the policy section of this chapter to ensure you have covered everything.

Practical implementation

✓ You must be able to show

Evidence demonstrating that safe working practice is an integral part of your practice as defined in your Health and Safety Policy

1.1b The 'Health and Safety Law, What you need to know (HSE)' poster is displayed in a prominent location which is clearly accessible to all staff and volunteers and states who the named person in the Health and Safety Policy is and their contact details

1.1c A signed record showing the policy has been shared with staff and volunteers

1.1d Proof of subscription to a professional health and safety body, covering a minimum of an eight week period to demonstrate that your organisation stays up to date with health and safety legislation

1.1e Proof the policy is available for all participants who use the organistion (if applicable) and their parents, guardians, carers. This could be a link to the Health and Safety Policy on the organiational website or a copy of the welcome pack for new users with the health and safety policy included

Keeping up to date

✓ You must be able to show

Evidence demonstrating that safe working is an integral part of training for staff and volunteers as defined in your Health and Safety Policy

1.1f Induction records demonstrating that all staff and volunteers receive a health and safety induction at the start of their employment/volunteering which includes all aspects of the Health and Safety Policy

1.1g A record of regular (at least annual) health and safety training to demonstrate that staff and volunteers have the appropriate level of training to be able to do their job safely

1.2 Accident reporting and near misses

As part of your management of health and safety all accidents and near misses must be recorded and should be included in your Health and Safety Policy.

Where appropriate, significant accidents, near misses and diseases must be recorded using the statutory Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) procedure.

Essential guidance
Report any incident where you believe there was potential for harm to be caused. This will help prevent future accidents and make your workplace safer.
It is important to encourage all staff to report both accidents and near misses, using your internal systems.

Helpful links and examples
→ Health and Safety Executive's (HSE) guide to RIDDOR
→ Health and Safety Executive's (HSE) accident book
→ UK Youth – Accident report form example
→ UK Youth – Incident report form example
→ UK Youth – Safe Spaces example emergency procedure plan

Policy requirements

✓ You must ensure

Your Health and Safety Policy has a section covering accidents, near misses and incidents that includes:
- a structured reporting, recording and reviewing process
- clear guidance on how participants, parents, guardians and carers will be informed when there is an incident, accident or near miss
- if required, information on how emergency procedures would be instigated
- examples of accident and incident forms. There should be a section on the accident and incident form on how parents or guardians are informed about any actions taken by your organisation
- a defined retention period for accident and incident forms
- details of where the accident and incident forms are kept

Practical implementation

✓ You must be able to show

Evidence demonstrating that reporting of accidents, incidents and near misses is an integral part of your practice as defined in your Health and Safety Policy

1.2a An anonymised copy of an accident form and a copy of an incident form that identifies actions taken and outlines how parents/guardians are informed on actions taken in your care

1.3 Risk assessments

As an employer you have a duty to assess the health and safety risks faced by your staff and volunteers by participants using your premises and engaging in internal and external activities.

You must risk assess organisational activities and the premises you use, considering what could go wrong and identifying suitable control measures to prevent harm by controlling risk.

Staff, volunteers and participants should be aware of safety issues when taking part in an activity on or off the premises to ensure they are aware of any hazards and actions to keep themselves and others safe.

Essential guidance
Employers have a legal obligation to protect their health and safety and that of their workforce. Regulation 3, of the Management of Health and Safety at Work Regulation 1999, requires all employers assess the risks to the health and safety of their employees while they work. Risk assessments should be consistent, reviewed at appropriate intervals and include an assessment of severity and likelihood. You can use a risk assessment from another organisation to help you write yours.

Helpful links and examples
→ Health and Safety Executive's (HSE) guide to preparing a risk assessment
→ Five steps to carrying out a risk assessment (RoSPA)
→ UK Youth – Safe Spaces risk assessment

Policy requirements

✓ You must ensure

Your Health and Safety Policy has a section covering risk assessments for:
- premises
- activities delivered on and off the premises
- a clear process for reviewing risk assessments in advance of an event, new activity or international event

Practical implementation

✓ You must be able to show

Evidence demonstrating that assessing risk is an integral part of your practice as defined in your Health and Safety Policy

1.3a Two copies of a risk assessment. One for the premises and one for activities. The activities risk assessment should demonstrate clear evidence that accessibility has been reviewed in terms of any disabilities, learning difficulties and/or behavioural concerns.
The risk assessment should include:
- hazards i.e. anything that may cause harm
- who may be harmed, and how
- how the risks will be mitigated
- a record of the findings

1.4 Safe activities (internal/external)

Your Health and Safety Policy should set out what actions are required to deliver safe internal and external activities.

The environment and activity taking place must be risk assessed and this must include consideration of the wellbeing of all staff, volunteers and participants.

External activities should include a pre-visit or at a minimum a desktop review, to ensure the venue meets the health and safety and inclusion accessibility requirements.

When an activity is provided by an external organisation you should review their risk assessments, ensure they are in date, and record you have done this as part of your risk assessment.

Parent, guardian or carer contact details should be in place for all participant and consent should be in place for all participants and for children 16 and under. This should be signed by a parent, guardian or carer.

Appropriate insurance, including any additional cover should be in place to ensure that all aspects of planned activities, and the people taking part, are covered.

Essential guidance
As a minimum parental consent is required for children 16 and under.

Helpful links and examples
→ Provision and Use of Work Equipment Regulations 1998 (HSE)
→ NSPCC example consent
→ Child Accident Prevention Trust (CAPT)
→ UK Youth – Safe Spaces risk assessment

Policy requirements

You must ensure

Your Health and Safety Policy has a section covering delivery of safe activities, which includes:
• A list of contact details for local health, social care, police and emergency services
• participation consent form including:
– organisation contact information for parents, guardians or carers
– contact details of participant
– contact details of the next of kin
– all participant needs (medical, dietary, allergies, care and support needs)
• clear quality assurance process i.e. review of documentation, activities and lessons learnt review

Practical implementation

You must be able to show

Evidence demonstrating that delivering safe activities is an integral part of your practice as defined in your Health and Safety Policy

1.4a A home contact mechanism that is up to date

1.4b Two copies of anonymised participant consent forms including all their needs (medical, dietary, allergies, care and support needs)

1.4c A copy of any insurance documents relevant to the activity or event you have undertaken (or when personal insurance is required)

1.4d A list of local contact details displayed in a place easily accessible for staff, volunteers and participants

Keeping up to date

You must be able to show

Evidence demonstrating that delivering safe activities is an integral part of your training for staff and volunteers as defined in your Health and Safety Policy

1.4e Records of training certificates to demonstrate suitably trained or qualified staff or volunteers delivering an activity e.g. canoeing, use of low ropes a NGB sports coach award, youth worker qualification, drama or arts certificate

1.5 Equipment management and manual handling

All workplace equipment must be suitable and safe for use. This is achieved through a process of regular inspection and testing of equipment. You must control the risks of manual handling.

Where activities are operated in-house, equipment must be used by trained and/or qualified staff or volunteers following correct procedures/standards. They should be observed to ensure meeting required standards of delivery (age restrictions may apply).

You must avoid hazardous manual handling where practicable, make a suitable and sufficient assessment of the risk of injury from any hazardous manual handling that cannot be avoided and reduce this risk as much as possible.

Essential guidance
The Manual Handling Operations Regulations 1992 (MHOR) require employers to manage the risks to their employees.

Helpful links and examples
→ Health and Safety Executive's (HSE) guide to manual handling
→ UK Youth – example of safe use of work equipment policy

Policy requirements

✓ **You must ensure**

Your Health and Safety Policy has a section covering equipment management that includes:
- regular checks of all equipment
- reporting systems for defects and damage
- how dangerous equipment is operated
- your process of using external agencies to complete checks

Your Health and Safety Policy has a section covering manual handling including:
- specific practical manual handling and staff training
- how to assess if a load is safe to handle

1.6 First aid

First aid cover should be adequate and appropriate to your organisation.

This includes:
- arrangements for first aid for all activities on and off the premises
- adequate first aid boxes located throughout your premises and available for external activities
- an emergency procedures plan, communicated to staff and practiced
- sufficient staff members who hold a valid first aid certificate and be available to provide adequate cover at all times the organisation is operating, this should link to a first aid risk assessment(s)
- information for employees about first-aid arrangements

Essential guidance
The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. These regulations apply to all workplaces including those with less than five employees and to the self-employed. What is 'adequate and appropriate' will depend on the size and nature of work within your organisation. You should carry out a first aid assessment to determine what to provide.

Helpful links and examples
→ Health and Safety Executive's (HSE) first aid guidance
→ UK Youth – First Aid Policy example
→ Basic advice on first aid at work (HSE)
→ First aid at work – your questions answered (HSE)

Policy requirements

✓ **You must ensure**

Your Health and Safety Policy (or a First Aid Policy) has a section covering:
- arrangements for first aid for all activities on and off the premises
- who the qualified first aider(s) is/are
- location of first aid boxes and when and when they need to be checked
- contents list of first aid kit and whose responsibility it is to keep it stocked up
- emergency procedures plan
- first aid risk assessment

Practical implementation

✓ **You must be able to show**

Evidence demonstrating that first aid is an integral part of your practice and is adequate and appropriate for the size of your organisation

1.6a A notice displayed in a prominent location showing the named first aiders

1.6b A copy of the building plan showing the location of the first aid kit(s) and the date when they were last checked

1.6c Contents list of first aid kit and whose responsibility it is to keep it stocked up

1.6d Copy of Emergency Action Plan

1.6e A copy of a first aid risk assessment

Keeping up to date

✓ **You must be able to show**

Evidence demonstrating that first aid is an integral part of your training for staff and volunteers as defined in your Health and Safety Policy

1.6f Copies of first aid certificates (in date) of qualified staff or volunteers

1.7 Control of substances hazardous to health (COSHH)

You will encounter a variety of hazardous substances in the workplace. All of these items must be risk assessed to ensure that they comply with COSHH.

Hazardous substances must be managed practically, operated and stored correctly. Where possible only the minimum quantities of solvents or chemicals needed should be kept and stored in suitable cabinets. You must always keep them properly labelled and in the containers which the manufacturers supplied.

All staff, volunteers participants must receive appropriate training on how to use hazardous substances and procedures to follow if there is an accident.

Essential guidance
COSHH is the law that requires employers to control substances that are hazardous to health.

Helpful links and examples
→ Health and Safety Executive (HSE) COSHH guidance
→ UK Youth – Safe Spaces COSHH Risk Assessment example

Policy requirements

✓ **You must ensure**

Your Health and Safety Policy has a section covering COSHH including:
- a description of how to complete a COSHH data sheet and an example
- where the information is kept and how to access it in an emergency

1.8 Food hygiene

If you provide catering facilities or services then food hygiene must be managed and controlled.

Staff appropriately trained for the service provided must be used.

Essential guidance
Food hygiene refers to the conditions and measures necessary to ensure the safety of food from production to consumption.

Helpful links and examples
→ Food Standards Agency (FSA) – safer food, better business
→ Food Standards Agency (FSA) – managing food safely
→ UK Youth – Safe Spaces Food Hygiene Policy

Policy requirements

✓ You must ensure

Your Health and Safety Policy (or a Food Hygiene Policy) has a section covering food hygiene (if you provide catering on your premises), including:
- how you manage different religious requirements such as Kosher or Halal, dietary requirements and allergens
- reference to the Food Standards Agency's 'Safer food, better business
- identify how the kitchen area is managed

Practical implementation

✓ You must be able to show

Evidence demonstrating that food hygiene is an integral part of your practice as defined in your Health and Safety Policy if you provide catering on your premises

1.8a Two pieces of evidence that demonstrate how food hygiene is managed

Examples of evidence
- copy of kitchen cleaning schedule
- a system to demonstrate how dietary requirements are managed and food allergies identified
- records of where food has come from
- sample copies of a kitchen diary over a three month period
- food inspection reports (if applicable) from last three years

Keeping up to date

✓ You must be able to show

Evidence demonstrating that food hygiene is an integral part of your staff and volunteer training as defined in your Health and Safety Policy if you provide catering on your premises

1.8b Copies of food hygiene certificates from the past three years

1.9 General building arrangements and safety signs

A member of staff must have responsibility for ensuring the premises you are using (whether your own or a rented space) are suitable. This can be the same person who is responsible for health and safety. This includes the building, its environment and security. You must provide safety signs if there is significant risk that cannot be avoided or controlled through safe systems of work.

The building should have adequate:
- heating, ventilation, lighting
- good standards of décor
- access to drinking water
- toilets
- safety signs which, should be clearly displayed at all times
- fire exit signs, which are mandatory

You should have a written agreement/contract with the landlord of the premises you use even if it is only on an ad-hoc basis or the premises is provided rent free, agreeing responsibilities of both parties (in rented/leased premises).

Essential guidance
The Workplace (Health, Safety and Welfare) Regulations 1992 apply to all premises. The Control of Asbestos Regulations 2012 require those in charge of premises to know where asbestos is located and have a plan for managing it. All safety signage has to comply with the Safety Signs Regulations of 1996.

Helpful links and examples
→ UK Youth – Safe Spaces building risk assessment example
→ Building Electrical Testing Certificates
→ Safety signs and signals (HSE)
→ Safety signs – SEFTON
→ Safety sign supply

Policy requirements

✓ You must ensure

Your Health and Safety Policy has a section covering general building arrangements and should include:
- a building risk assessment with a plan
- building electrical testing certificates
- Portable Appliance Testing (PAT)certificates

✓ You must include

1.9a A written statement that describes who you report defects to (this could be included in your health and safety policy)

✓ You must ensure

Your Health and Safety Policy has a section covering safety signs, including:
- a written statement confirming signage is checked monthly to be in a good state of repair
- details on action to take if a fire sign needs repairing

Practical implementation

✓ You must be able to show

Evidence demonstrating that suitable premises and safe signs are an integral part of your practice as defined in your Health and Safety Policy

1.9b Two pieces of evidence demonstrating that the building you are using is suitable

Examples of evidence
- a copy of maintenance log (maintenance issues or broken equipment) for the past 12 months
- building electrical five year testing certificates
- a copy of asbestos register and management plan (mandatory if the building contains asbestos)
- repair request forms
- invoices for works carried out

1.9c Safety signs at the organisation including fire exit signs

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1.10 Fire Safety Policy

You are responsible for fire safety at your premises. You must have a written Fire Safety Policy that names a responsible person and all staff should know who this person is. This person must have adequate training to perform their duties.

You must:
- carry out a fire risk assessment of the premises
- that includes an evacuation plan and a Personal Emergency Evacuation Plan (PEEP) which ensures those who need it, can get assistance to evacuate during an emergency
- tell your employees and volunteers about the risks you have identified
- plan for an emergency
- provide staff and volunteers information, fire safety instruction and training
- emergency exits must be accessible at all times
- fire exits signs are mandatory
- put in place, and maintain, appropriate fire safety measures
- records should be kept of all significant activity and regular drills conducted (min every six months)
- fire extinguishers, smoke/heat detectors and emergency lights are checked regularly to make sure they are working properly

Essential guidance
The Regulatory Reform (Fire Safety) Order 2005 (FSO) governs all matters relating to fire safety law. Fire certificates have been abolished and any previously held are no longer valid. If in rented/free space ask for their policy and use this as a basis for your policy.

Helpful links and examples
→ Fire safety at work
→ UK Youth – Safe Spaces fire statement example

Policy requirements

✓ You must include

1.10a A written Fire Safety Policy with a named person who is responsible for fire safety. This should be reviewed annual and signed by the most senior person in the organisation. Include:
- a fire risk assessment with a building plan (this could be done by the landlord if in rented premises, however if they have not done it you must)
- a fire evacuation plan (includes Personal Emergency Evacuation Plan (PEEP)
- a plan showing sensors and fire equipment
- an example of a fire diary
- an example of a fire drill record
- an example of maintenance checks and logs, including fire extinguishers, emergency lights, call points.
- when checks should be completed
- what training is expected annually

Practical implementation

✓ You must be able to show

Evidence demonstrating that fire safety is an integral part of your practice as defined in your policy

1.10b A copy of the fire risk assessment with a building plan (this can be done by the landlord if in rented premises)

1.10c A copy of the fire evacuation plan (including PEEPS)

1.10d A copy of the fire drill record (with evidence that a fire drill has taken place in the last six months and involved young people where applicable)

1.10e A copy of the log of fire maintenance and checks

1.10f A plan showing sensors and fire equipment

1.10g Copies of documents from the last 12 months from a competent person, and where applicable from an external company, that confirms fire extinguishers, smoke/heat detectors and emergency lights have been checked regularly to make sure they are working properly

Keeping up to date

✓ You must be able to show

Evidence demonstrating that suitable premises is an integral part of your training for staff and volunteers as defined in your policy

1.10h Induction content covering fire safety records that demonstrates all staff, volunteers and participants know what to do in the event of a fire

1.10i A record of regular (at least annual) fire safety training to demonstrate that staff and volunteers have the appropriate level of training to be able to do their job safely

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2
Safeguarding

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Safeguarding

There is a legal requirement to protect those at risk from all forms of abuse, neglect and exploitation.

Additional vulnerability faced by some children and young people can be caused by a number of factors such as; someone's disability, their means of communication or their care needs. In some cases, they may be dealing with complex circumstances, such as caring for a parent or sibling. Without knowledge of an individual's background and circumstances it is important to recognise that some children and young people may have had previous harmful experiences that may make it difficult for them to recognise unsafe situations or may have affected their self-confidence and sense of self-worth.

In order to keep safe those who are at risk of abuse and to promote their welfare, it is vital to ensure organisations work collaboratively, know how to engage with outside agencies and share appropriate information, for example when referring a child or young person or when your organisation is part of a network of agencies supporting an individual who is considered at risk.

Safeguarding now includes the digital world, perpetrators can access and abuse others online and through social media platforms. The understanding of abuse, of how we can guard against it and of how we to stop it now forms part of an organisation's responsibilities.

Key definitions

Child
Has a specific legal meaning of anyone below the age of 18 years. In Scotland the definition of a child varies. In most situations, a child is someone who is under 18. But in some contexts, for example Children's Hearings and child protection orders, a child is defined as a person under 16 years of age. Section 21 of Scotland's national guidance for child protection PP.8.

Young Person
Has no specific legal definition. However 12-18 years is the standard age associated with the term.

Adult
Has a specific legal meaning of anyone above the age of 18 years.

Safeguarding
For the purposes of this document, we are using the terms 'safeguarding' and 'to safeguard' to describe the prevention methods and the precautionary approach to planning and procedures that is needed to protect children, young people and adults from any potential harm.

Child Protection
Child protection is a process within safeguarding and refers to the activity undertaken to protect children suffering from, or at risk of, significant harm (Working Together to Safeguard Children 2018).

Child and young person focussed
Good safeguarding practice places the views of children and young people at the centre of policy planning and implementation processes. This approach ensures that their welfare remains paramount.

Adult protection
Adult protection is part of safeguarding and refers to the activity undertaken to protect adults suffering from, or at risk of significant harm (No Secrets – Statutory guidance (2000), and Social Care Institute for Excellence (2011): Safeguarding Adults at Risk of Harm.

Adult at risk
An adult, who is, or may be, in need of community care services i.e. adult social services, because of mental health, disability, age or illness, and/or who is unable to care for themselves or unable to protect themselves from significant harm or exploitation.

Radicalisation
Refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

Safety
Safety is about being protected from and not causing, danger, risk, injury, loss or harm. Safety can be a feeling, a physical object or place, and an action, and sometimes refers to the laws, rules, and principles that are intended to keep people safe. Safety is not just something to consider inside the meeting place, it should also be thought about outside it, on days out and even at home.

Wellbeing
Wellbeing refers to a person's sense of contentment and satisfaction with their conditions in life and their current circumstances. It is closely linked to emotional balance and mental health but it also affected by an individual's attitude, values and perspective.

Grooming
Grooming is the planned and deliberate act of manoeuvring an individual into a position of isolation to ensure that the person doing the grooming becomes a key influencer or 'trusted person'.

2.1 Safeguarding

You should have a written policy for managing safeguarding that identifies how you will meet legislation and guidance.

The policy should clearly set out your approach to safeguarding:
- who does what, when and how
- you must have accountability at the highest level in your organisation, the full support of senior staff across the organisation and make it clear that all staff have a responsibility to safeguard children and young people
- you must update and review your policy annually
- you must share the policy, and any changes to it, with your employees and volunteers
- you must ensure your policy is available for all participants using your facilities and their parents, guardians, carers
- you must induct all new staff and volunteers in safeguarding
- staff and volunteers should have the appropriate level of training to be able to do their job

Your organisation should support a safeguarding culture that encourages young people to challenge their beliefs and values in an informed way and in a safe space.

Essential guidance
Join safeguarding forums for support e.g. National Safeguarding Youth Forum (NSYF). Make contact you're your Local Authority and ask for safeguarding training and to be connected to local support groups in the voluntary and community sector.

Helpful links and examples
→ UK Youth - Safe Spaces example Safeguarding Policy
→ Subscribe to CASPAR NSPCC learning resource
→ Contextual safeguarding

Policy requirements

✓ You must include

2.1a A written Safeguarding Policy that is compliant to current legislation and guidance, is relevant to the needs of the organisation, reflects the organisation's culture and promotes the core values of democratic society, youth voice and participation. This must include:
- an outline of the organisation's, employees' and volunteers' responsibilities
- a named person with overall safeguarding responsibility for the organisation
- a signature by the most senior member of employed staff or volunteer
- a document control sheet that identifies regular reviews and updates
- a list of supporting policies and procedures, for example:
  – Data Protection Policy
  – health and safety
  – the process of how the organisation manages a safeguarding incident

There are additional requirements for inclusion in your Safeguarding Policy. Please work through the policy section of this chapter to ensure you have covered everything.

Practical implementation

✓ You must be able to show

Evidence demonstrating that safeguarding is an integral part of your practice as defined in your Safeguarding Policy

2.1b A signed record showing the safeguarding policy has been shared with staff and volunteers

2.1c Proof the policy is available for all participants using the organisation (if applicable) and their parents, guardians, carers and that
they know how to raise a concern. For example a link to the safeguarding policy on the organisational website or a copy of the welcome pack for new users with the safeguarding policy included

2.1d An anonymised report of how a safeguarding incident has been

Keeping up to date

✓ You must be able to show

Evidence demonstrating that safeguarding is an integral part of training for staff and volunteers as defined in your Safeguarding Policy

2.1e Induction records that demonstrate all staff and volunteers receive a safeguarding induction at the start of their employment/ volunteering which includes all aspects of the Safeguarding Policy

2.1f A record of regular (at least annual) safeguarding training to demonstrate that staff and volunteers have the appropriate level of training to be able to do their job

2.2 Designated individual

It is important that a senior member of your organisation takes the lead in safeguarding or is the Named Person, so that people (both internally and externally) know where to go for support.

They are usually called a Designated Safeguarding Lead (DSL) but sometimes can also be called a Named Person. The role should be clearly defined with a separate job/role description.

Essential guidance

A Designated Safeguarding Officer or Lead is the person who has responsibility for ensuring your Safeguarding Policy is adhered to. Safeguarding children and adults at risk is everyone's responsibility, regardless of whether you have a Designated Safeguarding Officer or not.

Helpful links and examples
→ Working Together to Safeguard Children (2018)
→ NSPCC role description for a DSO

Policy requirements

✓ **You must ensure**

Your Safeguarding Policy must:
- clearly demonstrate that staff and volunteers have a clear referral pathway that identifies the role and responsibility of the DSL as the lead within the organisation
- define how to contact the DSL including out of hours or during events
- have a section that identifies reporting procedures

2.3 Referral and early help procedure

It is really important that you share information if a child or young person is abused, or at risk of harm. A procedure will make it clear to your staff, volunteers, children and young people under what circumstances you refer.

It is really important to ensure that within your Safeguarding Policy there is recognition and clear guidance if there is an allegation of abuse made against a member of staff or volunteer or there is an allegation made against a child or young person.

You also have responsibilities to the local authority if allegations are made against a member of staff or volunteer. This is called a 'duty to refer' and means that if a member if staff or volunteer has been dismissed from a regulated activity, because the person posed a harm to a child or young person, it must be reported to the DBS.

Essential guidance

Early Help means taking action to support a child, young person or their family early in the life of a problem, as soon as it emerges. It can be required at any stage in a child's life from pre-birth to adulthood, and applies to any problem or need that the family cannot deal with or meet on their own.

Helpful links and examples

→ Working Together to Safeguard Children
→ How to complete a DBS referral
→ How to report a serious incident to the Charity Commission

Policy requirements

✓ **You must ensure**

Your Safeguarding Policy must:
- clearly identify the process for referral and early help
- outline the legal duty for staff and volunteers to refer if there are any concerns
- a written process of how the organisation will manage allegations of abuse, including who is responsible and who to go to if the person responsible has allegations made against them
- outline how information may be shared/referred under certain circumstances with the Local Authority Designated Officer (LADO) or DBS
- clear guidance for staff and volunteers on welfare support for them and for parents/carers, children and young people

2.4 Code of behaviour

A code of behaviour is how your organisation expects staff, volunteers, children and young people to conduct themselves at all times.

It should:
- include a statement outlining how children, young people, staff and volunteers should relate to each other
- detail what happens if staff, volunteers or a young person has behaved inappropriately in relation to the code
- relate to both on and off-line behaviour
- support anti-bullying

Essential guidance
Always involve children and young people in discussions around what this code of behaviour should look like. Involve them also in considering the consequences of what will happen if they break the code, this is a great way of encouraging them to own it.

Helpful links and examples
→ UK Youth – Safe Spaces example Code of Practice

Policy requirements

✓ **You must ensure**

Your Safeguarding Policy includes:
- a code of behaviour that is clear in terms of what is or is not acceptable behaviour and the potential consequences

Practical implementation

✓ **You must be able to show**

Evidence demonstrating that a code of behaviour is an integral part of your practice as defined in your Safeguarding Policy

2.4a Proof the code of behaviour is available for all participants using the organisation (if applicable), staff and volunteers. This could be a link to the Safeguarding Policy on the organisational website or a copy of the welcome pack for new

Child exploitation

Child Sexual Exploitation (CSE) 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 technology.

Child Exploitation falls into several categories of abuse:
- **Sexual:** Is where young people, adults or children are taken advantage of for power, money or status.
- **Modern slavery/human trafficking:** Includes forced labour, domestic servitude or coercion, deceiving and forcing an individual into a life of abuse/servitude e.g. prostitution, drug running.
- **Radicalisation:** A process in which a vulnerable individual comes to support terrorism or violent extremism and in some cases participates or supports terrorist groups.
- **Gang:** A group of people (any age) with a defined leadership and internal organisation that identifies with or claims control over territory in a community and engages, either individually or collectively, in illegal, and possibly violent, behaviour.

Child Sexual Exploitation can have links to other types of crime these include:
- child trafficking
- domestic abuse
- sexual violence in intimate relationships
- grooming (including online grooming)
- abusive images of children and their distribution
- drugs-related offences
- gang-related activity
- immigration-related offences
- domestic servitude

The legal age for children and young people to consent to sex is 16 regardless of sexual orientation. In England, Wales and Northern Ireland, it is an offence to intentionally engage in sexual touching with someone under the age of consent. This can be committed by anyone, male or female, over the age of 10, which is the age of criminal responsibility. In Scotland this is from age 8. However, children and young people are unlikely to be prosecuted for mutually agreed sexual activity where there is no evidence of exploitation.

A person aged 18 or over is also said to be in a position of trust in relation to a younger person if they care for, advise, train or have sole charge of them in the community, on a one-to-one basis e.g. a young leader. Sexual relationships between a 16–17 year-old young person and another person in a 'position of trust' is a criminal offence under the Sexual Offences Act 2003 known as 'abuse of trust'.

The current threat from terrorism and extremism in the UK is real and severe and can involve the exploitation of vulnerable children and young people. This can include involving them in extremist activity in the UK or abroad. There have been many reports in the media of children and young people being targeted by adults who hold extreme views that advocate violence. Some children and young people have been persuaded to leave the country in secret, and against the wishes of their family, putting themselves in extreme danger as a result. There has also been an increase in far right extremism, which can also draw them into violence.

Radicalisation and extremism can put a child or young person at risk of being drawn into violence and criminal activity and has the potential to cause significant harm. This section has been written to help youth work professionals and volunteers to recognise when a child or young person they work with is being exposed to extremist views and is at risk of becoming radicalised, and what action to take to safeguard the child and young person.

Radicalisation is a process by which an individual, or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or undermine contemporary ideas and expressions of a nation.

Children and young people may become radicalised if they feel:
- isolated and lonely or wanting to belong
- unhappy about themselves and what others might think of them
- embarrassed or judged about their culture, gender, religion or race
- stressed or depressed
- fed up of being bullied or treated badly by other people or by society
- angry at other people or the government
- confused about what they are doing
- pressured to stand up for other people who are being oppressed
- the desire to be valued and respected
- there are few other options open to them
- no one is listening to them/they have no voice

Extremism is when people have very strong opinions and these could become extreme. People who have certain beliefs about politics or religions which are hateful, dangerous or against the law are often known as extremists. This harmful behaviour is called extremism. Extremists might use violence and damage to express their views and extremist racial or religious groups might use religion, hate, fear or violence to control and influence people.

There are many groups and individuals who hold extremist views both within the UK and internationally, some are more dangerous than others and your organisation needs to be aware of how they can affect young people in a negative way and what you should do to support children and young people who are in danger of being radicalised.

2.5 Child exploitation

Your Safeguarding Policy must have a section covering child exploitation.

Messages for young people about child exploitation should be delivered within a safe non-judgmental environment. Organisations need to adopt a holistic approach to child exploitation.

Recognising how children and young people can be affected by child exploitation and the need for early and continuous education is important.

Consideration should be given to a programme of development for children and young people, that is age appropriate, and part of a wider programme of work on sexuality and sexual development, choice and consent, healthy relationships, harmful social norms, abusive behaviours and online safety.

Essential guidance
Staff and volunteers have access to local forums and contacts who can support the referral process and keep them updated with alerts.

Helpful links and examples
→ NSPCC – signs and effects of CSE

Policy requirements

✓ You must ensure

2.5a Your Safeguarding Policy covers child sexual exploitation, grooming and radicalisation and:
- is clear in the need to raise awareness with children and young people around child exploitation
- raises awareness on how children and young people can raise concerns, ask for help or report if this is happening to them or their friends
- the organisation's referral process which identifies escalation points for external involvement

Practical implementation

✓ You must be able to show

Evidence demonstrating that child safeguarding is an integral part of your practice as defined in your Safeguarding Policy

2.5b Proof that all children and young people are made aware of how to report and raise concerns for example session plans or posters

2.6 Complaints

Your organisation should have a complaints process that is accessible to all, so that staff, volunteers or young people, who feel they have been treated unfairly, can make a complaint.

Essential guidance
Three elements of good complaints handling:
- Act in accordance with law
- Have clear and simple procedures
- Be open and accountable

Helpful links and examples

→ UK Youth – Safe Spaces example Complaints Policy

Policy requirements

✓ You must include

2.6a A written Complaints Policy that is compliant to current legislation and guidance, is relevant to the needs of the organisation and includes:
- the process of how the organisation manages complaints
- a section outlining how staff and volunteers are trained to manage complaints
- a document control sheet that identifies regular annual reviews and updates

2.7 Whistleblowing

It is important that you have a Whistleblowing Policy and Procedure that is transparent and accessible so staff, volunteers, children and young people are able to use it if they are not being listened to.

For any whistleblowing allegations, disclosures, complaints or concerns you should offer, wherever possible, protection for the individual/s and anonymity.

Essential guidance
You can report serious wrongdoing either via a whistleblowing process or directly to the Charity Commission.

Helpful links and examples
→ UK Youth – Safe Spaces Whistleblowing Policy example
→ Protect – whistleblowing advice
→ Reporting charity wrongdoing

Policy requirements

You must have

2.7a A written Whistleblowing Policy that is compliant to current legislation and guidance, is relevant to the needs of the organisation and includes:
- a process to oversee any whistleblowing allegations, disclosures, complaints or concerns raised with the ability to offer protection for the individual/s and anonymity if applicable
- a document control sheet that identifies regular annual reviews and updates

Bullying

The harmful impact of bullying on the wellbeing of children and young people can be serious and prolonged and this requires proactive procedures and support.

The Government's Bullying at school guide (October 2016), highlights that there is no legal definition of bullying but that it is usually behaviour that is:
- repeated
- intended to hurt someone either physically or emotionally
- often aimed at certain groups e.g. because of race, religion, gender, sexual orientation or disability

Bullying can occur in any group of children and young people, and sometimes between adults. It can take many forms and in this digital era can often take place remotely using mobile devices, email or social networking sites, when it is known as cyberbullying. This means that it is possible to circulate unkind and harmful rumours, messages or images to large numbers of people very quickly. Such material can be extremely difficult to destroy.

Some forms of bullying are illegal and should be reported to the police. These include violence or assault, hate crimes, theft, harassment or intimidation (including threats), abusive phone calls or messages. Bullying can become serious enough to be a safeguarding issue and should be dealt with under your relevant safeguarding policies and procedures.

The internet has given children and young people access to an international 'playground', a place to meet and make new friends from all over the world. It is a great educational space where they can learn about different cultures, religions and ways of life. It must, however, be remembered that behaviour on the internet is also subject to the same rule of law as the real world, and your organisation needs to take precautions to protect children and young people from harm on the internet.

Arguably, children and young people need more robust protection from dangers online, as it is easier for people intending to deceive or mislead to pose as something other than what they are, and hide behind the anonymity of the internet.

We advocate risk assessments to minimize the risk of harm to children and young people while they are online and engage them in a manner which enables them to build resilience and empowers them to be aware of the risks and make informed choices when online.

Some of the areas of risk that young people may be exposed to include:
- **Social media:** Sex offenders are increasingly using the internet to make contact with, and groom children and young people, including sexting and encouragement to share images which are then more widely shared without consent.
- **Unsuitable materials or sites:** Young people may be exposed to pornographic, violent or extremist material, or to race or hate sites. Unsuitable material is not so easily detected until the information has been downloaded
- **Cyber bullying:** Children and young people can be exposed to bullying on websites, by email, or on social networking sites by people who are known to them or not.
- **Viruses and unsuitable download material:** They can harm your computer's systems or 'spam' others.

2.8 Anti-Bullying Policy

You must have a written Anti-Bullying Policy that seeks to reduce the risk of bullying and identifies what action to take, if it occurs, with appropriate interventions. The policy should cover emotional abuse, peer abuse, e-safety and cyberbullying.

The policy should clearly set out your approach to bullying:
- on and offline safety
- clear guidance on using social media safely
- children and young people should be included in writing and implementing the policy and guidance
- you must update and review your policy annually
- you must share the policy, and any changes to it, with your employees and volunteers
- you must ensure your policy is available for all participants using your organisation's facilities and their parents, guardians, carers
- anti-bullying posters and what to do posters displayed or available for young people

Essential guidance
Organisations often develop a young people friendly version of the organisations policy.

Helpful links and examples
→ CEOP – safety centre
→ Advice on responding to bullying
→ Anti-bullying training
→ UK Safer Internet Centre
→ Childnet
→ Anti-Bullying Alliance
→ Kidscape

Policy requirements

✓ You must include

2.8a A written Anti-Bullying Policy that is relevant to the needs of the organisation (this could be included as part of your safeguarding policy). This should include:
- an outline of the organisation's, employees' and volunteers' responsibilities to manage any bullying within the workforce and report to the Charity Commission if a serious incident occurs
- a statement that the welfare of the bully and the bullied has equal importance and there should be welfare support available to both
- how to record incidents and an escalation process
- a document control sheet that identifies regular (annual) reviews and updates

The policy should be easily accessible to all and provide appropriate guidance for all levels of understanding e.g. use of pictures, flow diagrams and simple language.

Practical implementation

✓ You must be able to show

Evidence demonstrating that anti-bullying is an integral part of your practice

2.8b Evidence of how welfare support is available for both bullied and bully e.g. support records, external agency anonymous services

3
Staff and volunteers

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3.1 Recruitment

Safe recruitment of adults to work with children and young people is important and must be carried out according to a written procedure.

You should have a clear Recruitment and Selection Policy and process which is in line with current guidance and legislation. It must cover recruitment of paid staff, volunteers, ex-offenders and, if appropriate, young people under the age of 18 years.

You should have a template for applicants to make a self-disclosure. An application process should be consistent. Candidates can apply using standard application forms or CVs depending on the role and your preferences. Due consideration should be given to additional needs in the interview/selection process.

Your organisation should promote respect, diversity, equality and understanding, positive problem solving and behaviour.

Essential guidance
It is not acceptable for someone to turn up and start helping out with a group of children and young people, even on an occasional basis, without having gone through a formal process of recruitment, provided references and undergone an interview. This process must also include consenting to and obtaining a Disclosure and Barring Service Check (DBS) at the relevant level.

Helpful links and examples
→ NSPCC – safer staff and volunteers
→ UK Youth – example job description and person specification
→ UK Youth – Safe Spaces Recruitment and Selection Policy
→ Equality Act 2010

Policy requirements

✓ You must include

3.1a A Recruitment and Selection Policy that is compliant to current legislation and guidance and is relevant to the needs of the organisation. It should also provide advice on best practice to ensure the organisation's recruitment process is consistent and effective. You must ensure that:

- recruitment of paid staff, volunteers, ex-offenders and, if appropriate, young people under the age of 18 years
- the Diversity, Equality and Inclusion Policy is applied to all stages of recruitment
- a job description and person specification criteria are produced or reviewed and updated for any vacant post that is to be filled. The job advertisement criteria:
  – how shortlisting of candidates is conducted
  – appointment process
  – a document control sheet that identifies regular reviews (annual) and updates

There are additional requirements for inclusion in your Recruitment and Selection Policy. Please work through the policy section of this chapter to ensure you have covered everything.

3.1 Interview, assessment, references and identity checks

Interviews are used to decide if you want to employ someone and they decide if they want to work for you.

An interview should have the following elements:
- a set of questions that ask for the background of the applicant
- a set of scenarios that test the applicant's experience and knowledge
- a set of questions that check out the motivations of the applicant
- an assessment element of some kind

Applicants must provide a minimum of two references that must be checked before the appointment is confirmed and these should be stored on personal records.

All staff and volunteers should be interviewed by at least two people. All interviewers must make notes and have a simple scoring system to ensure fairness and so that feedback can be given to the applicant if not successful.

Applicants MUST provide proof of identity i.e. passport, driving license, birth certificate and original copies of relevant qualifications at interview. They must also confirm their right to work in the UK.

Essential guidance
We strongly recommend staff receive some training for the recruitment process to ensure employment law is fully followed.

Helpful links and examples
→ HR Zone
→ Right to Work in the UK guidance

Policy requirements

✓ You must ensure

The Recruitment and Selection Policy must have:
- a section on references and state that all applications should have a minimum of two references which are checked and held on record and securely stored
- a section on interviews and assessments including how interviews and assessments are implemented and how interview notes are securely stored
- a section on identity checks which has a written statement that says all documentation will be checked for authenticity and where appropriate these should be kept secure

Practical implementation

✓ You must be able to show

Evidence demonstrating that references, interviews and assessments are an integral part of your safer recruitment practice

3.2a Two copies of anonymised references for staff or volunteers

3.2b A set of anonymised interview notes including interview questions

3.2c A copy of an anonymised invite to interview letter

3.2 DBS checks

Disclosure and Barring Service (DBS) checks must be undertaken before a role begins or there should be systems in place to ensure individuals are well supervised if the DBS certificate has not arrived before the role begins.

Essential guidance

What is a DBS Check?

A DBS check enables employers to check the criminal records of employees, potential employees and volunteers, in order to ascertain whether or not they are suitable to work with adults at risk and children. For individuals working in certain positions, a valid DBS disclosure is a legislative requirement. They search the applicant's criminal record history in order for the employer to make a sound recruitment decision based on the information found on the DBS Check.

The Protecting Vulnerable Groups (PVG) membership scheme is managed and delivered by Disclosure Scotland. It helps makes sure people whose behaviour

Helpful links and examples
→ DBS guidance
→ Our Decision – Children England

Policy requirements

✓ You must ensure

The Recruitment and Selection Policy must have a section on:
- how you manage ex-offenders using a risk assessment if appropriate
- roles within the organisation that are regulated and that all regulated roles are supervised
- procedure for managing risk
- a process for ensuring all DBS certificates are checked and verified by a senior member of staff

Practical implementation

✓ You must be able to show

Evidence demonstrating that DBS checking is an integral part of your safer recruitment practice

3.3a A copy of the forms used to make DBS checks

3.3b An anonymised record of DBS checks for all staff and volunteers including date completed, any concerns and date when check is due for renewal

Keeping up to date

✓ You must be able to show

Evidence demonstrating that DBS checking is an integral part of your safer recruitment training

3.3c A record of training for all relevant staff and volunteers on DBS checking

3.3 Staff and volunteer induction

An organisation should have an established induction process that is supportive to new employees, embeds organisational culture and provides a comprehensive induction that ensures they are aware of standards, policies and procedures.

Essential guidance
Good induction programs can increased retention rate, improved employee and volunteer moral, increased productivity and Increased a sense of acceptance and belonging into the organisation.

Helpful links and examples
→ UK Youth – Safe Spaces induction check list
→ UK Youth – example induction presentation

Policy requirements

✓ You must ensure

Your Recruitment and Selection Policy should have a section covering:
- pre employment – the job offer process and procedures
- employment – full induction to the organisation and role, issues of resources, HR matters, regular check-ins and probation meetings, on-going training and support

Practical implementation

✓ You must be able to show

Evidence demonstrating that inducting staff is an integral part of your safer recruitment practice

3.4a A copy of a staff and/or volunteer handbook

3.4b An induction checklist

4
Focus on young people

—

4.1 Culture of youth led organisation

The organisation should clearly articulate that it is an organisation that is youth-led.

Essential guidance
It is now essential within the context of integrated services that the role of young people and youth work is fully appreciated and nurtured. It really can make such a difference.

Policy requirements

✓ **You must include**

4.1a A young person's statement that includes:
- the vision, aims and governance structures are clear in terms of supporting a culture of being youth led in their practice
- all external facing communication are clear about the purpose of the organisation

33

4.1 Young people's engagement

Young people have the opportunity to share their ideas and comments about your organisation's services and what activities, events or workshops they would like to see in the future.

Essential guidance
Youth participation can take a variety of forms but is important and has benefits for the young people themselves, the youth group and community as a whole. It is the role of the volunteer, youth worker, trusted adult or coach to encourage young people's participation. They will feel an increased ownership of and responsibility for their youth group and the group will be more effective and relevant through placing

Helpful links and examples
→ #iwill Power of Youth Charter
→ Hear by Right - youth participation development tool (NYA)

Policy requirements

✓ **You must ensure**

In order to ensure children and young people's meaningful participation your young person statement should include a section which:
- gives a definition of participation
- outlines the culture of participation
- describes how participation sits within the organisation e.g. a youth forum
- reflects the organisational values that underpin participatory practice and the reasons for involving young people
- describes when and how participation is used

Practical implementation

✓ **You must be able to show**

Evidence demonstrating that participation is an integral part of your young person practice

4.2a Evidence young people participate and co-produce activities and services e.g. workshop notes

4.2b A yearly/or monthly programme of events /activities

4.2c Evidence that demonstrates the organisation is promoting key programmes to young people e.g. website screen shot, flyer, leaflet, social media feed

4.2 Induction

It is good practice for young people to have an induction into your organisation so they know where to get help and support from, understand expected behaviour, and what personal data information is recorded.

It is also a good opportunity to raise awareness of key things that may affect them like confidentiality and consent, and mandatory areas e.g. safeguarding, health safety and wellbeing, and how to access information, advice and guidance around youth related issues such as: support agencies for homelessness, mental health and wellbeing or career advice etc. In some cases this may mean having an extensive knowledge of local support agencies/charities.

Your organisation is welcoming to individuals with both new and existing members always welcome. Young people have an induction to the club outlining building awareness, values, code of behaviour, support and opportunities.

Staff or Volunteers are available to members as and when they are needed to talk to or join in activities.

Essential guidance
Good induction programmes with young people can increase retention rates, improve positive engagement and increase their sense of acceptance and belonging into the club.

Policy requirements

✓ You must ensure

Your Young Person Statement clearly states the process for recruiting and inducting young people into the organisation, clearly identifies partnerships in the locality that can support individual young people and how to refer/self-refer, if appropriate.

Practical implementation

✓ You must be able to show

Evidence demonstrating that induction is an integral part of your young person practice

4.3a A copy of the induction for participants. This should cover the following:
- how to report abuse, concern of abuse
- how to keep themselves and others safe by reporting hazards, accidents and near misses
- how to access information on issues affecting them like sexuality, sexual health, drugs and substance misuse, relationship abuse, bullying, self-harming
- how to become a volunteer, young leader in the organisation or careers advice and guidance
- generic club information
- club guidelines and regulations
- activities and opportunities

Keeping up to date

✓ You must be able to show

4.3b Witness statements from:
- a young person
- a member of staff
- a member of the board

4.3c a club code of conduct

4.3d a membership form and consent form for a young person

4.3 Online safety

Young people are aware of the dangers they face online and through social media.

If young people have access to IT facilities, your organisation should install appropriate blocking mechanisms to ensure they are protected from accessing unsuitable material.

Essential guidance

E-safety is a term which means not only the internet but other ways in which young people communicate using electronic media, e.g. mobile phones.

Appropriate use of electronic media by young people, staff and volunteers should be covered with protocols and procedures and fully monitored.

Policy requirements

You must include

4.4a An Online Safety Policy that clearly defines how you intend to manage social media if using it as a communication vehicle with young people

Practical implementation

You must be able to show

4.4b Evidence that staff and volunteers are clear around how they use social media when working directly with young people e.g. training records, signed statements

5
Data

—

5.1 Data Protection Policy

The General Data Protection Regulation, (GDPR) supported by the [Data Protection Act 2018](#), regulates data processing for living and identifiable individuals. This includes the obtaining, holding, using or disclosing of such information, and covers computerised records as well as manual filing systems.

The principles apply to "personal and sensitive personal data" from which the subjects of that data are identifiable. Your organisation's employees/volunteers who process, use or have access to any personal information in the course of their duties, must ensure that they always meet GDPR and data protection regulations.

Section 29 of the Data Protection Act allows a data controller to disclose personal data to a third party where the disclosure is made for any of the crime prevention or taxation purposes listed in 29(1) if applying specific provisions in the DPA would be likely to prejudice the purposes by preventing the disclosure.

Where your organisation undertakes sub contracting, partnership working or procurements there should be basic Service Level Agreements (SLA's) in place. These should have clear data protection guidance.

Essential guidance
Data Protection and GDPR sets out guidelines for the collection and processing of personal information and aims to give individuals more rights over how their data is used.

Helpful links and examples
→ [ICO data sharing code of practice](#)
→ [ICO data sharing information hub](#)
→ [UK Youth – Safe Spaces Data Protection Policy example](#)

Policy requirements

✓ You must include

5.1a A Data Protection Policy that is compliant to current legislation, clearly defines the data protection principles and addresses these both in the work place and for home working. It should cover/include:
- how your organisation promotes awareness and maintains high standards of practice in data protection and privacy across the organisation
- how your organisation process and respond to a Section 29 request
- a process for responding to a data complaint
- how your organisation would respond to a data breach which includes reporting to Trustees and the Information Commissioner's Office (ICO)

The principles are: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality (security) and accountability.

Practical implementation

✓ You must be able to show

Evidence demonstrating that data protection is an integral part of your practice as defined in your Data Protection Policy

5.1b A signed record showing the policy has been shared with staff and volunteers

5.2 Data Protection Impact Assessment (DPIA)

A Data Protection Impact Assessment (DPIA) is a tool to help you identify and minimise the data protection risks of new projects or other personal data processing activity.

The assessment is part of an organisation's accountability obligations under the GDPR, and an integral part of the 'data protection by default and by design' approach.

An effective DPIA helps identify and fix problems at an early stage, demonstrate compliance with your data protection obligations, meet individuals' expectations of privacy and help avoid reputational damage, which might otherwise occur.

Essential guidance
It's important to embed DPIAs into your organisational processes and ensure the outcome can influence your plans. A DPIA is not a one-off exercise. You should see it as an ongoing process that is subject to regular review.

Helpful links and examples

→ UK Youth – Safe Spaces example DPIA

Policy requirements

✓ **You must ensure**

Your Data Protection Policy should have a section on DPIA or a standalone document which covers the following:

- guidance on when to complete a DPIA
- how to complete a DPIA and who needs to be consulted
- a sample DPIA

5.3 Data Protection Officer (DPO)

The GDPR imposes a duty for you to appoint a data protection officer (DPO) if you are a public authority or body, or if you carry out certain types of processing activities.

The data protection officer will be a trained member of staff/volunteer that champions data protection.

You must ensure that your organisation has sufficient staff and resources to discharge your obligations under GDPR. The DPO role should have a separate role/job description.

Essential guidance
If you decide that you don't need to appoint a DPO because you don't meet the ICO criteria, it's a good idea to record this decision to help demonstrate compliance with the accountability principle.

Helpful links and examples
→ Do I need a DPO? (ICO)
→ UK Youth – Safe Spaces example information sharing and confidentiality

Policy requirements

You must ensure

Your Data Protection Policy has a section covering DPO, responsibilities and covers the following:

- independence to perform their tasks
- their timely involvement in all issues relating to the protection of personal data
- the DPO is sufficiently well resourced to be able to perform their tasks
- the DPO's other duties do not result in a conflict of interests with their role as a DPO

5.3a If you decide you don't need to appoint a DPO include this within your policy

5.3 Retention of Records Policy

Records include a wide range of data relating to individuals working in an organisation, for example, pay or absence levels, hours worked and operating data such as fire equipment checks. This information may be stored in a variety of ways, such as computer databases or paper files.

It is important your organisation maintains effective systems for storing data, both to ensure compliance with all relevant legislation (for example in respect of the minimum wage or working time regulations) as well as support sound personnel administration and strategy.

A complex regulatory regime governs the length of time for which records should be stored.

Some legislation requires very specific times for holding records, and each organisation will need to identify the most relevant requirements for them e.g. Financial records, HR records.

All safeguarding information needs to have a separate schedule as these records can be held up to the child's 75th birthday.

Non-statutory records are also subject to a selection of required retention periods; some you can decide yourself (e.g. attendance sheets of events and activities) and others (e.g. risk assessment, sickness information) have retention time frames and time limits for the retention of records.

Helpful links and examples
→ Records management and security (ICO)
→ UK Youth – Safe Spaces example Retention of Records Policy

Policy requirements

✓ **You must ensure**

Your Data Protection Policy (or Retention Policy) should have a section on retention of records. This could be a standalone document or an annex.

6

Leadership and governance

—

6.1 Governance and organisational purpose

Good governance is fundamental to an organisation's success. It enables and supports an organisation's compliance with the law and relevant regulations. It also promotes a culture where everything works towards fulfilling the organisation's vision.

Good governance supports investment in the development of the right skills within your board and senior team to ensure you are ready to face the challenges of the future. Underpinning this is the organisation's vision and strategic plan.

Your organisation should have a constitution or other governing document setting out its aims and objectives.

Your organisation should hold a public annual general meeting (AGM) or annual review event if required by your governing document. In addition, an annual report should be publicly available.

Having a clear mission statement is crucial for any organisation. This should be defined by your governing documents and will help your management committee to identify the strategic objectives and operational plans that will help achieve the organisation's long-term aim.

Essential guidance
The size of your organisation will determine the governance structure and the type of legal documentation required.

Helpful links and examples
→ Charity Commission governance code

Policy requirements

✓ **You must include**

Evidence demonstrating that your organisation is clear in its aims and objectives linked to its governing document

6.1a A written strategic plan that includes an organisational description, a clear mission statement which sets out your overall purpose and values and is signed and dated for review by the most senior person in your organisation

6.1b An up-to-date copy of your constitution or other governing document

6.1c A copy of annual, impact or yearly review report. This report demonstrates how the organisation has met its aims

Practical implementation

✓ **You must be able to show**

Evidence demonstrating that good governance and organisational purpose is an integral part of your organisation

6.1d Record of an AGM in past 18 months, agenda and minutes of the meeting and list of attendees

6.1e Methods by which you share reports for the general public and stakeholders e.g. website link,

6.2 Leadership

The board should act with integrity, adopting values and creating a culture which helps achieve the organisation's charitable purposes.

The board should be aware of the importance of the public's confidence and trust in the organisation and undertake its duties accordingly. The board understands how real and perceived conflicts of interests and conflicts of loyalty can affect an organisations performance and reputation.

Organisations should adopt and adhere to a suitable code of conduct that sets out expected standards of probity and behaviour.

Essential guidance
The board acts in the best interests of the charity and its beneficiaries. The board is not unduly influenced by those who may have special interests and places the interests of the organisation before any personal interest. This applies whether organisations are elected, nominated, or appointed. Collectively, the board is independent in its decision making.

The board safeguards and promotes the organisation's reputation and, by extension, promotes public confidence in the wider sector. Members of the board and those working in or representing the organisation are seen to be acting with integrity, and in line with the values of the organisation.

Helpful links and examples
→ Conflicts of interest: a guide for charity trustees
→ UK Youth – Safe Spaces Conflicts of Interest Policy example

Policy requirements

✓ You must include

6.2a a regularly reviewed Conflict of Interest Policy that includes:
- a named person with responsibility for the organisation's conflicts of interest
- an outline of the organisation's, employees' and volunteers' responsibilities
- an outline that sets out who does what, when and how
- an annual review process
- document control sheet that identifies regular reviews and updates

6.2 Board effectiveness

Your organisation should be headed by an effective board that provides strategic leadership in line with the organisations aims and values. The Board should be clear about the organisations aims and ensures that these are being delivered effectively and sustainably.

The board shares understanding of and commitment to the organisation's purposes. The board leads the charity in fulfilling its purposes as effectively as possible with the resources available. To do otherwise would be failing beneficiaries and stakeholders. The board's core role is a focus on strategy, performance and assurance.

The board and individual organisations take collective responsibility for its decisions. The board's functions should be formally recorded. The board should work as an effective team, using the appropriate balance of skills, experience, backgrounds and knowledge to make informed decisions. Regardless of the size of an organisation there should be role descriptions for all members of the board.

The board should meet in line with its governing document. It is important to have a rigorous approach to the board's recruitment, performance and development and conduct. In the case of the most senior member of staff (e.g. CEO) the board makes sure that there are proper arrangements for their appointment, supervision, support, appraisal, remuneration and, if necessary, dismissal. The board should make sure that its decision-making processes are informed, rigorous and timely, and that effective delegation, control and risk-assessment, and management systems are set up and monitored.

Helpful links and examples
→ ACEVO, community of civil society leaders
→ NCVO Help and Guidance
→ NCVO Knowhow 'board basics'

Policy requirements

✓ You must ensure

The chair, working with board members and staff, plans the board's programme of work and its meetings, making sure the organisation has the necessary information, time and space to explore key issues and reach well-considered decisions, so that board time is well-used.

Examples of evidence
• agenda documents covering 12 months

The board has a vice-chair or similar who provides a sounding board for the chair and serves as an intermediary for the other organisations if needed.

Examples of evidence
• list of board appointments

The board has, and regularly considers, the mix of skills, knowledge and experience it needs to govern, lead and deliver the charity's purposes effectively. It reflects this mix in its appointments, balancing the need for continuity with the need to refresh the board.

There is a formal, rigorous and transparent procedure to appoint new people to the board, including advertising vacancies widely.

Practical implementation

✓ You must be able to show

Evidence demonstrating that board effectiveness is an integral part of your organisation

6.3a A list of the board and senior leadership team with an outline of their relevant skills and experience

6.3 Legal responsibilities

The organisation should have a member of staff who has responsibility for all legal matters and ensures legal requirements to operate are fulfilled.

All legal records should be accessible and available and there should be a master list of these.

The board ensures that the organisation follows the law. It also considers adherence to nonbinding rules, codes and standards, for example relevant regulatory guidance, the 'Nolan Principles' and other initiatives that promote confidence in charities.

The organisation should ensure the physical security of your assets in line with your Insurance Policy. The organisation should be registered with the appropriate status. This may be as a charity or a community interest company (CIC).

Your organisation might also be registered with a national sports governing body that is recognised by Sport England.

Essential guidance
It is important that your organisation can ensure continuity of service to young people. A written agreement should be in place for the premises you use for administration and/or working directly with young people. Organisations may have registration with more than one body.

Policy requirements

✓ You must ensure

- your organisation has a record /log of all legal documentation and where it is held
- your organisation has a named person responsible for legal matters

Practical implementation

✓ You must be able to show

Evidence demonstrating that legal responsibilities is an integral part of your organisation

6.4a A record of where legal documents are held e.g. bank, safe, safe store, HQ archive, password protected file on shared drive

6.4b A named person responsible for legal matters

6.4c A copy of tenancy, rental or ownership documents

6.4d Proof of your organisation's registration i.e. Charities Commission website, Companies House or letter from a national governing body confirming that your organisation is registered

6.4 Insurance

Appropriate insurance, including any additional cover, must be in place to ensure that all aspects of your business and planned activities, and people taking part, are covered.

Essential guidance
The Employers' Liability Compulsory Insurance Act 1969 applies if anyone is employed. Children/young people and parents/guardians/carers should be informed when personal insurance is recommended for activities or travel.

Policy requirements

✓ **You must include**

6.5a Copies of your insurance certificates, including public liability and employers liability insurance

6.5b A copy of any vehicle insurance documents (if relevant)

Practical implementation

✓ **You must be able to show**

6.5c A current insurance certificate prominently displayed on your premise and or displayed on your website

6.5 Financial accountability

You must have proper and effective financial controls in place to protect your charity's money and property.

There must be clear limits of authority and reporting procedures, and your organisation must understand the organisation's financial position through regular reports and discussion.

Your organisation must have audited, or independently checked, accounts. Financial accounts are accurate to reduce risks to your organisation. The organisation must maintain a reserve of funds to cover a minimum of three months running costs and this should be agreed with the Board.

The management team of the organisation should through its day-to-day management practices ensure the organisation is sufficiently funded to meet all commitments.

Essential guidance
Accountability tells you what policies your board should adopt or has adopted to meet their responsibility for ensuring that the organisation they govern is financially sound.

Practical implementation

✓ **You must include**

6.6a A set of your most recent audited accounts which need to have been signed off by the appropriate people or the board

6.6b An annual budget for the current year. This should show income and expenditure

7

Diversity, equality and inclusion

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7.1 Diversity

The term 'diversity' includes the nine protected characteristics of the Equality Act 2010 as well as different backgrounds, life experiences, career paths and diversity of thought. Boards should try to recruit people who think in different ways, as well as those who have different backgrounds.

The board sees diversity, in all its forms, as an integral part of its regular board reviews. The board recognises the value of a diverse board and has suitable diversity objectives.

The board's approach to diversity supports its effectiveness, leadership and decision making.

Diversity, in the widest sense, is essential for boards to stay informed and responsive and to navigate the fast paced and complex changes facing the voluntary sector. Boards whose members have different backgrounds and experience are more likely to encourage debate and to make better decisions.

A good youth work programme will cater to the needs of a range of young people.

Your organisation should have a written statement showing that your organisation is open and accessible to all young people. Your website and promotional material should reflect this statement.

Your organisation creates opportunities for staff and volunteers to gain awareness or access to training on equalities and their responsibility to comply with any legislation.

Helpful links and examples
→ UK Youth – Safe Spaces Equal Opportunities, Dignity at Work and Diversity Policy example

Policy requirements

✓ You must include

7.1a A written Equality and Diversity Policy that is compliant to current legislation and guidance, is relevant to the needs of the organisation that includes:
- a signature by the most senior member of employed staff or volunteer
- a document control sheet that identifies regular reviews and updates
- a list of supporting policies and procedures
- a process through which young people can access all activities additional support, resources to participate
- a section outlining how staff and volunteers are trained

There are additional requirements for inclusion in your Equality and Diversity Policy. Please work through the policy section of this chapter to ensure you have covered everything.

Practical implementation

✓ You must be able to show

Evidence demonstrating that equality and diversity is an integral part of your organisation

7.1b Signed record showing the policy has been shared with staff and volunteers

7.2 Inclusion

To be an inclusive organisation it is important you as a minimum have a written Equality and Diversity Policy which reduces or eliminates barriers to participation, and prevents discriminatory practice.

Your organisation, and individuals within it, do not undertake prohibited practices which could result in legal action.

This should be evidenced through everyday practice, for example, by challenging negative behaviour and Stereotypes and addressing the barriers which some young people may face in accessing your organisation's support. It is also excellent practice to deliver specific sessions that promote equality, for example, exploring culture through arts sessions or challenging racism through a football project.

All policy and procedures must comply with the Equalities Act 2010. Click here for advice about the Equality Act 2010. As a minimum, training should cover The Equalities Act of 2010. Training should address core work specific to your group's needs. ACAS provide a range of free or low cost training online.

Policy requirements

⊘ You must ensure

- Your equality and diversity policy should reference how you ensure equality and diversity, how individuals with protected characteristics are not unfairly discriminated against, and list and describe protected characteristics
- It should be reviewed on a regular basis in line with your organisational practice
- Your policy should describe how discrimination is positively challenged and should detail procedures on how to manage a situation in which someone has been treated unfairly or disrespectfully
- Your policy should outline your harassment & complaints procedure

7.3 Accessibility

Not all premises are or will be fully accessible; this should be addressed by your Equality and Diversity policy. Where possible, appropriate toilet facilities must be available to people with disabilities.

You should also be aware of employer's duties regarding reasonable adjustments for staff, volunteers or users – this is good practice as well as law for those organisations who employ staff.

Helpful links and examples

→ Reasonable adjustments for disabled workers

Policy requirements

✓ **You must ensure**

Your policy sets out how anyone with a disability wishes to join can be included.

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UK YOUTH

Head Office
Avon Tyrrell Outdoor Centre
Braggers Lane
Bransgore
Hampshire BH23 8EE

London Office
8th Floor, Kings Buildings
16 Smith Square
London SW1P 3HQ
0203 137 3810
info@ukyouth.org