Working with Children and Young People Policy and Procedures

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1. INTRODUCTION

The purpose of the YCI’s Working with Children and Young People’s Policy and Procedures is to provide clarity to all involved in YCI activity as to the expected manner of their engagement with young people.

It defines:

- the principles which inform how we engage and work with children and young people
- the expected minimum standards of practice which must be met by those working for, and on behalf of, YCI
- the anticipated good practice which those working for, and on behalf of, YCI should strive to achieve.

YCI representatives should enjoy their work at YCI, confident in the knowledge of the existence of clear procedures and guidelines and, if required, access to quality support and advice in working with children and young people. This policy serves to safeguard individuals representing YCI and ultimately the organisation itself.

2. POLICY STATEMENT

2.1. Our commitment to children and young people

YCI is committed to protecting, fulfilling and promoting the rights of young people engaged in our programmes. We have a responsibility to safeguard their health and wellbeing and to protect them from all forms of harm, including abuse, exploitation and violence. We seek to ensure that they are treated equally, with dignity and with respect at all times and feel empowered to take an active role in all matters which affect them.

We recognise that protecting young people from harm is both a corporate and an individual responsibility. All members of staff, volunteers and trustees are required to respond appropriately to any concerns and allegations of abuse.

2.2. Our commitment to staff, volunteers, trustees and other working on behalf of the organisation

YCI will strive to create an atmosphere where the principles of working with young people are openly discussed and ideas and ways of working can be shared and developed. Staff will receive encouragement, support and training in areas of working with young people. This atmosphere will also result in support and encouragement for those who feel it necessary to share safeguarding concerns, as these issues may be difficult to confront. It will promote a positive environment for giving and receiving feedback and fostering open lines of communication.

In cases where YCI representatives find themselves having to deal with highly sensitive situations, YCI will provide emotional and counselling support to individuals where needed. This is currently provided by DAS and Interhealth and details can be found in the YCI Staff Handbook.

2.3. Legal framework

In developing this policy and procedure we have made reference to international human rights law and minimum standards for the treatment of young people. This includes, but is not limited to, the
UN Convention of the Rights of the Child.

YCI is registered as a charity in England and Wales. The key legislation, upon which this policy is based, with particular reference to the unique nature and structure of the organisation, includes the Children Act 1989, the Protection of Children Act 1999 and the Safeguarding Vulnerable Groups Act 2006. In addition we recognise that the Statutory Guidance Working Together to Safeguard Children offers advice and guidance on what we should expect from statutory child protection services¹. The Charity Commissions guidance on Safeguarding Children explains the role of trustees in keeping children safe from harm and their Strategy for dealing with safeguarding children and vulnerable adults issues in charities contextualises the role of our key regulator.

We recognise that we regularly work with partners in situations governed by other laws. The relevant Programme Manager/Officer should ensure they have awareness of relevant legal obligations in the different countries in which they work.

2.4. YCI’s approach to working with children & young people

YCI believes all work with children and young people should be aligned with the following principles and expects its representatives to work within these and to promote them as good practice with our partner organisations and more widely.

- **Respect for the rights of young people** – we recognise young people as rights holders. We will work with them to ensure that they can claim and enjoy their full entitlement of human rights.

- **Participation** - In order to achieve YCI’s vision and mission, our work is based on the ascertainable needs, views and experiences of young people. This means ensuring that our work is based on a participative agenda with young people that accepts and values their opinions and experiences.

- **Commitment to the holistic development of young people** - YCI promotes the holistic development of children and young people through a range of programmes including education, capacity building and personal development. In this way, YCI seeks to empower and facilitate young people to become agents in their own development and that of their communities.

- **Equality and inclusion** – we recognise the inherent worth of all young people. We aim to remove barriers which prevent young people from supporting us, participating fully in and leading our work.

- **Critical reflection and learning** - Our work will be guided by good practice in international development and youth work. YCI encourages critical reflection on our practice, striving to evaluate our work in a participatory way and to ensure that the learning is used to further strengthen and develop our work with young people. We will value informal and experiential learning in the development process.

- **Evolving capacity** – youth is a life stage characterised by the development of an individuals’ abilities and capacity to make decisions and to take action. We seek to work in a manner which respects the evolving capacities of young people to make decisions and take actions, as they become fully aware of the consequences of those choices.

¹ Department for Children, Schools and Families (2010) Working Together to Safeguard Children
• **Respect to parents and caregivers** – We recognise that parents and families are the primary carers of young people. We will work with them, in all their diverse forms, and others who care for young people to fulfil their responsibilities.

3. **WHEN THIS POLICY APPLIES**

3.1. **YCI Activity**
This policy and associated procedures applies to all YCI directed activities. This activity maybe through direct engagement with young people (such as through delivery of global youth work, facilitating consultations and needs assessments, project visits, monitoring and evaluation visits and collection of case studies) or indirectly (through reviewing personal details of young people engaged in our activities, having access to photographs or videos in which they feature or in writing about a young person).

This policy is to be used by three distinct groups which are directly involved in YCI activity. All these groups must follow the policy and procedures. They must ensure that themselves aware of the specific guidelines relating to them and their role.

These three groups are:

3.1.1. **YCI Staff, Trustees, Volunteers;** (from this point referred to as ‘YCI representatives’)  
For staff, failure to follow the policy, procedures or guidelines may lead to a disciplinary process. Further details of this process are included in the most recent staff handbook.

For trustees, it is a requirement of the Trustee Code of Conduct to fulfil the duties outlines in this policy. Actions in not adhering with the Trustee Code of Conduct are outlined in the Trustee Handbook.

For volunteers, a similar failure may lead to YCI terminating our relationship with the individual.

3.1.2. **Consultants**
YCI regularly contracts individuals who will undertake work on a consultancy basis on behalf of YCI. These are usually consultants, trainers, journalists or photographers contracted by YCI to undertake an assignment that will involve direct and indirect contact with children and young people.

The failure of the contracted individual or body to follow the policy, procedures or guidelines in the Policy may lead to YCI terminating our relationship with them and seeking redress for breach of contract.

3.1.3. **Visitors to YCI-supported projects**
Visitors to YCI-supported projects in the UK, Ireland and internationally include youth workers, young people, representatives from donor organisations; representatives from YMCA partner organisations and individual supporters. They may have direct contact with young people.

All visitors must state that they have read and understood the Policy and how it relates to their role. Before undertaking the visit, the YCI representative co-ordinating the visit must ensure they receive a briefing on the Policy. And sign a statement of commitment to it.
Failure to follow the policy, procedures or guidelines in the Policy may lead to YCI terminating our relationship with the visitor.

3.2. Responsibilities in a joint initiative
In any joint activities or initiatives with external organisations YCI will discuss with the partner organisation/s who has responsibility for safeguarding young people and therefore which policy(ies) and procedures will be followed for the purpose of the joint initiative.

In reaching this decision the YCI representative should consider:
• Which agency has most direct contact with young people during the initiative
• The legal standards and context for the country where the joint initiative will occur
• Where there are significant difference between the policies and procedures of the partner and YCIs, if following a partners standards would increase the risk of harm occurring to young people to an unacceptable degree in comparison to use of YCIs policies and procedures
• Whether they believe the partner has the capacity to implement its own policies and procedures
• The reputational risk to YCI in not following its own policies and procedures.

Should staff consider they need assistance in making this decision they should consult their line manager / relevant YCI contact. If this does not lead to a decision, the member of staff must consult the Young People’s Officer.

Before the initiative begins, the YCI representative leading our participation in the joint initiative must ensure that a written agreement has been made which clarifies who has responsibility for safeguarding children and young people from harm and which policies and procedures will be followed. Where possible this should be included in the relevant Memorandum of Understanding/Project Framework Agreement or similar document.

3.3. Our international partners
YCI’s Working with Children and Young People Policy does not apply to the actions of staff, volunteers or trustees of YCI partner organisations in the UK, Ireland and the Global South. They are independent organisations with their own organisational policies and procedures. For further information see section G.

Before a member of staff visits a partner organisation, they should agree whose safeguarding procedures should be followed in case of a concern arising.

If the partner organisation does not have a procedure for responding to a concern of harm to a young person, the YCI representative should use the procedures in section D.

4. DEFINITIONS

4.1. Definition of Children and Young People
For brevity throughout the policy we use the term young person to cover all beneficiaries of YCI-supported projects. It therefore covers those legally defined as children, young people and adults.

• The UN Convention on the Rights of the Child defines all those under-18 years of age as children. Children have specific legal safeguards, and often different needs than older people.
• The UN defines a young person as those between the ages of 15 and 24, however YCI recognises that the definition of a young person varies among its partner organisations, including through the legal definition in the specific country or context.
YCI also supports projects which engage with individuals ages over 25. Often these individuals will have specific vulnerabilities which have led them to need further support and accessing services.

YCI will always be sensitive to the additional protections which are necessary for individuals under the age of 18, balancing respect for their evolving capacities and the additional protection which children are entitled.

4.2. Definition of Abuse

“Abuse” or “maltreatment” constitutes ‘all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child or young persons health, survival, development or dignity in the context of a relationship of responsibility, trust or power.’

Somebody may abuse or neglect a young person by inflicting harm, or by failing to act to prevent harm. Young people may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. This abuse may occur both physically or via the internet. This abuse may be perpetrated by an adult or adults, or a child/young person or a group of children/young people.

This definition can be broken down into four types of maltreatment which cause harm to young people.3

4.2.1. Physical abuse

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

4.2.2. Sexual abuse

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

4.2.3. Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a young person such as to cause severe and persistent adverse effects on the young person’s emotional development. It may involve conveying to young person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the young person opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on the young person. These may include interactions that are beyond the young person’s developmental capability, as well as

3 Adapted from Department for Children, Schools and Family (2010) Working Together to Safeguard Children
overprotection and limitation of exploration and learning, or preventing the young person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing young person frequently to feel frightened or in danger, or the exploitation or corruption of the young person. Some level of emotional abuse is involved in all types of maltreatment of a young person, though it may occur alone.

4.2.4. Neglect
Neglect is the persistent failure to meet a young person’s basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy. It can include failure to:

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

4.3. Definition of safeguarding
For the purposes of this policy, safeguarding is the action necessary to protect young people from abuse and maltreatment so as to prevent impairment of their health, development and/or a violation of their human rights. It aims to ensure that young people can develop in circumstances consistent with the provision of safe and effective care, where their inherent worth and dignity are protected and they have optimum life chances.

5. POLICY IMPLEMENTATION

All YCI representatives - and not just those whose posts involve more direct contact with children and young people - share responsibility for the implementation and monitoring of this policy.

5.1. Chief Executive
The Chief Executive must ensure that the organisation has a designated staff member (“Young People’s Officer”) to support implementation of the Working with Children and Young People Policy and Procedures. The Chief Executive must ensure that the appointed individual has the relevant knowledge, skills and experience to fulfil responsibilities as outlined Appendix 1 and that they have time and resources necessary for them to fulfil these responsibilities to the best of their abilities.

5.2. Young People’s Officer
The purpose of the Young People’s Officer is to champion the full implementation of the Working with Children and Young People’s Policy. A full role description is in Appendix 1.

Their contact details for the Young People’s Officer is:

Tom Burke
tom.burke@ycareinternational.org
020 7549 3160

When the Young People’s Officer is unavailable due to sickness, or not able to be contacted if on holiday, any YCI representative with concerns should contact the Chief Executive directly.
5.3. **Line managers**

All YCI managers **must** ensure that staff and others for whom they have line-management responsibility are made aware of the policy.

6. **AWARENESS RAISING**

YCI recognises that effective policy implementation will depend on all YCI representatives and other relevant stakeholders having awareness of this policy. The Young People’s Office is responsible for overseeing the awareness-raising of this policy amongst YCI representatives, consultants, visitors to projects and beneficiaries.

Actions which they **should** undertake includes:

- Ensuring a full copy and summary of the policy are available of the YCI website. This should include a summary in a manner which is targeted at children and young people which may be directly engaged in YCI activities.
- A leaflet for young people directly engaged in YCI activities on how they can raise a concern about a YCI representative or consultant.
- Ensuring a summary of the policy is translated into relevant language.
- Leading regular briefing and awareness raising sessions for YCI representatives and consultants.

7. **POLICY REVIEW**

On an annual basis, the Young People’s Officer **must** consult the Senior Management team and relevant staff on experience of implementation of the policy and procedures. If they have not done so to date, line managers should feedback any learning gained in *Regular Work Reviews and Exit Interviews* held in the past year to the Young People’s Officer.

Following the review, the Young People’s Officer **must** submit a report to the Board of Trustees on implementation of the policy in the previous year. This should include details of successes; lessons learnt and barriers to implementation identified during the year. This should also include a proposed plan for implementing the policy within the next year.

Every three years, YCI’s Young People’s Officer **must** undertake a fuller review of the policies and procedures. This should include:

- A reassessment of the legal and policy environment
- Learning from the previous three years
- Changes to the structure and type of activities undertaken by the organisation
- the ascertainable views of young people on policies and procedures and how they are working.

This should result in a revised and republished policy and procedure for Trustee approval.

The next review should be completed by March 2015.
A. CODE OF CONDUCT

1. INTRODUCTION

YCI seeks to ensure that young people engaged in our activities are treated equally, with dignity and with respect at all times and empowered to take an active role in all matters which affect them. This Code of Practice aims to give guidance for staff on how to ensure that this is achieved.

2. ACHIEVING GOOD PRACTICE

To support these, all YCI representatives, consultants and visitors should:

- Strive to develop relationships with children and young people which are based on equality, trust, respect and honesty and allow young people to flourish, develop and have their voices heard
- Plan and organise the environment in which they will work with children and young people to ensure it is safe and encourages inclusive and participative working
- Seek to be constantly aware of, and manage situations which may present risks to children or young people
- Ensure that children and young people feel empowered and confident to raise any issues or concerns with the appropriate member of staff
- Promote the participation of children and young people in the planning, implementation, monitoring and evaluation of all YCI-supported work (See YCI’s Youth Participation Policy for more details)

3. PROHIBITED CONDUCT

YCI representatives must never:

- Condone, or participate in behaviour by a young person which is abusive, discriminatory, illegal, unsafe, or sexually or emotionally abusive
- Physically assault or physically abuse a young person
- Use physical restraint other than in a life threatening situation or where the young person or another is at imminent and significant risk of harm
- Emotionally abuse young people, such as engaging in behaviour intended to shame, humiliate, belittle or degrade
- Develop, encourage or fail to take action of relationships with children or young people which could in any way be deemed sexual, exploitative or abusive
- Act in ways that may be violent, inappropriate or sexually provocative
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- Inappropriately referring to individual children’s behaviour or personal circumstances with colleagues, staff from other organisations, friends and family
- Discriminate against any particular young person or group of people
- Impose their own moral, religious or political beliefs on young people
- Be in a locked room with a young person alone
- Never make available or drink alcohol of any kind, including with meals, at YCI events where they are responsible for young people those aged under 18.
B. RECRUITMENT AND SELECTION

1. INTRODUCTION

YCI recognises that steps must be taken to protect young people from individuals who might seek to gain trust and access to them through our work in order to harm that young person. The possibility of YCI representatives, people acting on our behalf and visitors to YCI projects harming young people, through abuse or significant poor practice, is one which the agency takes seriously. We are committed to minimising opportunities for this harm to occur.

YCI is committed to good practice in recruitment. YCI will always try to recruit the most suitable person for any role, ensuring that they respect and value young people and are committed to good practice in working with young people.

YCI works with YMCA England’s HR Department. They provide HR policy framework and support their implementation across the organisation. They are responsible for ensuring YCI is aware of relevant regulatory requirements; supporting recruitment and staff development.

Legal requirements on who may work with children and young people in the UK and Ireland can change. The Young People’s Officer must ensure that they are aware of any changes.

These guidelines should be read alongside YCI’s Recruitment Policy and Volunteer Policy.

2. YCI REPRESENTATIVES RECRUITMENT PROCEDURES

In relation to the recruitment of staff, the individual line manager recruiting and selecting YCI representatives must ensure that these procedures are followed. They should consult with the Young People’s Officer and YMCA England’s HR Department if they have any queries on implementing these guidelines before they undertake the recruitment process.

In relation to volunteers and consultants, the individual line manager should consider whether these guidelines are relevant. They must read this section carefully as certain procedures (e.g. CRB checks) will be relevant for these roles. They should consult with the Young People’s Officer if unsure.

In relation to Trustees, the Chief Executive should consider with the Chair of Trustees the appropriate recruitment mechanisms which are relevant to these roles.

2.1. Development of relevant job descriptions

All positions for YCI representatives have a job or task description and person specification. In preparing these, the line manager must ensure that they carefully consider the role and the required level of qualification and experience needed to uphold good practice in working with young people which are relevant to the role. The line manager must ensure that candidates are selected against these criteria.

2.2. Advertisement of the role

The line manager must ensure that advertisements for YCI representatives state that commitment to YCI’s Working with Children and Young People Policy is a requirement of employment (or, in relation to trustees and volunteers in undertaking the role). An example of an advert with this statement is included in Appendix 1.
2.3. **Application**

For staff interviews, the line manager **must** ensure that candidates complete a standard application form (available from YMCA England’s HR Department) which contains a statement about adherence to YCI’s Working with Children and Young People Policy, the requirement for criminal disclosure check and provision of references and an invitation to disclose convictions making clear that this will not necessarily prevent you from working for YCI.

For trustees and volunteers, the individual leading recruitment should ensure that any application process includes notification to candidates that they must be willing to adhere to YCI’s Working with Children and Young People Policy, the requirement for criminal disclosure check and provision of references and an invitation to disclose convictions making clear that this will not necessarily prevent you from working for YCI.

2.4. **Interview and selection**

During the selection process, the line manager **must** ensure that serious consideration is given to the demonstrable knowledge and/or experience of the candidates in working with young people which is relevant to the role. This **should** be evidenced in the selection and interview documentation.

Interviews will explore knowledge, experience and approaches of working with children and young people which is relevant to the role. In most circumstances and dependent on the role description, this should include an assessment of candidates’ commitment to safeguarding.

Gaps in employment history **must** be explored on the application form and at interview. The candidate **must** also be asked questions about their motivation to work for a youth organisation. The types of questions that could be asked include (depending on the role):

- Do you like working with young people? Or, do you feel comfortable working directly with young people?
- Have you worked/volunteered in an organisation with children and young people before? If yes, why did you leave?
- Can you give an example of your work with young people?

The line manager **must** ensure that answers given are recorded. The line manager must satisfy themselves that the answers given are clear and full answers. Guidance on what YCI constitutes appropriate responses can be provided by the Young People’s Officer.

2.5. **Pre-employment checks**

After YMCA England’s HR Department have been informed that an individual has been selected for a position, they **must** ensure that they collect provide proof of identity and be invited to complete a CRB disclosure check. They must store this information securely.

2.6. **References**

For staff and trustee positions, the line manager **must** ensure that two professional references from referees are obtained. Whilst this is beneficial for volunteers, it is not an essential requirement. The referee must have known the candidate in a professional capacity for more than two years and that this can be verified by telephone. Referees must not be a family member or friend.

Reference requests must state that the candidate will be working with children and young people and ask if the referee knows of any issues or incidents involving the candidate and his/her contact with children which would give cause for concern. An example of this reference request is available on the [YCI Server](https://www.yci.org.uk).
Where the individual is applying for a role which entails regular direct work with young people, one of these should come from the most recent employer or organisation for whom they worked or from someone who has knowledge of any work or volunteering previously done with young people. YCI recognizes this may not always be possible where for example they have no experience of direct work with young people or this would be their first role.

YCI representatives should not generally take up their post until satisfactory references have been obtained. If the line manager wishes for the individual to begin employment or their role before both references are received they must seek authorisation from the Department Director (or where a Director is the line manager from the Chief Executive) stating why this is necessity.

3. RECRUITMENT PROCEDURES IN RELATION TO CONSULTANTS

The individual line manager recruiting and selecting consultants must ensure that these guidelines are followed. They should consult with the Young People’s Officer if they have any queries on implementing these guidelines before they undertake the recruitment process.

3.1. Assessment of role and risk to young people

Before drafting the tender document or, where this is not relevant, signing a consultancy agreement, the line manager must consider the role which is required and the potential for the Consultant to harm young people. They should take into account:

- The degree of direct contact with young people
- The specific needs and vulnerabilities of the young people to be in contact with the Consultant
- The level of supervision offered by YCI and/or its partners (and if the later, the capacity to offer supervision to the Consultant).

This assessment should influence the terms of reference for the role and the required level of knowledge, skill and experience required.

3.2. References

The line manager must ensure that two professional references from referees are obtained. The referee must have known the candidate in a professional capacity for more than two years (e.g. a former employer or colleague, a previous client, another consultant with whom they have collaborated) and that this can be verified by telephone. Referees must not be a family member or friend.

Reference requests must state that the candidate will be working with children and young people and ask if the referee knows of any issues or incidents involving the candidate and his/her contact with children which would give cause for concern. An example of this reference request is available on the YCI Server.

4. DISCLOSURE OF CONVICTIONS AND CRB DISCLOSURE CHECKS FOR YCI REPRESENTATIVES AND CONSULTANTS

As a principle, YCI will usually seek an Enhanced Criminal Records Bureau Disclosure of all staff, trustees, volunteers and consultants. 

4 The highest-level check available will be the one most appropriate for posts which involve regularly caring for, supervising, training or being in sole charge of children and young people aged 18 and under. It will give information on all convictions on record, plus details of any cautions, reprimands or warnings. It will also give information contained on government department lists of people considered unsuitable to work with children and young people. Lastly, it will contain details of other information (non-convictions) held on that individual and considered by the local police to be relevant.
4.1. **For staff and trustees**
All candidates will be *invited* to disclose on our application form any spent or unspent convictions. Candidates who are then invited to interview will be *required* to disclose spent and unspent convictions.

If an individual is selected for a post, they will be *required* to complete a CRB Form (see section 2.5).

All successful candidates will be offered the position subject to satisfactory references and an enhanced CRB check being completed.

4.2. **For volunteers and consultancy positions**
The line manager *must* invite candidates to disclose on our application form any spent or unspent convictions. Candidates who are then invited to interview will be *required* to disclose spent and unspent convictions.

The line manager *must* determine *before* seeking applications for the position whether a CRB check will be required for the role. In doing so, they should consider:

- The degree of contact with young people
- The specific needs and vulnerabilities of the young people to be in contact with the volunteer or consultant
- The level of access to personal details about young people the individual will have
- The level of supervision offered by YCI and/or its partners (and if the later, the capacity to offer supervision to the Consultant).
- The time period of the role (taking into consideration both the length of the placement, the start date of the placement and the likely time period that a CRB check can take).

In making this decision they *may* consult the Young People’s Officer. The final decision as to whether a CRB check is necessary rests with the Chief Executive.

Where it is decided that a CRB check is *needed*, the successful candidate will be offered the position subject to satisfactory references and an enhanced CRB check should be completed. Advice on dealing with an issue arising from a CRB check is found in section 4.4.

If a CRB check is deemed unnecessary, the line manager *must* ensure that the volunteer or consultant completes a self-declaration form. This form *must* be returned to the Young People’s Officer in a sealed envelope. The Young People’s Officer *must* keep a secure and accurate record of returned Self Declaration Forms.

Department Directors *must* ensure that if a consultant is being hired on a regular basis, that an enhanced CRB check is acquired.

4.3. **Period before a CRB check is returned**
Where a CRB check is required, YCI representatives can begin their role and take part in work directly with young people *before* the CRB check has been returned.

However, in the interim, the line manager *must* ensure that the individual completes a self-declaration form. This form *must* be returned to the Young People’s Officer in a sealed envelope. The Young People’s Officer *must* keep a secure and accurate record of Self Declaration Forms.

In the intervening period, they *must* be supervised and the line manager must be confident that they will not have unsupervised access to young people.
4.4. **Return of a CRB check with a criminal conviction or a matter of concern**

For a YCI member of staff or trustee, where a conviction or another matter has been disclosed (either in a self-declaration form or in a CRB check), the line manager must discuss this with the Department Director (in the instance where this is the line manager, with the Chief Executive; where this relates to a trustee the Chief Executive must discuss this with the Chair of Trustees.). They should consider whether they may preclude the individual from working for the organisation within the role applied for, seeking advice from YMCA England’s HR Department and/or the Young People’s Officer.

For a volunteer or a Consultant, where a conviction has been disclosed (either in a self-declaration form or in a CRB check), the line manager must discuss this with the Department Director. They should consider whether they may preclude the individual from working for the organisation within the role applied for. They may discuss this with YMCA England’s HR Department and/or the Young People’s Officer.

The suitability for employment of a person with a criminal record or whose CRB check highlights an issue of concern will vary, depending on the nature of the job and the detail and circumstances of the matter. Deciding on the relevance of convictions to specific posts is not an exact science. An assessment of an applicant’s skills, experience and conviction circumstances should be weighed against the risks associated with the role.

An applicant’s criminal record should be assessed in relation to the tasks he or she will be required to perform and the circumstances in which the work is to be carried out. It is recommended that organisations consider the following when deciding on the relevance of offences to particular posts:

- Does the post involve one-to-one contact with children or other vulnerable groups as employees, customers and clients?
- What level of supervision will the post holder receive?
- Does the post involve any direct responsibility for finance or items of value?
- Does the post involve direct contact with the public?
- Will the nature of the job present any opportunities for the post holder to re-offend?

5. **REPORTING TO AUTHORITIES**

Where a line manager believes that an individual has attempted to obtain work with YCI by providing false information in relation to previous convictions and/or providing misleading information, particularly where these relate to work with young people or safeguarding, they must inform the Young People’s Officer.

Following discussion with the line manager, and if necessary, the Chief Executive, the Young People’s Officer should report this incident to the relevant authorities the experience. YCI is committed to assisting the police or other authorities in any ensuing investigation.
C. INDUCTION, TRAINING, REGULAR WORK REVIEWS AND EXIT INTERVIEWS

1. INTRODUCTION

This section sets out our commitment to ensure that YCI representatives and consultants are made aware of the policy and their responsibilities, how training needs will be identified and met and how YCI representatives will be enabled to reflect on their engagement with young people through the regular work review process or when leaving the organisation.

2. INDUCTION

YCI recognises that policies are effective when individuals understand them and are committed to implementing them. We will strive to ensure a high quality induction for all individuals.

This policy should be read alongside the Induction Guidance available from the Office Manager.

2.1. Staff and volunteers

Line managers of any YCI representative must ensure that as part of their induction process they pass over a copy of the Working with Children and Young People Policy and the contact details for the Young People’s Officer.

For most YCI staff and volunteers, normally within one week of starting at YCI they will meet with the Young People’s Officer. The officer must explain the key features of the policy and highlight aspects most relevant to the role that the YCI representative is undertaking. A standard agenda for this meeting is included in Appendix 1.

For volunteers who are not based at the YCI office, the line manager should ensure that they receive any relevant information about this policy and discuss with them as necessary.

2.2. Trustees

For trustees, this discussion will be arranged at an appropriate time of their induction process.

2.3. Consultants and visitors to projects

Line managers of any consultants and anyone visiting a YCI supported project must ensure that they receive a briefing on the Working with Children and Young People Policy from a YCI staff member prior to their visit (this will normally be with the Young People’s Officer). This will include a copy of the Working with Children and Young People Policy, details of who to contact in the event of any concerns and the contact details for the Young People’s Officer.

3. REGISTER OF COMMITMENT

Line managers of YCI representatives must ensure that within one week of an individual starting their role at YCI that the individual has signed the Working with Young People Register of Commitment.

This register will confirm that an individual has:

- Read the policy
- Understood how it affects their role
- Had the opportunity to seek clarification on the contents of the policy
• Completed the CRB form and/or self-declaration form.

The register will be maintained by the Office Manager who should check on a periodic basis that new starters have signed the register. The Young Persons Officer should undertake an annual review of the register to ensure it is being maintained.

Line managers of consultants and visitors to YCI projects must decide whether the individuals should sign the Register of Commitment is relevant. This will depend on the nature of the consultancy, the level of direct contact with young people and the length of consultancy. Normally, any individual visiting a YCI project or partner which may have contact with beneficiaries or who will have access to personal information about young people should sign the Register of Commitment. If unsure the line manager should discuss this with the Young People’s Officer.

4. TRAINING

YCI is committed to ensuring that its staff, trustees, representatives have the knowledge, skills and appropriate attitudes and values to fully implement this policy.

4.1. Staff and volunteers

Within one month of taking up the post, line managers must assess the training needs of the individual to implement this policy in a manner which is relevant to their role. Questions which may be relevant to this assessment is available on the YCI Server.

Any training identified will begin within three months of taking up the post. YCI representatives will be expected to attend the training at the first available opportunity. The depth of training will depend on the representative’s role, degree of direct contact with young people and access to personal information.

YCI recognises that lengthy training can be an additional burden on volunteers or staff who works part-time. Wherever possible, arrangements should be made to ensure that training is delivered in an accessible manner.

Following the training, line manager’s must ensure that the representative include details of the training which they have received on the Working with Young People Register of Commitment. On a regular basis the Young Persons Officer should undertake spot checks of the register to ensure it is being maintained.

4.2. Trustees

The Young People’s Officer, in discussion with the Chief Executive, will, at least once a year, assess whether trustees require additional training to fulfil their functions under this policy.

4.3. Consultants

Generally line managers should only appoint consultants with the knowledge, skills and appropriate attitudes and values to fully implement this policy. If this is not possible and additional training is required, this should be negotiated with the consultant as a requirement. The line manager must be satisfied before signing the contract for the consultancy that the consultant has the knowledge and skills or a process to gain has been put in place before they undertake the role.
5. **REGULAR WORK REVIEW**

YCI has a process of annual assessment and appraisal of all posts. This Regular Work Review process is detailed in the *Staff Handbook*.

YCI recognises the importance of effective management and supervision of staff in relation to identifying training needs in relation to this policy, providing support and training where necessary.

5.1. **Requirements for all staff**

At the annual Regular Work Review, line managers **must** ensure that they ask staff about their experiences of implementing this policy and give staff the opportunity to raise any concerns, learning or issues about working with young people. This should be recorded in the final Regular Work Review notes produced by the line manager.

In light of these discussions, the line manager and individual **should** agree whether any additional training needs for working with young people which are relevant to the role the individual holds remain. This should be part of the regular training plan for the individual for the year ahead.

Following any training, the line manager’s **must** ensure that the representative include details of the training which they have received on the *Working with Young People Register of Commitment*.

5.2. **Requirements for staff with regular, direct contact with young people**

Line managers of individuals who work for YCI and have regular direct contact with young people **should** consider whether it would be appropriate to seek the feedback of young people with whom the individual has worked with.

They should ask the member of staff to provide the contact details of four young people who the individual has had direct and regular work with over the past year. The manager should select two at random and seek feedback on the individuals ways of working and ability to show respect to young people. The information gained should be fed back to the member of staff in an anonymous manner.

6. **EXIT INTERVIEWS**

YCI has a process of annual assessment and appraisal of all staff posts. This Regular Work Review process is detailed in the *Staff Handbook*. For Volunteers, this should be read alongside the *Volunteer Policy*.

At the exit interview, line managers **must** ensure that they ask staff and volunteers about their experiences of implementing this policy and give them the opportunity to raise any concerns, learning or issues about working with young people. This should be recorded in the final Exit Interview notes produced by the line manager.
D. RESPONDING TO A SAFEGUARDING CONCERN

1. INTRODUCTION

This section sets out the procedures for:
- Responding to disclosures of abuse by a young person
- Responding to concerns or allegations about the behaviour of a YCI representative or consultant acting on our behalf
- Procedures following reporting of concern of a YCI representative or consultant acting on our behalf

These procedures intended to protect those making the allegations, the young people involved and all staff involved. They apply to all YCI representatives undertaking YCI activity.

When in a joint initiative and another organisation’s policy is being used you should follow their procedures. Before undertaking a partner visit you should be clear whose Child Protection Policy you are following. For further information see section 3 of the main policy.

Where a disclosure, concern or allegation implicates the Young People’s Officer their role will be fulfilled by the Chief Executive. Where the disclosure, concern or allegation implicates the Chief Executive, their role will be fulfilled by the Chair of Trustees or a trustee appointed by them.

These procedures should be read alongside the confidentiality and information sharing procedures (see Section E).

2. HOW TO FOLLOW THESE PROCEDURES

The flow diagram overleaf gives further information on procedures on responding to a safeguarding concern.

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A young person tells you that they are being abused or that they are at risk of harm

You see actions of a YCI representative which raises concerns

Someone tells you about the actions of a YCI representative which raises concerns

You see actions of a YCI partner which raises concerns

Section 3
RESPONDING TO DISCLOSURES OF ABUSE BY A YOUNG PERSON

Section 4
RESPONDING TO CONCERNS ABOUT THE BEHAVIOUR OF A YCI REPRESENTATIVE

Section 6
REPORTING CONCERNS INVOLVING A REPRESENTATIVE OF A PARTNER ORGANISATION

Is a young person at imminent and serious risk of harm?

No

Complete incident form and pass to YPO

Section 5
Decision making meeting

i. No action needed
ii. Further support to young person and staff offered
iii. If YCI staff implicated but disciplinary not needed offer retraining and support
iv. If YCI staff implicated start disciplinary procedures

Yes

Contact relevant services (e.g. social services)

Discuss with partner

Complete incident form and pass to YPO

Follow up meeting between YCI and partner

i. No action needed
ii. Suspension of funding pending action required by partner
iii. Termination of funding and partnership
iv. Support and training in relevant areas
v. Recommendation to suspend or terminate a member of staff
vi. Ending a working relationship with specific staff members
vii. If appropriate, whether to inform the YMCA area alliance

Actions which must be undertaken
Actions which could be undertaken
3. RESPONDING TO DISCLOSURES OF ABUSE BY A YOUNG PERSON

This covers cases where a child, young person or vulnerable adult tells you that they have or are experiencing maltreatment, or tells you something which leads you to believe they may be (or have) experienced maltreatment.

3.1. Listening to young people
In the event of a child or young person indicating that they want to talk to you about an issue or problem, YCI staff should respond as follows:

- Arrange a time and place where you can talk privately with the child or young person as soon as possible and remember to do this within sight of others.
- In order to avoid losing the trust and confidence of a young person by having to break their confidence, YCI representatives where appropriate should try and pre-empt disclosure and inform the young person that if they do decide to reveal information that means that YCI considers them or another person to be at significant risk of harm, that YCI may share this information.
- Stay calm and reassuring at all times. Affirm that they were absolutely right to make the disclosure and empathise how difficult it is to talk about such experiences.
- Do not press for details – some cases of abuse need further and possibly extensive investigation. It is better for the child/young person if he/she does not have to repeat the details unnecessarily, so therefore where possible, record details of what you are told as soon as possible after the meeting.
- Explain that you cannot promise to keep what you are told confidential. Ask whether he/she has told anyone else and if not, discuss with them who would be a good person to tell and that you will help him/her to tell that person.
- Stay calm and reassuring at all times. Affirm that they were absolutely right to make the disclosure and empathise how difficult it is to talk about such experiences.
- Do not press for details – some cases of abuse need further and possibly extensive investigation. It is better for the child/young person if he/she does not have to repeat the details unnecessarily, so therefore where possible, record details of what you are told as soon as possible after the meeting.
- Explain that you cannot promise to keep what you are told confidential. Ask whether he/she has told anyone else and if not, discuss with them who would be a good person to tell and that you will help him/her to tell that person.
- Listen to and do not dismiss what you are told.
- At the end of the meeting, repeat back the details of the disclosure. Do not ask for any further details as this may cause distress and also hinder a formal investigation.
- Don’t promise to follow up with the young person yourself or provide them with your personal contact details but explain to the young person the process that you will follow.

Where incidents do not constitute significant harm to the young person, you should use your professional skills to facilitate a solution in an inclusive and non-judgmental way. If it was important enough to the child or young person to talk to you about, it is important that you deal with these issues and not dismiss them as trivial or unimportant. In most circumstances, YCI will not be an appropriate agency to offer ongoing support to the young person. You should attempt to gain the consent of the young person to share this information with the partner organisation.

If a young person is in imminent and serious risk of harm continue to section 3.2
If a young person is at risk of harm but this is not imminent and serious continue to 3.3

3.2. If a young person is in imminent and serious risk of harm
If in the opinion of the YCI representative or Consultant the circumstances are life threatening or the young person or a third party is in imminent and serious harm, they should share relevant information with the appropriate services as soon as possible (e.g. social services, medical services, the police, etc). Where possible and appropriate, you should explain to the young person that you are going to do this and engage them within this process.
The member of staff should record the name of the officer at the relevant authority (e.g. Social Services department), the date and time of the call, details of any information which was shared with social services and any actions decided during the discussion. Any further action should only be taken in line with the advice given by Social Services. This information should be stored in a secure and safe manner.

Following this, you must contact the Young People’s Officer as soon as possible to make them aware of the situation.

Where possible, the person reporting the concern must complete an Incident Report form as soon as possible Appendix 2. The reporting staff member must save the Incident Report Form on the YCI server under their personal area. This should be sent in an email to the Young People’s Officer and their line manager marked “URGENT AND CONFIDENTIAL”.

3.3. If a young person is at risk of harm but that this is not imminent and serious
Where you consider there to be a risk of harm, but this risk is not immediate, you must contact the Young People’s Officer as soon as possible to make them aware of the situation.

You should record what the young person said using the Incident Form Appendix 2. This should be completed in full with as much detail as possible. Wherever possible you should use direct quotes from the young person. You must send this to the Young People’s Officer and line manager as soon as possible of the disclosure being made and save this on the YCI server under their personal area. This should be sent in an email marked “URGENT AND CONFIDENTIAL”. Other than sending this form to the Young People’s Officer, you must keep this disclosure confidential.
4. RESPONDING TO CONCERNS ABOUT THE BEHAVIOUR OF A YCI REPRESENTATIVE

This covers incidents or situations where you see or hear actions which lead you to having serious concerns or suspicions about a YCI representative. This may include situations where you become aware of allegations that a YCI Representative has, or is, acting contrary to this policy, including from a third party.

If a young person is in imminent and serious risk of harm continue to section 4.1
If a young person is at risk of harm but this is not imminent and serious continue to 4.2

4.1. Where you believe a child or young person is in imminent and serious risk of harm

If in the opinion of the YCI representative or Consultant the circumstances mean that the other YCI representative or consultant pose an imminent and serious harm to young people, they should take steps to prevent the individual having access to young people and to share relevant information with the appropriate services as soon as possible (e.g. social services, the police, etc).

The member of staff should record the name of the officer at the Social Services department, the date and time of the call, details of any information which was shared with social services and any actions decided during the discussion. Any further action should only be taken in line with the advice given by Social Services. This information should be stored in a secure and safe manner.

Following this, you must contact the Young People’s Officer and their line manager as soon as possible to make them aware of the situation.

Where possible, the person reporting the concern must complete an Incident Report form as soon as possible Appendix 2. The reporting staff member must save the Incident Report Form on the YCI server under their personal area. This should be sent in an email to the Young People’s Officer and their line manager marked “URGENT AND CONFIDENTIAL”.

4.2. Where the young people are at risk of harm but that this is not imminent and serious

4.2.1. Immediate actions

You should take steps to prevent the individual having access to young people. This may include the implicated YCI representative being asked to step down from the event. In doing so it should be made clear that the individual is not admitting any guilt or misconduct.

4.2.2. Record your concerns

Where possible, the person reporting the concern must complete an Incident Report form as soon as possible Appendix 2. The reporting staff member must save the Incident Report Form on the YCI server under their personal area. This must be sent to the Young People’s Officer and their line manager.

4.2.3. Report your concern

Where possible, discuss your concerns with your line manager. You should attempt to do this within 12 hours of the incident. If your line manager is the person implicated, discuss
your concerns with the line manager of that specific individual or the Chief Executive. If possible the Young People’s Officer should join this discussion.

This purpose of the discussion is to accurately and factually record the concern. The discussion must be based on the incident, the nature of the concerns and the allegation (including any evidence which you have).

The line manager **must** make a written record of this discussion and save this on their personal area of the YCI server. This **must** be circulated to the person reporting, the Young People’s Officer and the Chief Executive as soon as possible. This **should** be sent in an email marked “URGENT AND CONFIDENTIAL”. Other than sending this form to the Young People’s Officer, you **must** keep this disclosure confidential.

If an Incident Report Form has not yet been completed, the line manager **must** ensure that this is completed by the member of staff as soon as possible. This should be saved on their personal area of the YCI server and sent in an email marked “URGENT AND CONFIDENTIAL”.

Continue to SECTION FIVE
5. **PROCEDURE FOLLOWING REPORTING OF CONCERN ABOUT A YCI REPRESENTATIVE**

This section outlines what happens in the event of a child protection concern being identified and reported to the Young People’s Officer either directly from a young person or based on the observations of others.

These internal procedures are separate to any procedures that may happen in light of a decision to inform external bodies such as the police or social services. YCI is committed to fully cooperating with any external investigation by outside bodies.

5.1. **Line manager and YPO hold Decision Making Meeting**

Following receipt of a disclosure/incident form, the line manager **must** organise a meeting with the Young People’s Officer. In relation to an incident involving a trustee, for line manager the Chief Executive should meet with the Young People’s Officer.

The purpose of the meeting is to decide whether, on the information available at this stage, if the concern amounts to a breach of the Working with Children and Young People Policy. In relation to staff it should consider whether more widely it is a disciplinary matter.

This meeting will consider:

a. The risk to young people who have contact with the YCI representative or consultant

b. If not already occurred, whether YCI should report the concerns to external bodies (e.g. the police or any other relevant authority)

c. Immediate actions YCI needs to take to reduce the risk to:
   - any children and young people involved
   - its partner organisation(s)
   - YCI’s own reputation
   - the welfare and reputation of the YCI representative or consultant involved

d. What further support (if any) YCI should consider offering the young person and staff affected

e. What further information is needed, from whom and who will be responsible for gaining this information

f. A decision of whether:
   - In the case of YCI staff or volunteers, the action or inaction amounts to a potential breach of the Working with Young People’s Policy such as gross misconduct, unsatisfactory behaviour, misconduct or negligence as defined in the Disciplinary Procedures.⁵
   - In the case of consultants, whether the action or inaction amounts to a breach of contract and/or a break down in our trust in the ability of the consultant to act on our behalf.
   - In the case of trustees, whether the action or inaction amounts to a breach of trustee code of conduct and/or a break down in our trust in the ability of the trustee to fulfil their responsibilities

g. The next steps to be taken.
   - a decision to contact the relevant authorities (e.g. social services) (Continue to section 5.1.1)
   - For staff and volunteers, if disciplinary procedures are to be followed (Continue to section 5.1.2)
   - For staff and volunteers, if disciplinary procedures are not necessary (Continue to section 5.1.3)

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⁵ Examples of unsatisfactory behaviour, misconduct or negligence and gross misconduct can be found in Appendix 2 and 3 (respectively) of YCI’s Disciplinary Policy & Procedures
• For any incident involving consultants (5.1.4.)
• For incidents involving trustees, if a breach of the policy has been found (Continue to section 5.1.5.)

The Young People’s Officer must make a note of the actions decided at the meeting. This should be circulated to the line manager and a final version agreed as soon as possible. The Young People’s Officer must save this report on the YCI server under their personal area. The Young People’s Officer must inform the Chief Executive of the matter.

Depending on the outcome of the meeting, the following actions should be taken:

5.1.1. For any disclosure or concern, if a decision to contact the relevant authorities (e.g. social services) is made
Where a decision is made to contact Social Services, the Young People’s Officer must:

a. Contact the relevant authorities where the young person lives (or if this is not known, where the partner organisation is based) within 24 hours.

b. The Young People’s Officer should discuss the disclosure with the relevant authority. Following this discussion, the Young People’s Officer must record the name of the officer and any actions decided during the discussion. This information must be saved in a secure location on YCI’s server.

c. Any further action should only be taken in line with the advice given by the relevant authority. The Young People’s Officer must keep a detailed record of:
   • the date and time all interactions with social services
   • the name of who was contacted within social services
   • details of any information which was shared with social services (including the names of young people, any identifiable information about the young person, etc)
This information should be stored in a secure and safe manner.

5.1.2. For staff and volunteers, if disciplinary procedures are to be followed
If the decision making meeting concludes that it is likely that the action or inaction amounts to gross misconduct, unsatisfactory behaviour, misconduct or negligence as defined in the Disciplinary Procedures, the following steps should be taken.

a. In the event of potential gross misconduct:
   • YCI line manager will immediately suspend any employee or volunteer who is alleged to have committed gross misconduct, pending the outcome of an investigation (refer to article 3.1 of YCI’s Disciplinary Policy & Procedures)
   • For information on the next steps including investigation, disciplinary hearings, dismissal and appeal procedures that would be take in this event please refer to article 3.5 of YCI’s Disciplinary Policy & Procedures.

b. In the event of unsatisfactory behaviour, misconduct or negligence:
   • For information on the next steps including disciplinary hearings, final warnings, dismissal and appeal that would be take in this event please refer to article 3.4 of YCI’s Disciplinary Policy & Procedures.
   • Where appropriate staff may be offered support and training to support them in effectively and safely working with children and young people in the future

Following the Disciplinary Process, the Young People’s Officer must write a brief report on lessons learnt from this experience and recommend changes to policy or working practices. This must be circulated to the Senior Management Team for consideration.
5.1.3. For staff and volunteers, if disciplinary procedures are not necessary

If the decision making meeting concludes that the action or inaction does not amount to gross misconduct, unsatisfactory behaviour, misconduct or negligence as defined in the Disciplinary Procedures, the following steps should be taken.

The Young People’s Officer must hold a further discuss with the line manager of the YCI Representative involved. This should ideally be at the same time at the Decision Making Meeting, or if this is not possible, within 5 working days of the initial incident being raised.

At this meeting discussions will focus on:
- A review of all written documentation so far
- Whether on the evidence provided there is substance to the concern
- A decision on when to inform the person against whom the accusations are made, and if so, who and how this should be made
- Where appropriate staff may be offered support and training to support them in effectively and safely working with children and young people in the future
- What training or awareness needs the person may have
- What mechanisms are best able to monitor implementation of
- Any other changes to policy and planning

The Young People’s Officer must make a note of the actions decided at the meeting. This should be circulated to the line manager and a final version agreed as soon as possible. The Young People’s Officer must save this report on the YCI server under their personal area.

Any decision to approach the individual implicated must stress that does not form part of a formal disciplinary process.

Following the meeting, the Young People’s Officer must consider whether a brief report on lessons learnt from this experience and recommend changes to policy or working practices. If this report is produced, it should be circulated to the Senior Management Team for consideration. This report is optional.

5.1.4. For consultants

Where the decision making meeting concludes that the action or inaction amounts to a breach of the policy (and therefore the contract) and/or a break down in our trust in the ability of the consultant to act on our behalf, the line manager must contact the Consultant immediately to discuss the matter. The line manager should give the Consultant the opportunity to respond to the allegation. Following this, and unless compelling and credible new evidence is given by the Consultant, the line manager must make clear YCI’s intention to close the relationship with the Consultant. Any decision to continue with the services of the Consultant should be made in discussion with the Young People’s Officer. Where agreement cannot be made, the final decision rests with the Chief Executive.

Where the incident involves a consultant being found to be in breach of contract and/or a break down in our trust in the ability of the consultant to act on our behalf guilty of misconduct YCI will take steps to ensure that this advisor/consultant is not used in future work.
5.1.5. For incidents involving trustees, if a breach of the policy has been found

Where the decision making meeting concludes that the action or inaction amounts to a breach of the policy and/or a break down in our trust in the ability of the trustee, the Young People’s Officer should discuss this with the Chief Executive.

The Trustee Handbook details procedures to be led by the Chair of Trustees and the Chief Executive to deal with the matter. If necessary or desirable, they should be supported by the Young People’s Officer to manage the situation appropriately.
6. REPORTING CONCERNS INVOLVING A REPRESENTATIVE OF A PARTNER ORGANISATION

This covers cases where you witness an incident or for any other reason you have serious concerns or suspicions about a staff member or volunteer of a partner organisation.

6.1. Where you believe a child or young person is in immediate danger of abuse
Where possible, contact local relevant authorities (e.g. social services or police). The contact details for these should be included in trip risk assessments.

6.2. If you do not believe that a child or young person is in immediate danger you should:

6.2.1. Report your concern to the partner organisation
Where possible, you must report the incident to the partner organisation’s ‘Child Protection Officer’ or appropriate member of staff as soon as possible. It would then be the organisation’s responsibility to investigate the matter and where appropriate, to involve external authorities.

6.2.2. Report your concern to YCI
Where possible, the person reporting the concern must complete an Incident Report form as soon as possible (Appendix 2). The reporting staff member must save the Incident Report Form on the YCI server under their personal area. This must be sent to the Young People’s Officer and their line manager in an email marked “URGENT AND CONFIDENTIAL”.

6.2.3. Follow up meeting
Upon return to the office/UK, the line manager must organise a meeting with the Young People’s Officer. In relation to an incident involving a trustee, for line manager read the Chief Executive.

The purpose of the meeting is to decide what further actions are needed to ensure that the partner organisation is safeguarding the health and wellbeing of young people engaged in their work.

This meeting will consider:

a. Any further actions YCI needs to take to reduce the risk to:
   - any children and young people involved
   - its partner organisation(s)
   - YCI’s own reputation
   - the welfare and reputation of the YCI representative or consultant involved

b. what further support (if any) YCI should consider offering to the partner

c. Depending on the seriousness of the matter, whether a review of any current partnership and funding agreements will be made with the following potential outcomes:
   - Suspension of funding pending action required by partner
   - Termination of funding and partnership
   - Support and training in relevant areas
   - Recommendation to suspend or terminate a member of staff
   - Ending a working relationship with specific staff members
   - If appropriate, whether to inform the YMCA area alliance.
The Young People’s Officer **must** make a note of the actions decided at the meeting. This should be circulated to the line manager and a final version agreed as soon as possible. The Young People’s Officer **must** save this report on the YCI server under their personal area.

Following the meeting, the Young People’s Officer **must** consider **whether** a brief report on lessons learnt from this experience and recommend changes to policy or working practices. If this report is produced, it should be circulated to the Senior Management Team for consideration. This report is optional.
E. CONFIDENTIALITY AND INFORMATION SHARING

1. INTRODUCTION

This section sets out YCI’s understanding of confidentiality, how we will record and store information about young people and how we will share this information with third parties.

We recognise that we are often entrusted with personal and sensitive information by young people about themselves and their families. We have a responsibility to protect their right to privacy and ensure that they have control on how this information is used. This is balanced against our broader responsibility to safeguard them from harm and abuse.

2. CONFIDENTIALITY

YCI understands confidentiality to mean that ordinarily no information regarding a young person shall be given directly or indirectly to any third party external to the organisation, without that young person’s expressed and informed consent. Only in exceptional circumstances will information be shared without the young person’s consent.

Any information which comes to the attention of a YCI Representative, Consultant or Visitor in their contact with young people and other beneficiaries should ordinarily remain confidential within the organisation.

Information imparted by a young person must remain confidential even when there is no longer any contact with the young person.

3. CONFIDENTIALITY WITHIN THE ORGANISATION

Where young people participate in YCI directed activities, we offer a confidential relationship between that individual and the organisation as a whole. YCI representatives must never imply to young people that a confidential relationship exists between the young person and the YCI representative as an individual. Confidentiality is with the organisation; not the person.

Indeed, information regarding individual young people can and should be shared between YCI representatives where this is regarded as being beneficial to the young people engaged and/or to the efficient and effective delivery of projects and programmes. This specifically includes opportunities for professional reflection in supervision (as and where appropriate).

Clearly YCI representatives should use their professional judgement to share information a sensitive and relevant manner, with a focus on what is necessary to share and who it should be shared with. However, failure to share important information (such as where a person is at risk of harm) with line managers or, where relevant, with the Young People’s Officer, could be considered as gross misconduct, unsatisfactory behaviour, misconduct or negligence as defined in the Disciplinary Procedures. 6 This will particularly where there is a safeguarding concern about the young person.

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6 Examples of unsatisfactory behaviour, misconduct or negligence and gross misconduct can be found in Appendix 2 and 3 (respectively) of YCI’s Disciplinary Policy & Procedures
4. OFFERING CONFIDENTIALITY

Any young person engaged in a YCI activity should be made aware of YCI’s commitment to confidentiality. The YCI representative or consultant leading the activity must ensure that young people are made aware that:

- Confidentiality is between the young person and the organisation
- YCI does not offer absolute confidentiality to young people and that in exceptional circumstances information may be shared without their expressed and informed consent.

If appropriate and in order to avoid losing the trust and confidence of a young person by having to break their confidence, YCI representatives should try and pre-empt disclosure and inform the young person that if they do decide to reveal information that means that YCI considers them or another person to be at significant risk of harm, that YCI may share this information.

5. PROCEDURES FOR SHARING INFORMATION

There may be occasions where YCI believes information about a young person should be shared with an external organisation.

5.1. Procedure for sharing information in an urgent situation

If in the opinion of the YCI representative or Consultant the circumstances are life threatening or the young person or a third party is in imminent and serious harm, they should share relevant information with the appropriate services as soon as possible (e.g. social services, medical services, the police, etc).

5.2. Procedure for sharing information in a non-urgent situation

If a YCI representative considers it necessary to share information in a non-life threatening situation, they must:

a. Where appropriate, make further efforts to support and encourage the young person to share the information
b. Seek the permission of the young person to share information on their behalf. They should explain why they feel the information should be shared, who they wish to share this information with and what information they intend to share. If the young person refuses consent, where appropriate, the YCI representative should make it clear that they may still share this information.

5.3. Procedure for sharing information where consent is refused

There may be exceptional circumstances arise whereby YCI will share information without the explicit or informed consent of the young person. There is no prescriptive list to cover all circumstances. However, the following list includes examples of where it is likely that confidentiality will be breached:

- the young person is, or is perceived to be, at risk of serious harm
- there is a substantive risk of harm to a third party, including where the young person is a perpetrator of abuse
- the young person is felt to be of serious risk of self harming
- the young person is in need of urgent medical treatment
- the young person is felt to be a serious risk of causing harm to others.
In addition, as a British organisation, YCI is **legally obliged** to share information under request of a coroner’s inquest, tribunal or a court; of becoming aware of an individual having a “notifiable disease” or “relevant infectious diseases”; becoming aware of the name and address of drivers who are allegedly guilty of an offence contrary to the [Road Traffic Act 1998](https://www.legislation.gov.uk/uksi/1998/595/contents/made); the duty not to withhold information relating to the commission of acts of terrorism contrary to the [Terrorism Act 2000](https://www.legislation.gov.uk/ukpga/2000/9) and if we become aware of a young person dealing drugs on our premises.

In these exceptional circumstances, and where consent is refused, the YCI representative:

- **Must** seek and receive permission from their line manager before sharing information with a third party. Before sharing information without consent, the YCI representative and line manager **must** consider other options, including whether further support can be offered to the young person to enable them to choose to share this information themselves or give consent to YCI to do so. The YCI representative and/or their line manager **may** consult with the Young People’s Officer before choosing to share information.

- Where the decision is made to share information without consent, where appropriate and possible, the young person should be informed before the information is shared.

- Depending on the circumstances, either before or immediately after the information is shared, a written record of this decision must be made detailing why this information was shared without consent. This should be stored on the members of staff’s personal area and a copy sent to the Young Persons Officer. Where possible and appropriate, the relevant line manager must ensure that a copy of this should be sent to the relevant young person. They should also be given information on how to complain about this decision.

### 6. RECEIVING INFORMATION FROM THIRD PARTIES

Other organisations may seek to share information about young people and/or other beneficiaries with YCI. As far as possible, YCI will refuse to accept this information (verbal or written) from other professionals about individual young people unless the relevant YCI representative or consultant are satisfied that this information has been shared with the young person’s informed consent. Information received by YCI **must** be relevant to the young persons’ involvement with YCI.

### 7. RECORD KEEPING AND STORAGE

YCI is governed by the [Data Protection Act 1989](https://www.legislation.gov.uk/ukpga/1989/40). These guidelines support implementation of the Act. However, YCI representatives **must** be aware of their legal responsibilities under the Act.

Collection and storage of information about young people should always be carried out on a need to know basis. If it is felt necessary to keep records of young people’s personal details then staff must collect and record information in the following manner:

- Information must only be gathered and kept with the consent of the young person.
- Young people must be informed of exactly who will have access to the information, what the information will be used for and for how long the information will be stored.
- Records should be kept in a secure locked place and be protected from unsupervised access.
- Statistical and case history information can be extracted from records, but should not include identifying information.

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*7 Terrorism offences are very broad. It can include any action which encourage terrorism by directly or indirectly inciting or encouraging others to commit acts of terrorism. This includes an offence of “glorification” of terror – people who “praise or celebrate” terrorism in a way that may encourage others to commit a terrorist act. It also includes offences relating to the sale, loan, distribution or transmission of publications which may indirectly or directly induce others to commit terrorist acts or information that could be useful in the commission or preparation of an act of terrorism. It also includes offences for those who give or receives training in terrorist techniques and to allow the prosecution of those who attend terror training camps or are believed to be preparing to commit an act of terrorism.*
Young people have the right to access information about themselves at any time at no cost to themselves. Request for any data held should be made to the Young People’s Officer.
F. SOLICITING AND PUBLISHING INFORMATION AND IMAGES OF YOUNG PEOPLE

1. INTRODUCTION

We work with some of the most marginalised and vulnerable young people in the world. We have the opportunity to be able to ensure that their voices are heard. Information about, and images of, young people are an essential element of portraying YCI’s work, enabling us to raise awareness of the lives of marginalised young people, to campaign for positive change and support us to raise funds.

We have the responsibility to collect and use information and images of young people in a manner which maintains respect for the individual and honestly portrays them and their lives. In doing so, YCI strives to maintain the dignity of everyone with whom we work with and will never use images or text which is disrespectful or demeaning. In interviewing and reporting on children and young people, special attention must be paid to each person’s right to privacy and confidentiality, to have their opinions heard, to participate in decisions affecting them and to be protected from harm and retribution.

This section sets out the principles and minimum standards for the collection and publication of information and images, primarily of children and young people, families, and communities engaged in our work. However, they also provide guidance relating to the representation of staff, supporters and donors, key partners and officials.

The guidelines that follow must be followed by all YCI representatives, trustees and visitors. They will be of particular use to consultants acting on our behalf (including photographers, film crews and journalists).

It is essential for those soliciting and collecting information and images from young people are fully aware of these guidelines. It is the responsibility of the line manager of the relevant YCI representative, Consultant and/or visitor to ensure the policy is explained and understood. Individuals should comply with this policy even if they are not collecting information for any official purpose, for example when taking photos for themselves. This should be discussed in relevant pre-trip briefings, etc.

YCI representatives can be placed under pressure when accompanying photographers and film crews to act in a manner contrary to this policy. In order alleviate any concerns and ensure a positive and successful trip for all concerned, they can seek additional advice from their line manager and, if necessary, training can be negotiated.

YCI representatives should be sensitive to the concerns and will listen to the advice of staff in partner organisations in our gathering and use of information and images. They should ideally be accompanied by a partner organisation staff member when visiting projects.

2. CONSENT

2.1. What we mean by consent

YCI is committed to gaining the full and informed consent from children, young people and families for the use of information they share with us and images in which they choose to feature in. This includes all interviews, case studies, filming and photographs.
By full and informed consent means that the individual can demonstrate an understanding of:

- **who** is collecting the information (i.e. YCI)
- **what** information is being collected (e.g. personal details, information about their lives and the project)
- **why** it is being collected (e.g. to share with others, to help fundraise)
- **how** it is to be used (in reports, magazines, fundraising materials and website. This can include by showing examples of our materials).

Individuals should be made aware of their right to refuse participation whenever and for whatever reason they wish. In this instance, YCI would remove the relevant images and/or story from publications or websites wherever possible.

### 2.2. Gaining consent

YCI seek consent by explaining the key issues in terms meaningful to the individual and in appropriate detail relevant to the situation.

As a general rule, YCI believes that young people under the age of 18 are able to give this consent without their parents or guardians permission if they demonstrate that they fully understand the consequence of this decision. Where this is not shown, the consent of the parent or Guardian is also required.

### 2.3. Recording consent

As far as possible, written consent for information and images should be gained from individuals (and where parental/Guardian consent is required, this should be recorded too). Where this is not possible, verbal consent should be gained and recorded by the YCI representative. An example of the standard YCI Consent Form is found in [Appendix 2](#).

### 3. COLLECTING INFORMATION AND IMAGES

We recognise that at times, a local staff member, project worker or young person may be the most appropriate person to collect information and images. However, before supporting this to happen, the YCI representative must ensure that the individual is capable of gaining consent and information in an ethical and appropriate manner in line with this policy.

For both collecting information or images, young people should be made aware:

- **Participation is voluntary** - sharing information/being photographed/videoed is voluntary and that they have the right to not participate; that there will be no negative consequences from them choosing not to be involved and consent can be rescinded at anytime
- **How the information and images will be stored** – i.e. at the YCI offices in London and available to YCI staff
- **How the information and images will be used** – i.e. they may be used in YCI publications and online, including to generate funds. We will try to explain who will see these images. Wherever possible, we will share examples of the types of publications/print out from websites, etc.

When collecting information from young people, YCI representatives should:

- Ensure they are in a suitable environment for the information to be shared. This should be in a quiet area which offers some privacy to the information being shared
- Use a conversation-based approach, with an open two-way discussion with the young person
- Make limited use of their own personal experiences and circumstances and only to do so in a manner which helps to elicit better responses from the young person.
• Avoid judgement or demonstrating shock at a situation. Whilst important to be humane and empathise with the situation, avoid judgemental statements (e.g. “that’s terrible” or “that’s really shocking”), those which make assumptions (e.g. “that must have been very difficult for you” or “you must have been very angry”) or which suggests words or sentiments (e.g. “did you tell them to stop”). Aim to use open and broad questions which allow the individual to share their story. Prompt questions should be used sensitively and appropriately.

• As far as possible, enable individuals to give their own accounts, rather than have people speak on their behalf. Their ability to take responsibility and action for themselves should be highlighted and, if necessary, elicited (e.g. “and what did you do next?” or “you mention that the YMCA has helped you. That’s really interesting to hear. What did you do then?”)

• Offer positive reinforcement which ensures the individual feels valued and recognises that the information being provided is helpful. (e.g. “this is really interesting. Could you tell me more about it?” or “you said this was a very difficult time for you. Could you tell me what you found most difficult at that time was?”).

When taking pictures or videos of young people, YCI representatives must:

• Never take pictures/videos of subjects who say they do not want to be photographed or filmed and respect an individuals decision if they withhold consent to be photographed, filmed or interviewed.

• Never take pictures/videos which they know may put the child, young person, siblings or peers at risk even when identities are changed or obscured.

• Never manipulate the subject in a way which distorts the reality of the situation, e.g. we do not ask them to cry for the camera, re-enact an upsetting or sensitive scene, pose in a manner they would not usually act, etc.

• Ensure that the child or young person would not be endangered or adversely affected by showing their home, community or general whereabouts.

• Give special consideration in the taking and use of images which depict particularly vulnerable groups to ensure their dignity is upheld. 

4. PUBLISHING INFORMATION AND IMAGES

YCI aims to protect the identity and privacy of the individual who has given us permission to use information and/or their image. In publishing their image (either in print, on film or online) we will follow these guidelines.

4.1. Protecting individuals

• We will change the names of young people in all publications and indicate where appropriate that names have been changed.

• We will not publish the exact location or address of individuals or any other information that could be used to identify the specific location of a child or young person where this would cause them to be put at risk. YCI does need to specify the location of the subject, only the country and town/city/district, will be revealed.

• Recognising that particularly vulnerable groups of individuals may need additional protection, the individual publishing information including individuals form these groups should ensure that

8 Particularly vulnerable groups includes (but not limited to):
  - Orphaned children and young people
  - Children and young people with disabilities
  - Children and young people with serious injuries
  - Children and young people who are victims or perpetrators of physical/sexual abuse or exploitation
  - Children and young people who are or might be infected/affected by HIV/AIDS or are terminally ill
  - Children and young people who have been charged or convicted of a crime, or are the victim of a crime

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they seek appropriate guidance from the Communications Manager and/or the Young People’s Officer about the publication.

4.2. Use information and images truthfully
YCI will ensure that information and images published:
• Portray the reality of a situation, no matter how traumatic or distressing. This will include an accurate balance of information and images which avoid stereotypes (e.g. ‘Western aid worker tends helpless victim’ or ‘adult YCMA worker saves young person’) and, wherever possible and appropriate, include details on how people helped themselves. This is especially important in disaster situations, where we strive to portray an objective image of disasters, in which the capacities and aspirations of those affected are highlighted, not just their vulnerabilities and fears.
• Information about an individual’s situation should be contextualised and put into an appropriate context. This should accurately reflect the “ordinariness” of their situation with peers in their country and the manner and affect of the YCI partners intervention.
• Photos may be digitally manipulated for creative effect. However, this must not be in a manner which deliberately misleads or distorts the reality of the situation depicted. YCI will not crop or edit film or images in a way which misleads or distorts the reality of the situation.

4.3. Use information and images in a representative manner
• We will not use an image of one thing and describe it as, or imply it is, an image of another (e.g. YCI will always aim to use an image of a Zambian child/young person/family to illustrate the work of a project in Zambia).
• Similarly, we will not use quotes from one person or information and/or information about many people and describe it as, or imply it is of another. If there is no other alternative, or when producing a composite Case Study, YCI will add a disclaimer confirming that details have been changed.
• We may use information and images in a representative way, e.g. information of one young person as illustration of many others or a photograph will be used to illustrate an unrelated case study. In these instances, where possible, care must be taken to:
  o Ensure the information and the image is as representative as possible of the case study.
  o Ensure that from the information and image presented, neither the case study subject nor the individual in the photograph can be identified or traced.
  o Ensure the information and image are from the same country, e.g. if a Zambian case study is used, then a Zambian image will be selected. If there is no other alternative, YCI will add a disclaimer confirming that details have been changed.
• If we use information or an image in a general way (e.g. illustrating a project similar to the one being described) YCI will make this clear in the caption.
• Ensure that information about a young person and/or an image represents an exceptional situation, we will not use it in a way which suggests it is generally true or that community.

4.4. Using highly sensitive information and images appropriately
• YCI will not publish images and information which is erotic, pornographic or obscene.
• We will only publish images of dead or naked bodies in very exceptional circumstances (e.g. an image of war and/or following a disaster) and only with Senior Management Team involvement in the decision.
• We will use images of extreme suffering sensitively and never gratuitously
• An image must not be used representatively if the case study refers to someone who falls within one of the particularly vulnerable groups unless the individual who gave consent for the image to be published alongside such a case study.
• Where children and young people are victims, the preservation of the child’s dignity must be maintained at all times. The organisation should attempt to depict a balance between victimisation and empowerment by using appropriate tools, such as ‘before’ and ‘after’ images and stories.

4.5. **Use by third parties**

In order to protect the confidentiality and privacy of our beneficiaries, YCI requests to be notified as to how the photographer intends to use the images outside of its intended use; we reserve the right to refuse use if it is felt that, in doing so, we are in breach of our Working with Children and Young People policy. The individual commissioning the relevant consultant **must** ensure that this forms part of their contract.

Where another agency (e.g. a funder or a journalist) is being facilitated access to a YCI project, the use of the information and images by the third-party visitor should be agreed before consent to their visit is given.

5. **INFORMATION SHARING ALLOWING OTHER ORGANISATIONS TO USE INFORMATION AND IMAGES**

Where external organisations request the use of YCI resources, such as information and photographs, YCI will request that information is given as to how these materials will be used. Consent will only be given where the use is deemed appropriate and would not be in breach of this policy. It will also be requested that the image/information must be credited to *Y Care International / Photographer’s Name* with an appropriate caption where possible. The individual giving the consent should ensure that the agreement on the use of the image and/or information is recorded and lodged with the Young Persons Officer.

At all times specific information about children and young people will be treated as confidential and not shared with external agencies, people or organisations. Particular care needs to be taken when sharing case studies or information about children and young people with funders, trusts and fundraising agencies.
G. SUPPORTING OUR INTERNATIONAL PARTNERS TO SAFEGUARD YOUNG PEOPLE

1. INTRODUCTION

YCI’s Working with Children and Young People Policies and Procedures does not apply to the actions of staff, volunteers or trustees of YCI partner organisations in the UK, Ireland and the Global South. They are independent organisations with their own organisational policies and procedures.

However, YCI recognises that it has a responsibility to ensure that young people involved in any YCI supported project and programmes are treated with dignity and respect and that their right to freedom from abuse and promotion of the highest standards of health and wellbeing are met.

In its partnership with another organisation, YCI commits to raising understanding and awareness of minimum standards and best practice in working with children and young people with partners and to support them to develop, implement and monitor their own safeguarding policies, appropriate for their local setting. YCI is committed to learning from partners where they have developed their own best practice in this field.

This section sets out the principles and minimum support available to our international partners. We recognise that UK and Irish based partners are better placed to be supported by national infrastructure bodies and, in the case of YMCA partners, the respective YMCA National Council. We will refer these partners to these organisations as and where needed.

2. ASSESSING AND MONITORING PARTNERS’ SAFEGUARDING CAPACITY

YCI expects all partners to have an effective safeguarding policies and practices in place when delivering programmes to vulnerable young people. This should be based on the legal, social welfare and safeguarding arrangements in the contexts in which it works.

We recognise that many of our international partners will often have limited capacity for policy development and may require external support and resources (including financial) to design, implement and evaluate safeguarding policies and procedures. YCI is committed to offering this support where the partner is willing to receive this assistance. YCI is committed to working with partners to ensure that this is achieved by March 2016.

2.1. Auditing partner capacity

The Young People’s Officer is responsible for developing and supporting staff to use an audit tool to assess safeguarding capacity of our partners.

YCI Regional Managers must use this to maintain a rolling audit of partners’ safeguarding policies and practices and the action for support to be provided. The Young People’s Officer should ensure that this regional audit is updated on a regular basis. The template for this audit is included in Annex X.

2.2. Annual action plan of support

YCI Regional Managers must ensure that their normal annual work plan includes the key actions from their most recent safeguarding audit.
2.3. Ensuring partner commitment to safeguarding
YCI Regional Managers must ensure that Strategic Partnership Agreements (or where this does not exist in Project Framework Agreements documents) with YMCA and non-YMCA partners include a commitment to safeguarding practices.

2.4. Monitoring partner progress at a programmatic level
YCI Regional Managers must ensure that the Programme implementation Checklist is completed to monitor the development and/or implementation of Safeguarding policies as a matter of course. The template for the Programme implementation Checklist is available on the YCI Server. The Young People’s Officer is responsible for ensuring that this Checklist is adapted based on lessons from its implementation.

3. SUPPORTING PARTNERS SAFEGUARDING PRACTICE

3.1. Sharing good practice
YCI staff should share this policy and best practice guidance on safeguarding procedures with partners as a matter of course.

3.2. Supporting development of Safeguarding Policies and Procedures
YCI Regional Managers must ensure that in managing their relationship with the international partner they are proactive in building safeguarding policy development into specific programmes. In doing so, they should seek development of an organisation-wide Safeguarding policy and procedure which engages a wide range of stakeholders (including e.g. their local partners).

3.3. Technical advice and training
YCI Regional Managers should provide safeguarding training where appropriate, including within their project visits, start up meetings, etc. This may include leading and/or facilitating access to training for partners/YMCA Regional Alliance staff.

The Young People’s Officer must provide generic YCI training sessions on safeguarding which can be delivered to partners and regional alliance staff. These will draw on best practice guides and focus specifically on risk and safeguarding young people.

Where the Regional Manager believes that the partner needs additional support they should consider discussing with the Director of International Programmes the use of general funds to ensure this support is delivered.
H. GUIDELINES

1. INTRODUCTION

YCI’s work with young people is very broad encompassing direct delivery in the UK through our global youth work programme to supporting and building the capacity of our international partners. In addition, some YCI representatives have significant experience and expected degree of direct contact with young people; others will be less experienced and need further support.

These guidelines recognise this diversity within the organisation and this section therefore sets out the minimum expectations for YCI representatives. They should pay due regard to this code of conduct. They should follow the guidance unless, in their professional judgement, the individual situation makes the guidance impracticable and/or they believe another course of actions can better safeguard young people. Where they depart from these guidelines they will be held accountable for their decisions and actions.

2. MEETINGS WITH YOUNG PEOPLE

YCI has the following expectations for meetings with young people:

- When leading workshops, residentials or group work sessions, negotiate an outline for appropriate behaviour (ground rules) between young people and the YCI representative
- Emergency contact and medical consent forms must be obtained for every young person attending a YCI meeting, residential or event. An example of consent forms to be used is available on the YCI Server.
- There will be a ratio of one member of staff to six young people, unless otherwise agreed with a line manager
- Young people should always be given the contact details of the staff member leading the meeting, and the YCI office
- That food and refreshments will always be provided at meetings/events that last longer than an hour, taking into account diverse dietary requirements
- That all travel expenses will be refunded at the meeting on production of receipts, with expense forms signed by the young person (or where relevant parents) to acknowledge payment. Other reasonable expenses should be covered. This may include expenses which may not normally be paid to adult professionals (e.g. drinks and snacks on journeys).
- If a conflict arises between parents concerning the participation of a young person in the activities of the organisation, the YCI member of staff should primarily seek to support the young person to find a suitable solution. This will depend on their professional judgement as to the capacity of the young person and their ability to choose to participate contrary to their parents views.

3. MEETINGS WITH CHILDREN

YCI recognises that, by virtue of the Children Act 1989, in all our work in the UK with under 18 year-olds we have specific responsibilities for minors within our care to do what is reasonable in all the circumstances for the purpose of safeguarding or promoting the child’s welfare.⁹

We must ensure that the care and support offered to under 18 year-olds is commensurate to the evolving capacities of the child/group and that we have ensured adequate safeguards are in place to fulfil our legal responsibilities.

⁹ Children Act 1989, Section 3(4)
Specific guidelines on meeting and events including under 18 year-olds where YCI representatives have legal responsibility for the young people:

- If the young person is under 16, their parent/carer must also sign the emergency contact and medical consent form. Where a consent form to attend is not brought or, in the instance of those under 16, not signed, the YCI representative should ensure verbal confirmation of the parents/carers permission for the young person to attend and for this to be recorded.
- Parents/carers are fully informed that although YCI will always endeavour to safeguard young people in line with its legal duty of care, staff are not acting in loco parentis.
- Parents/carers should always be provided with the contact details of staff involved in meetings, including staff name, job title, place of meeting, office number, and mobile telephone number.
- When requested and practicable, staff will meet the young person at train stations if they are travelling to a destination alone. Staff should offer to make telephone contact with parents/carers to confirm that the young person has arrived safely and on the return journey make efforts to ensure the child has arrive home safely.
- YCI will, in exceptional circumstances, meet the travel and accommodation costs of adults accompanying a young person to meetings and events where the young person would otherwise be unable to attend.

4. CAR JOURNEYS
YCI representatives should avoid taking children or young people alone on car journeys. Where possible the member of staff and young person should share a taxi. Where this is not possible, and a car journey is unavoidable the journey must happen with the full knowledge and consent of their line manager, or where this is not possible, in the knowledge of another member of staff.

5. ALCOHOL
YCI representatives must never make available or drink alcohol of any kind, including with meals, at YCI events where they are responsible for young people those aged under 18.

Where they are part of a team which has legal responsibility for a young person but the YCI representative is “off duty” and another YCI representative is “on duty” and responsible for the minors, the YCI representative may drink in moderation. However, they should not get drunk to the degree which would inhibit their ability to respond to a crisis.

YCI representatives should avoid making available or drinking alcohol at YCI events where they have responsibility for young people over 18. They should consider the affect of their decision to drink alcohol, the context, the impact on the group of making alcohol available and how to ensure safety of others. This decision should be part of the risk assessment and the ground rules for the young people. YCI representatives must never be drunk to the degree that they are unable to act responsibly at a time of crisis.

6. CIGARETTES
Staff must never purchase cigarettes for under-18s. They should avoid giving or making available cigarettes to any young person which they are working with.

7. RESIDENTIALS AND OVER-NIGHT STAYS
On many occasions YCI representatives will be leading residentials with young people. This can include having responsibility for individuals under 18. When organising these events, YCI representatives should follow the following guidelines:

- Ideally, a minimum of two YCI representatives should be present for any overnight stay with young people. The young people should be made aware that one of these YCI representatives is
“on call” and available in the evenings. Where only one YCI representative is available, this must be agreed with their line manager.

- For groups of young people, the YCI representative organising the event must ensure that the number of staff involved (and their experience, skills and seniority) is adequate to provide a safe staff/young people ratio; that there is a mix of male and female staff reflecting the make-up of the group; and that staff have the necessary language skills to ensure all young people can communicate and engage fully, or make necessary provisions where this is not the case. Generally this will be a ratio of one member of staff to ten young people.
- Generally, YCI will aim to ensure that young people have a room to themselves, with en-suite facilities. However, we recognise that sometimes this is not feasible, cost-effective or what the young people would like.
- Where YCI representatives are sharing washing facilities with young people, they must ensure that a fixed rota is agreed with separate times for young beneficiaries and those running the event.
- In the unlikely event that the young people/person cannot stay in a room separate from the YCI representative, a YCI representative must never sleep in the same bed as a young person with whom they are working. If they have no alternative but to sleep in a room with young people, they should only do so with another YCI representative present.
- YCI representatives must never have a child or young person with whom they are working to stay overnight at their home unsupervised.
- Decisions about whether young people will be allowed to leave the residential unsupervised will be made on a case-by-case basis, dependent on an assessment of the level of risk involved. This decision must be agreed by all staff.
- Before the residential, the YCI representative should identify at least one senior member of staff who is ‘on call’ throughout the night should any problems arise.

8. RISK ASSESSMENTS

The best way to avoid harm to children and young people through our actions is to properly plan for the relevant eventualities. In our direct activity with young people, we will seek to complete a risk assessment before any event, meeting or residential with young people (including trips abroad). A copy of the Risk Assessment template is found is available on the YCI Server.

The risk assessment should fully explore risks to the children and young peoples’ safety and detail explicit roles and responsibilities to manage these risks. It should detail that the necessary and appropriate insurance is in place.

*Note, in the case of overseas travel*, the risk for work with children and young people is in addition to the standard YCI staff travel risk assessment document.

9. EMPLOYING YOUNG PEOPLE IN THE UK

Where YCI employs those aged 17 and under, the appropriate work permits will be sought with the relevant local authority. All children employed by YCI or for time-limited periods (less than three months) by YCI will be police checked, and not left unsupervised when delivering training or other work with children on behalf of YCI. All other children employed by YCI will be subject to an Enhanced Criminal Records Bureau check. Full evaluation and line management procedures will be undertaken to identify and resolve any difficulties for all young employees. Payment for employees aged 17 and under will be determined by the role they take on and not by their age.

All posts at YCI will be complaint with age discrimination legislation as laid out in the Employment Equality (Age) Regulations 2006.
Appendix 1

Young People’s Officer

Roles and responsibilities

General

- To support YCI staff to implement YCI’s Working with Children and Young People Policy
- To update information on relevant issues and monitor the effectiveness of the policy
- To ensure that YCI’s recruitment procedures are being followed in line with the policy
- To ensure that all concerns of a child protection nature are dealt with appropriately and in line with the policy
- To promote good practice in working with children and young people within YCI
- To keep up to date with current youth work practice and thinking, and changes to policy and guidance for working with children and young people in countries where YCI works
- To carry out a review of the policy on an annual basis. This will include writing a report to the Board of Trustees.
- Inform the Board of Trustees of any serious issues that arise in light of this policy as soon as is appropriate

Staff training and induction process

- To ensure that all new YCI representatives undertake an induction process as outlined in the policy
- To ensure that all new YCI representatives have undertaken a training needs assessment on good practice in working with children and young people and to provide support as necessary in identifying appropriate training
- To ensure that all existing YCI representatives receive training on child and young people’s protection and good practice in working with children and young people
- To ensure that YCI contractors, consultants and visitors to YCI supported projects receive a briefing on the policy

Working in partnership

- To provide support, training and guidance to YCI staff and YCI partners to enable them to effectively review and development of their own Child Protection Policies
Appendix 2

Y Care International’s Incident Report Form

To complete this form follow the guidelines in the Working with Children and Young People Policy. Complete the form as soon as is appropriate after you finish talking to the child or young person or have seen a serious incident take place.

<table>
<thead>
<tr>
<th>Your details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Position:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Young person’s details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Date of birth:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Parents / Carers names:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
</tbody>
</table>

Record what was said, reported or seen (use additional paper, as required)
**Action taken:**

<table>
<thead>
<tr>
<th>Reported to line manager</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date &amp; Time:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Details of advice received:

**Other advice given:**

<table>
<thead>
<tr>
<th>Person advice received from:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date &amp; Time:</td>
<td></td>
</tr>
</tbody>
</table>

Details of advice received:

Signed as above: ............................................................ Date: ...........

This copy of this form should be kept in a secure and confidential place.