



## **Welcome to The Chichester Bell Tower Drop-in**

The Chichester Bell Tower Drop-in is a West Sussex Charitable Incorporated Organisation (CIO) based in West Sussex at the Chichester Cathedral Bell Tower. The Drop-in's purpose is to provide a safe space for high school aged young people to chill out and socialise, seek assistance with their homework and be able to purchase non-profit priced snacks and refreshments. The Drop-in will also offer a wide range of activities including internet access, music and gaming.

### **Mission Statement**

- To provide a safe space for secondary school aged young people after school finishes
- To provide a place to chill out and socialise
- To provide assistance with their homework
- To provide non-profit priced snacks and refreshments
- To offer a wide range of activities including internet access, music and gaming

**We hope you will find your work with The Chichester Bell Tower Dropin both enjoyable and rewarding.**

### **Background**

The Chichester Bell Tower Drop-in came in existence in response to an initial disclosure that was made by a school pupil to Immanuel Church's Youth Minister when teaching lessons on relationships. This started conversations and questions around what local provisions were available in relation to who is connecting with Chichester's young people outside of school, who is there for them to talk to and where is there for youth to go outside of school hours.

Research was then made into these concerns and it was discovered that the Youth Wing had closed at the end of July in 2013, The New Park information Centre had opened but is only a small office space and that there was no current dedicated youth facility in Chichester.

A student survey was then conducted within Chichester's secondary schools for years 7-10 at Bishop Luffa School, Chichester High School for Girls and Chichester High School for Boys. The main topics covered by this survey were the number of days spent in Chichester City centre after school, the number of hours spent in Chichester

on each occasion and also if there was a parent at home once the youth had finished school. As well as these topics there was the ability within the survey for each pupil to state what facilities they needed that were currently lacking in provision.

This survey made it very clear that over 800 pupils spend time in Chichester after school with over 600 spending two or more hours in the city centre. It also indicated that 78% of Chichester High School for Girls students spend time in the city centre. Over all three schools, 360 pupils stated they had no parent at home after school, with an increase to over 360 saying that 'sometimes' there was a parent absent.

In response to the facilities that the youth needed was a safe space, help with homework, counselling and coaching, a coffee culture with affordable refreshments, music and entertainment such as gaming, pool tables and a range of activities for them to engage in.

## **Structure**

The Project Supervisor is accountable to a voluntary Board of Trustees. The Drop-in's voluntary team are managed by the Project Supervisor, who then oversees the Lead Supervisors. Central to the Drop-in's work is the continuous support given to the volunteers by the Drop-in's Lead Supervisors. (See Appendix A and B)

They are responsible for organising opportunities and for overseeing matters relating to health and safety. Voluntary work may also take place within community based organisations that register and agree to work to The Chichester Bell Tower Drop-in's policies, practices and procedures in order to uphold the duty of care and responsibility The Chichester Bell Tower Drop-in provides its volunteers.

## **Volunteers**

The Chichester Bell Tower Drop-in encourages and supports a wide range of young people to volunteer for the benefit of their local community, irrespective of their personal situation. They do not need any qualifications and it will not cost them any money.

- Young people within education volunteer to support their learning, gain valuable experience of future career ideas and develop wider skills and experience to enhance their entry to college, university and employment.
- Young people who are not in education, employment or training volunteer to maintain their employability, confidence and motivation whilst deciding their options for the future.

## **Recognition**

The Chichester Bell Tower Drop-in believes that every volunteer should be recognised for their contribution, no matter how big or small. We think it's important to give volunteers the opportunity to reflect on their learning and to identify the skills they have gained through their volunteering experiences.

The Chichester Bell Tower Drop-in provides a certificate of recognition to any young person who spends time volunteering. In addition young people benefit from volunteering by:

Accreditation for a CV, an additional reference, free training, work experience, skill building, career ideas, make changes to the local community, meeting others and having fun!

## Contents

<b>1.Equal Opportunity and Diversity Policy .....</b>	<b>5</b>
<b>2.Screening Policy.....</b>	<b>6</b>
<b>3.Lone Working Policy .....</b>	<b>7</b>
<b>4.Confidentiality .....</b>	<b>9</b>
<b>5.Grievance Procedure .....</b>	<b>10</b>
<b>6.Disciplinary Procedure .....</b>	<b>10</b>
<b>7.Health and Safety .....</b>	<b>11</b>
<b>8.Safeguarding Children and Vulnerable Adults .....</b>	<b>23</b>
8.1 Child Protection Policy .....	24
8.2 Child Protection Procedure .....	26
8.3 Disclosure Process .....	27
8.4 Protecting Vulnerable Adults .....	29
<b>9.Data Protection Policy .....</b>	<b>30</b>



**10.Social Media Policy .....33**

**11.Smoking Policy .....37**

**APPENDIX A**

Procedure for Suspected Abuse – Flow chart.....39

**APPENDIX B**

The Chichester Bell Tower Dropin Staffing Structure.....40

**APPENDIX C**

Social Media .....41

## **1. Equal Opportunity and Diversity Policy**

### **Statement of Values**

The Chichester Bell Tower Drop-in is committed to ensuring equality of opportunity for people who use our services, and for our staff and volunteers.

Sexual, racial or any other harassment or bullying will not be tolerated.

The Chichester Bell Tower Drop-in Trustee Committee provides support and guidance to the Project Supervisor in order to ensure that full awareness of equal opportunities is upheld throughout the entire organisation.

The Project Supervisor is responsible for ensuring the implementation of the Staff Development Policy and in doing so provide suitable up to date training to develop a greater understanding of significant issues relating to gender, ethnicity, sexuality, class and disability.

The Chichester Bell Tower Drop-in encourages the use of the Complaints and Grievance procedures by anyone who feels that s/he has not received fair and equal treatment.

### **Statement of Intent**

The Chichester Bell Tower Drop-in will endeavour to promote full inclusion of all marginalized and excluded groups and individuals, and to encourage their participation within all parts of the organisation.

The Chichester Bell Tower Drop-in will develop and build upon the good work of the present volunteers by sourcing more opportunities for young people with additional needs and disabilities to act as volunteers and by encouraging more disadvantaged and disengaged young people to work with, and for, others in the community.

## **2. Screening Policy**

It is The Chichester Bell Tower Drop-in's policy to carry out Disclosure and Barring Service (DBS) checks for records of offences and cautions on anyone who has substantial unsupervised access to children and young people through the activities instigated by The Chichester Bell Tower Drop-in.

All newly appointed employees, part time staff and volunteers operating on behalf of The Chichester Bell Tower Drop-in are required to have completed necessary checks prior to undertaking unsupervised work with children and young people. The Project Supervisor and a member of the Trustee Committee will appoint all staff.

Following consultation the following policy has been adopted in relation to adults and young people contributing to the operation of The Chichester Bell Tower Drop-in.

- All staff and volunteers recruited by The Chichester Bell Tower Drop-in will have a cleared DBS check as required by Law and the policy of The Chichester Bell Tower Drop-in.
- All staff and volunteers recruited by The Chichester Bell Tower Drop-in will have to provide two references to ascertain their suitability to work for The Chichester Bell Tower Drop-in.
- The Chichester Bell Tower Drop-in staff and volunteers are delegated the responsibility for ensuring that all placement supervisors are appropriately experienced to support The Chichester Bell Tower Drop-in's volunteers and where necessary have completed a DBS.
- Ideally where The Chichester Bell Tower Drop-in introduces a youth in contact with an adult then that person will have completed a DBS check prior to undertaking direct unsupervised work with young people.
- In all recruitment procedures The Chichester Bell Tower Drop-in will aim to meet the needs of a diversity of individuals without putting others at risk.
- New volunteers are able to attend for a 3 week trial period prior to completing a DBS as long as supervised by trained Team Leaders with a completed up to date DBS check.
- Volunteers who are in this 3 week trial period must bring two character references on their first session and sign a self declaration on the volunteering form confirming their suitability for the role of a volunteer, that they have had no previous convictions that would compromise this and that they are not a risk to children.

### **3. Lone Working Policy**

- The Chichester Bell Tower Drop-in has responsibility for the health, safety and welfare at work of all its staff and volunteers and the health and safety of those effected by the work (e.g. youth )
- It is The Chichester Bell Tower Drop-in's duty to assess risks to lone workers and to take steps to avoid or control risk where necessary. The Chichester Bell Tower Drop-in is committed to ensuring that this does not put any members of staff or volunteers in an added situation of risk.
- The Chichester Bell Tower Drop-in staff and volunteers have responsibility to take reasonable care of themselves and other people affected by their work and to co-operate with The Chichester Bell Tower Drop-in in meeting legal obligations. If at any time a member of staff or volunteer feels unsure of their safety they should remove themselves from the situation as soon as possible and report the incident to their lead supervisor.
- The Chichester Bell Tower Drop-in will include written materials, discussions and training about the organisations lone working policy as part of the induction process.

### **Lone Workers**

*Lone workers are those who work by themselves without regular close or direct contact with colleagues and supervision and may be at risk from:*

- *Having an accident and being unable to attract help*
- *Aggressive/violent behavior from another person*
- *The subject of false allegations.*

## **Transporting Young People**

- Transporting youth should be avoided as much as possible. All alternative options should be explored in the first instance. For example, accompanied public transport, taxis, the placement provider or the young person taking responsibility for their own transport
- In an unavoidable situation transport should only be offered when the young person has been known to The Chichester Bell Tower Drop-in through a minimum of 4 weekly contacts. In addition a Risk Assessment must be carried out on the young person as well as the activity of transport
- When transporting youth remember that travelling alone with a youth could potentially put you at risk. Allegations (of abuse, assault) that are made against lone workers prove difficult to control without witnesses present. Additionally, if you fall ill or have an accident whilst travelling with a young person having another adult present will enable the situation to be controlled better.
- Young people under 16 require written Parental Consent prior to travelling within a Youth Volunteer Advisors or Project Development Managers car. This can be obtained through the Parent's Consent Form for volunteering.
- Last minute changes to journey plans (e.g. times, drop off points, etc) should be cleared with parents/carers as appropriate to ensure that you are no longer held responsible for the young person once they leave your car.
- You should never transport people who are unknown to you. This includes your volunteer's friends and relatives.

## **Visiting Placements**

- In the some situations staff, volunteers and the Project Supervisor will meet with young people and placement providers in public community settings.
- Should a situation arise when public surroundings are not possible, avoid meeting people alone in their own homes. Always ensure that another 'professional' person is present (e.g. another member of staff from The Chichester Bell Tower Drop-in).
- You are not expected to work with individuals under the influence of drugs or alcohol. If you suspect a person to be affected by such means leave the situation and report the incident to the Lead Supervisor immediately.
- Staff and volunteers should report all concerns, incidents or accidents to the Lead Supervisor as soon after the event as possible and record this in the **Personal Accident Log Book**.



- You should request the permission of the Project Supervisor of any visits planned with individuals that you feel may fall outside of these guidelines prior to making any commitments. If at any time you experience verbal or physical abuse or any other unwelcome approaches, report this immediately to the Project Supervisor.
- Trust your instincts, know your boundaries and ensure you have an effective tracking system.

### **Create a 'Tracking System'**

- Staff must carry their mobile phones at all times ensuring they are switched on (even if on silent) and charged.
- Always ring your contact at the destination prior to any visit. Agree the time and day you expect to visit in advance. On arrival you must make your presence known and always sign in and out of **all** premises to satisfy Fire Regulations and to inform people of your arrival and departure.
- Outside of office hours ensure that you have a nominated person that you can inform of your whereabouts. Agree time scales and what to do in case of an emergency should you require their support. Nominated people should be responsible family members/ neighbours/ relatives or the Project Supervisor.

### **Driving Safely Guidelines**

- Leave adequate time for journeys; do not be tempted to compromise safety to speed up a journey.
- Plan a safe route allowing time for traffic congestion and finding a parking space.
- Rotate meeting venues so it is not the same people travelling each time.
- In very bad weather conditions where police advise against unnecessary journeys be prepared to reschedule a meeting or a visit.
- Do not make or receive calls whilst while driving.
- Check vehicles regularly, including tyre condition.
- Keep the vehicle suitably serviced and maintained.
- Arrange periodic eye tests and wear glasses if necessary.
- Park in safe places avoiding remote and unlit places where possible.
- Do not drive if tired and be aware that some medications can affect driving performance.
- Do not drive if under the influence of alcohol or any other substance that may impair driving performance. (Bear in mind alcohol consumed may still influence driving performance the next day)
- Ensure vehicle is insured for Business use.
- Join a breakdown association if not already a member and carry a reflective tabard and warning triangle.

## **4. Confidentiality Policy**

Due to the nature of the work of The Chichester Bell Tower Drop-in, staff and/or volunteers may at times be given information from the young people with whom they work both verbally and in writing which may be of a confidential nature. It is important to respect this and find out what may be disclosed in any discussions on behalf of the young person you are working with, and on **no** account should this information be shared with anyone outside the organisation without the consent of the young person in question.

The confidentiality rule does not apply where child protection may be an issue or if the young person is a danger to themselves or others or is at risk of offending.

### **Organisational Overview - Process...**

- Always make it clear what you may need to share with others. E.g. in a supervision meeting with your Lead Supervisor.
- Don't share private information with family and friends ask for a debriefing session with your Lead Supervisor.
- Make sure young people can speak to you where they cannot be overheard but where you can both be observed.
- Only record or pass on information directly relevant to the issue under discussion. Please note any information received that indicates a need for following Child Protection Procedures should be immediately directed to your Lead Supervisor. The Lead Supervisor will take all appropriate action.

## **5. Grievance Procedure**

In accordance with your contract:

- If you have a problem or a grievance, which is related, to your work or to your conditions of service, you are advised to talk it over with the Lead Supervisor.
- If you are dissatisfied with the action proposed to be taken by the Lead Supervisor, you are advised to discuss your grievance with the Project Supervisor of The Chichester Bell Tower Drop-in Trustee Board.
- If you are dissatisfied with the action proposed you are then advised to put your grievance in writing to The Chichester Bell Tower Drop-in Trustee Board who will arrange for you to meet with them in order to help resolve the issue.

**Project Supervisor:** Sam Harding

Tel: 07553385769

sam@belltowerchi.uk

**Trustee:** Dan Slatter

Tel: 07989421811

dans@revelation.org.uk

## **6. Disciplinary Procedure**

- Disciplinary procedures (DP) are required to take place when a staff member or volunteer fails to adhere to the duties laid out in their job description and fails to adhere to the standards of conduct required by The Chichester Bell Tower Dropin Trustee Board.
- Any DP will only take place once the Project Supervisor and Chairman have established the facts concerning an incident.
- The individual concerned will then be interviewed by the Project Supervisor and Chairman and given the opportunity to state his/her case.
- In the case of minor infringement of standards of conduct the Project Supervisor may give a formal warning for the purpose of improving conduct.
- If the issue is more serious there will be a written warning setting out the nature of the offences and the likely consequences of any further incidents.
- Further misconduct may warrant a final warning which will contain a statement that any reoccurrence would lead to suspension or dismissal.
- In cases of gross misconduct an employee may be subject to immediate suspension or dismissal.

## **7. Health and Safety Policy**

### **General Statement of Intent**

The policy of the Trustees is to provide and maintain so far as is reasonably practicable (SFAIRP) healthy and safe conditions for all those who work for and visit The Chichester Bell Tower Drop-in and who may be affected by its activities.

By ensuring the well-being of staff, volunteers and visitors through continuous improvements to minimise accidents and reduce costs, liabilities and waste, Trustees recognise that safety, health and environmental protection are key contributions to The Chichester Bell Tower Drop-in's mission.

The success of the policy depends upon the co-operation of all staff and volunteers and the acknowledgement that health and safety responsibilities must permeate all of The



Chichester Bell Tower Drop-in's activities and be fully integrated with its management system.

The Trustees determine that in all undertakings The Chichester Bell Tower Drop-in will fully comply with health and safety legislation. Specifically, they recognise their duty of care, and the requirement to comply with relevant statutory obligations, for the health and safety of staff, volunteers and visitors as well as contractors and self-employed working for or on behalf of The Chichester Bell Tower Drop-in.

The Trustees recognise that their duties and obligations under the Health and Safety at Work Act (1974) and The Management of Health and Safety at Work Regulations (1992) and other relevant legislation are the minimum standard of compliance and will fully co-operate with the relevant statutory bodies. To achieve this they will appoint the necessary competent persons and ensure that adequate resources are available for statutory duties to be discharged.

It will be The Chichester Bell Tower Drop-in's aim where reasonably practicable and cost effective to actively seek the progressive reduction of risk in all its undertakings. The Trustees have the prime responsibility for Health and Safety protection and is the point of reference wherever the demands of safety and any other The Chichester Bell Tower Drop-in activity come into conflict.

The maintenance of The Chichester Bell Tower Drop-in as a safe and healthy organisation in which to work must be the concern of all managers, staff and volunteers. The Trustees require that all the assessment and management of risks to health and safety be integrated with all of The Chichester Bell Tower Drop-in's undertakings.

The Chichester Bell Tower Drop-in's safety organisation and arrangements are designed to foster an understanding of health and safety issues in staff, volunteers, contractors, partners and suppliers appropriate to their concerns and the Trustees are committed to the development of the culture, organisation and arrangements to support this aim.

Every member of staff and volunteer has a duty to act responsibly and to ensure that their actions do not endanger either themselves or any other person in all the tasks that they perform and to fully co-operate with management in achieving the required standards of Health and Safety. To this end adequate resources are provided for necessary health and safety information, consultation, advice, surveillance, training, supervision and emergency procedures.

The Safety Policy Statement will be reviewed annually by the Trustees. The operation of The Chichester Bell Tower Drop-in's Safety Policy, together with the organisations arrangement to support it, it will however be continuously monitored by the Trustees

and revised to reflect changes in The Chichester Bell Tower Drop-in's mission, structure and organisation wherever necessary.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### **Organisational Responsibility**

The person with overall and final responsibility for Health and Safety in The Chichester Bell Tower Drop-in is the Project Supervisor of The Chichester Bell Tower Dropin and Trustee Board.

The person responsible for overseeing, implementing and monitoring the policy is the The Chichester Bell Tower Drop-in Project Supervisor.  
In the absence of the Project Supervisor, queries will be directed back to the Chairman.

The responsibility for the supervision of Health and Safety within the Drop-in space is delegated to the Lead Supervisor on duty.



Name	Title
Dan Slatter 07989421811	Trustee (Chairman)
Dave Corcoran 07415385320	Trustee
Rebecca Joy 07545126568	Trustee
Rosie Knott 01243 573375	Trustee
Trevor James 07802832611	Trustee (Treasurer)
Anthony Cane	Trustee
Sam Harding 07553385769	Project Supervisor
Simon Trundle 07850786710	Trustee

## **Arrangements to ensure Health and Safety**

### **Communication**

The Trustees of The Chichester Bell Tower Drop-in will endeavor to communicate to staff and volunteers their commitment to health and safety and ensure staff and volunteers are familiar with the content of the The Chichester Bell Tower Drop-in Health and Safety policy.

The Chichester Bell Tower Drop-in will communicate with its staff and volunteers through one to one and team meetings, in the form of directions and statements from the Project Supervisor, in writing, in the form of directives and this policy statement and by example, guidelines, policies, procedures and training.

Every Trustee Management Committee meeting will have a specific Health and Safety agenda item included on each meeting's agenda.

### **Safety Training**

Safety training is regarded as an indispensable ingredient of an effective health and safety programme. It is essential that every worker in the organisation is trained to perform his or her job effectively and safely. It is the opinion of the management of staff and volunteers that if a job is not done safely then it is not done effectively.

All staff and volunteers will be trained in safe working practices and procedures prior to being allocated any role. Training will include advice on the use and maintenance of personal protective equipment appropriate to the task concerned and the formulation of emergency contingency plans.

Training sessions will be held every year or as often as is deemed necessary and will provide another opportunity for workers to express any fears or concerns they might have about their jobs.

The personnel with the responsibility for safety training are detailed below:

<b>Job Title</b>	<b>Name</b>	<b>Contact</b>
Project Supervisor	Sam Harding	07553385769

### **Work Place Inspections and Health and Safety Checks**

It is the policy of The Chichester Bell Tower Drop-in to comply with the Workplace (Health, Safety & Welfare) Regulations 1992.

The Project Supervisor will conduct regular and daily visual inspections of the workplace. The Project Supervisor will also carry out and document a full workplace monthly inspection. In addition inspections will be conducted in the relevant areas whenever there are significant changes in the nature and / or scale of our operations. Workplace inspections will also provide an opportunity to review the continuing effectiveness of the policy and to identify areas where revision of the policy may be necessary.

### **Work Equipment**

It is the policy of The Chichester Bell Tower Drop-in to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

The Chichester Bell Tower Dropin will endeavor to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

All staff and volunteers will be provided with adequate information and training to enable them to work with equipment safely.

The use of any work equipment, which could pose a risk to the well-being of persons in or around the workplace, will be restricted to authorised persons.

All work equipment will be maintained in good working order and repair.

All staff and volunteers will be provided with such protection as is adequate to protect them from dangers occasioned by the use of work equipment.

All work equipment will be clearly marked with health and safety warnings where appropriate.

An electrical PAT test will take place on an annual basis as well as a visual inspection before the use of any electrical equipment.

### **Manual Handling Operations**

It is the policy of The Chichester Bell Tower Drop-in to comply with the law as set out in the Manual Handling Operations Regulations 1992. (Amended 2002)

Manual handling operations will be avoided, as far, as is reasonably practicable where there is a risk of injury.



Where it is not possible to avoid manual handling operations an assessment of the operation will be made taking into account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid. All possible steps will be taken to reduce the risk of injury to the lowest level possible.

### **Control of Hazardous Substances**

It is the policy of The Chichester Bell Tower Drop-in to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002.

A risk assessment will be conducted of all work involving exposure to hazardous substances. The assessment will be based on manufacturers' and suppliers' health and safety guidance and our own knowledge of the work process.

The Chichester Bell Tower Drop-in will ensure that exposure of staff, volunteers and youth to hazardous substances is minimised and adequately controlled in all cases.

All staff and volunteers who will come into contact with hazardous substances will receive comprehensive and adequate training and information on the health and safety issues relating to that type of work.

Assessments will be reviewed periodically, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid.

### **New or Expectant Mothers**

It is the policy of The Chichester Bell Tower Drop-in to comply with the Management of Health and Safety at Work Regulations 1999, Sex Discrimination Act and the European Directive on Pregnant Workers. (92/85). This directive applies to

- Those who are pregnant
- Those who have recently given birth
- Those who are breastfeeding

Female staff and volunteers should advise their Lead Supervisor, as soon as possible, if they become pregnant, in the interest of their own Health and Safety.

In addition to the general risk assessment, a further assessment of risk to new or expectant mothers will be conducted. Where a risk to new or expectant mothers is identified, working conditions and/or working hours will be adjusted so as to avoid the risk. Where this is not reasonable the staff/volunteer(s) concerned will be suspended from work.

## **Fire Safety**

**The Chichester Bell Tower Drop-in's** fire safety policy and procedures take account of special fire hazards in specific areas of the workplace and, where appropriate, have been compiled with the assistance of the local fire service. The Chichester Cathedral Clerk of Works is responsible for ensuring compliance with fire safety and prevention codes, for reviewing company practices and procedures, inspecting and testing firefighting, prevention and protection equipment and for advising on safe practices and procedures.

The responsibility for the maintenance and testing of fire alarms and firefighting equipment is the Chichester Cathedral Clerk of Works.

All The Chichester Bell Tower Drop-in Staff and volunteers have a duty to report immediately any fire, smoke or potential fire hazards to the fire service (dial 999).

All The Chichester Bell Tower Drop-in Staff and volunteers have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves smoking only in designated areas and at designated times, keeping combustible materials separates from sources of ignition and avoiding unnecessary accumulation of combustible materials.

The Trustee Board is responsible for the provision and maintenance of fire prevention and detection equipment.

The Project Supervisor is responsible for keeping their operating areas safe from fire, ensuring that their volunteers are trained in proper fire prevention practices and emergency procedures.

## **Fire Fighting Equipment**

Fire extinguishers are located at strategic points throughout the workplace. Staff are expected to tackle a fire themselves **only** if trained to do so and it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous the staff member should activate the alarm and evacuate the building immediately.

## **Fire Exits**

Fire exits are located at strategic points throughout the workplace. Exit doors and corridors must never be locked, blocked or used as storage space.

## **Emergency Evacuation**

All staff and volunteers should be made aware of the evacuation plan for their specific placement and placement providers will ensure that Fire Drills take place to ensure

that it is fully understood. Staff and volunteers complete a questionnaire on their first visit to the placement detailing their knowledge of evacuation.

In the event of the fire alarm being activated, or in any other emergency situation (such as a bomb scare), all staff, volunteers and youth must leave the building they are in by the nearest available exit and assemble at the designated assembly point.

The designated assembly point for the The Chichester Bell Tower Drop-in is the Cathedral Green behind the Bell Tower closest the main road.

### **Accident Investigations and Reporting**

It is the policy of The Chichester Bell Tower Drop-in to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95).

The Chichester Bell Tower Drop-in Trustee Board sees accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury report will be drawn up by the The Chichester Bell Tower Drop-in Project Supervisor or a person acting on behalf of the Project Supervisor.

This will include:

- The circumstances of the accident including photographs and diagrams wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement has the right to have a lawyer or trade union representative present at the company's expense.

The completed report will then be submitted to and analyzed by the Project Supervisor who will then report to the Trustee responsible for this area. The Project Supervisor will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

A follow up report will be completed after a reasonable period of time examining the effectiveness of any new measures adopted.

## **Accident Procedures**

First aid stations are located in areas where personnel are concentrated around the workplace. All first aid stations are clearly marked and are easily accessible by all employees during all working hours.

All Chichester Bell Tower Drop-in Placement Providers are required to provide details of Appointed First Aiders and first aid stations.

Volunteers are required to provide The Chichester Bell Tower Drop-in with emergency contact details and home phone numbers.

One person holding a current first aid certificate is responsible for the proper use and maintenance of each first aid station.

### **Chichester Bell Tower Drop-in Qualified First Aiders:**

Name	Job Title	Contact
Sam Harding	Project Supervisor	07553385769

The Project Supervisor is responsible for reporting all accidents and cases of disease to the The Chichester Bell Tower Drop-in Trustee Board. Using the appropriate recording materials as supplied.

Accident records are compiled and stored by The Chichester Bell Tower Drop-in Project Supervisor who is responsible for reporting cases of accident and disease to the relevant enforcing authority under the RIDDOR 95 Regulations where applicable.

There is no need and/or requirement to any working at height within the workplace and so no member of staff will be required to take on any activity of this nature.

### **General**

1. All staff and volunteers should be aware of, respect and adhere to the rules and procedures contained in this policy statement.
2. All staff and volunteers shall immediately report any unsafe practices or conditions to the relevant authority.
3. Any person under the influence of alcohol or any other intoxicating drug, which might impair motor skills or judgment, whether prescribed or otherwise, shall not be allowed on the job.
4. Horseplay, practical joking or any other acts, which might jeopardise the health and safety of any other person, are forbidden.

5. Any person whose levels of alertness and/or ability are reduced due to illness or fatigue will not be allowed on the job if this might jeopardise the health and safety of that person or any other person.
6. All staff and volunteers shall not adjust, move or otherwise tamper with any electrical equipment, machinery or air or water lines in a manner not within the scope of their duties.
7. All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to other staff, volunteers and youth.
8. No staff or volunteer should undertake a job, which appears to be unsafe.
9. No staff or volunteer should undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.
10. All injuries must be reported to the The Chichester Bell Tower Drop-in Lead Supervisor.
11. No staff or volunteer should use chemicals without the knowledge required to work with those chemicals safely.
12. Suitable clothing and footwear will be worn at all times. Personal protective equipment shall be worn wherever appropriate.
13. All staff and volunteers are expected to attend safety meetings and training.

<i>ASSESSING OUR RISKS –GENERAL RISK ASSESSMENT FORM</i>				<i>Risk Assmt. Ref: /000</i>					
Site/Department: Cathedral Bell Tower, West Street , Chichester				Probability/ Severity	Minor injury	Lost time/ Ill Health	Major / >7 days	Perm . Disab i-lity	Fatal/ Site Loss
Task/Activity/Area: Youth Drop in centre				Highly Unlikely	1	2	3	4	5
Notes: Activities opened between 16.00-19.00 pm				Unlikely	2	4	6	8	10
RA Team: Casper Beade	Date of RA: 29/10/20 14	Review Date: 29/10/2014	Possible	3	6	9	12	15	
People at risk:				Probable	4	8	12	16	20

(e.g., visitors, contractors, hauliers, members of the public, operators, engineers, other employees etc)							
Dept Manager (Print Name):	Signature:	Certain	5	10	15	20	25

Ref No. or Task-Step	Hazards identified or clear Injury causes, highlighting risks (Injury focused - see checklist)	Score -No controls	Controls/Procedures/Key Behaviours (existing controls, information, training etc)	Score -Post Controls	Further action required	Score - Post Action	Post action Completion Date	Signed off by
1 Fire evacuation	Injury caused slip, trip or fall by lack of lighting if power is cut	3x 5 =15	Rechargeable torch is permanently to available to staff. Acting as emergency light.	2 x 5 =10				
2 Fire evacuation	Injury due to overcrowding, stampeding to exit	3x 3 =9	Maximum persons allowed in venue is 30 including staff.	2 x 3 =6				

3 Fire evacuation	Injury due to poor ignorance of evacuation procedure.	3x 5 =15	Staff and visitors have initial emergency evacuation training.	2 x 5 =10				
4 Fire detection	Injury due to poor detection causing rapid fire spread.	3x 5 =15	Fire detection and firefighting equipment regularly inspected and tested.	1 x 5 =5				
5 Slips, trips, Falls	Injury to due wet flooring or obstructions	3x 3 =9	Daily visual checks for leaks and spillages. Mop up as required.	1 x 3 =3				
6 Staff coverage	Loss of staff coverage due to illness/ holidays	3x2 =6	Flexible staff rotas	2 x 2 =4				



## **8. Safeguarding Children and Vulnerable Adults**

### A Shared Approach to Safety and Child Protection

- The Chichester Bell Tower Drop-in is fully committed to safeguarding the welfare of all young people, by taking all reasonable steps to protect them from neglect, physical, emotional and sexual harm.
- The Chichester Bell Tower Drop-in believes that safeguarding and protecting the welfare of all young people is the responsibility of everyone: staff, volunteers, Trustees, and young people.
- The Chichester Bell Tower Drop-in staff and volunteers will show respect and understanding for the rights of young people, their safety and welfare and conduct themselves in a way that reflects this.
- The Chichester Bell Tower Drop-in will support anyone who raises a concern regarding the welfare or protection of a young person. Any concerns raised will be taken seriously.
- The Chichester Bell Tower Drop-in will ensure that the best interests of the young person are paramount when considering any action regarding matters of child protection and safeguarding the welfare of young people.
- All policies and procedure will be reviewed annually.

### **The Chichester Bell Tower Drop-in will do this by:**

- Ensuring all staff and volunteers are carefully selected, trained and supervised.
- Assessing all risk carefully and taking all necessary steps to minimise and manage risk.
- Ensuring everyone knows how to voice concerns or complaints about anything they may not be happy with.
- The Chichester Bell Tower Drop-in will provide accurate information about what it does and what can be expected.

### **Definitions**

**YOUNG PEOPLE/PERSON:** *All safeguarding and Child Protection legislation and guidance recognise a child or young person as anyone up to the age of 18. This policy is in place to safeguard all young people Chichester Bell Tower Drop-in works with, which in some cases may include those up to the age of 25.*

**VULNERABLE ADULT:** *A vulnerable adult is someone over the age of 18, who is considered 'vulnerable' for one reason or another. E.g: disability, chronic (long term) illness or age. **The Police Act 1997 (Enhanced Criminal Record Certificates) ( Protection of Vulnerable Adults) Regulations 2000** states that a vulnerable adult is a person over 18 who is receiving service of a type listed in (1) or as a consequence of a condition listed in (2) or has a disability as listed in (3).*

## **8.1 Child Protection Policy**

All young people have the right to protection from all forms of abuse, neglect and exploitation. Given the wide variety of young people that The Chichester Bell Tower Drop-in works with, it is apparent that some young people are more vulnerable than others and may require special considerations when working with them.

The Chichester Bell Tower Drop-in aims to ensure that all young people it works with experience positive opportunities in a safe environment. It is the responsibility of The Chichester Bell Tower Drop-in to ensure that appropriate systems are in place to help protect young people from all forms of abuse and discrimination as far as possible.

This policy and the procedures apply to all young people regardless of gender, ethnicity, disability, sexuality or religion.

This policy aims to ensure that all staff and volunteers are informed about child abuse and what their role is in reporting the issue. As a first step towards this, all Chichester Bell Tower Drop-in staff complete an application form and the references are taken up. Personnel over 16 obtain a full Disclosure and Barring Clearance (DBS). Full induction training takes place with all new staff and they receive a Staff Handbook, which covers all aspects of the induction including Safeguarding Procedures.

### **Legislation**

The Acts mentioned below provide the Legal Framework in which child protection takes place:

- ***The Children's Act 1989***: sets out how the welfare and development needs of children are of paramount importance. Section 17 sets out the rights of children to have an assessment of their needs and the role of statutory bodies in ensuring these rights are met. Section 47 sets out the local authority's responsibility to investigate if it believes that a child is suffering or is likely to suffer significant harm.
- ***The Protection of Children Act 1999***: sets out a framework to enable employers to check out the suitability of employees seeking to work with children. The Act builds on the ***Police Act 1997***, which set up the CRB.
- ***The Human Rights Act 1998***: sets out the rights of children and families and reflects principles in international agreements. The Act gives the public the right to challenge what they perceive as an infringement of their human rights.
- ***Sexual Offences (Amendment) Act 2000*** introduced the concept of abuse of trust, whereby adults could commit an offence in engaging in sexual activity with someone younger than them if they are seen in a position of trust even if the younger person is above the age of consent.
- ***The UN Convention on the Rights of the Child***: This includes a young person's charter setting out how children should have access to basic human rights. It outlines

41 articles of human rights to be respected and protected for every child under the age of 18.

### **Child Abuse**

There are 4 main types of child abuse -:

1. Physical Abuse – This is when an injury is sustained by striking, hitting, shaking, squeezing, biting, burning, or any other excessive force used on a child. Condoning, or giving a child access to, substances such as alcohol, tobacco, medicines, narcotics, glue etc is also a form of Physical abuse.
2. Sexual Abuse – This is the abuse of children by adults seeking their own gratification. This type of abuse ranges from full Sexual Intercourse to fondling or exposing a child to pornographic materials or telling stories and jokes of a sexually explicit nature.
3. Neglect – This occurs when an adult fails to meet the basic needs of the child with regard to food, warmth, hygiene, clothing or medical care
4. Emotional Abuse – This occurs when an adult fails to exhibit care and attention but particularly where a child is threatened, taunted or shouted at which, as a consequence, leads to a loss of self-esteem and confidence.

### **Recognition of Abuse**

The responsibility of The Chichester Bell Tower Drop-in staff and volunteers is in reporting their concerns to the The Chichester Bell Tower Drop-in Project Supervisor.

The Chichester Bell Tower Drop-in staff and volunteers will receive training in order to appropriately and professionally manage knowledge of abuse when talking to a young person. They will be aware that initial conversations with young people are critical and should be conducted calmly and carefully without personal reaction or questioning. They should be reassured in a calm manner that they have done the right thing by telling someone. Just listen very carefully and try not to lead or show a reaction.

The Chichester Bell Tower Drop-in staff and volunteers will be trained to highlight some of the indicators of abuse.

1. Injuries, which are not consistent with the normal recreational habits of young people, either in body position or type.
2. Inconsistent or unreasonable explanation of an injury by a child, parent or carer.
3. Inconsistent or inappropriate behaviour e.g. sexually suggestive remarks, mood swings, very quiet/aggressive, severe tantrums.
4. Socially isolated.
5. Overeating/Loss of appetite, weight loss/gain.
6. Inappropriately dressed, ill kept or dirty.
7. Self inflicting injury.
8. Distrust of parent/carer.
9. Delayed social development, poor language and speech
10. Nervous behaviour e.g. rocking, hair twisting.
11. Low self esteem.

## **General Indicators of Abuse** (Though often typical of sexual abuse)

1. Recurring abdominal pain
2. Reluctance to go home.
3. Flinching when approached or touched.
4. Recurring headaches.

## **2. Child Protection Procedure**

The Chichester Bell Tower Drop-in, its staff and volunteers are legally required to report when there is reasonable cause to suspect that a young person is suffering, or is likely to suffer significant harm.

### **Confidentiality**

In Child Protection work the degree of confidentiality is governed by the need to protect the young person. The Chichester Bell Tower Dropin staff and volunteers must make it clear to those providing information that confidentiality cannot be maintained if the withholding of information will prejudice the welfare of the young person, which is paramount (Children Act 1989)

### **Discloser of Abuse**

- Listen to the young person rather than directly question
- Never stop the young person when they are freely recalling significant events
- Explain that you are concerned for their well-being and that the Project Supervisor and the Children Access Point will be contacted.
- Make a note of the disclosure, including the time, setting and people present, detailing what the young person said and presentation and behaviour as observed. This should be written at the time, signed and dated
- Record all actions taken concerning this incident
- Where an issue arises the Lead Supervisor will contact the Project Supervisor who will in turn then liaise with CCPAS (Churches Child Protection Advisory Service).
- Under advice from CCPAS the Bell Tower Project Supervisor will contact the youth's School Safeguarding Officer.

### **Staff Support**

All staff and volunteers will receive support and supervision from the Lead Supervisor in the first instance of a discloser.

### **8.3 Disclosure Process**

The following action should then be taken:

1. The member of staff/volunteer explains to the young person that The Chichester Bell Tower Drop-in Lead Supervisor has to be informed.
2. When a child protection concern arises a written record is completed. A copy is made and kept in The Chichester Bell Tower Drop-in online protected site the Revelation Family Church Google Drive account. The Trustees will be informed and the document will be submitted to Sam Harding who is the Safeguarding Officer of The Bell Tower Drop-in for further processing.

This record may be shown to the police. The report should include the following-

- Name of Young Person
- Address
- Name of Parent/Carer/ Significant adult
- Phone numbers for Parent/Carer.
- Nature of allegation.
- When/where did it occur
- Was anyone else involved? If so how.
- What was said by those involved?
- Were there any obvious signs e.g. bruising, bleeding, changed behaviour etc.
- Was the young person able to say what had happened and what did they say.
- Who has been told about it and when
- Do the parents/ significant adults know?
- Signature of person filling in record
- Date of record

1. Where a member of staff/volunteer is named as the abuser the Project Supervisor must be contacted.
2. No one must discuss instances of disclosure to others; other than those stated in the reporting procedures. Protection of the child's identity is vital.
3. The Chichester Bell Tower Drop-in recognises that disclosure could be distressing for all staff involved. Anyone involved in such an incident will be offered additional support and counselling if necessary.

#### **Additional Guidelines for dealing with Disclosure**

##### **DO - All staff and volunteers**

- **Do** treat all allegations extremely seriously and act towards the child/young person as if you believe what they are saying.
- **Do** tell the child/young person that they are right to tell you.
- **Do** reassure them that they are not to blame.
- **Do** be honest and tell them who you have to tell and why.
- **Do** take further action – speak to the Project Supervisor

- **Do** write down everything that is said and what was done.
- **Do** seek medical attention if necessary
- **Do** inform Parents/Carers unless there is suspicion of their involvement - after liaising with the Project Supervisor.

#### **DON'T - All staff and volunteers**

- **Don't** make promises you can't keep.
- **Don't** interrogate the child/ young person
- **Don't** cast doubt on what the child/ young person has said, don't interrupt or change the subject
- **Don't** say anything which makes the child/ young person feel responsible for the abuse
- **Don't do nothing**

#### **Staff and volunteer Conduct**

- The Chichester Bell Tower Drop-in staff and volunteers conduct themselves professionally and appropriately to maintain safe and suitable contact with the young person.
- They must have two people present when working with a young person out of the public eye
- Always have female helpers helping female children/young people and where possible male helpers with male children/young people.
- They do not initiate physical contact with children/ young people.
- If physical contact is offered from a child/young person The Chichester Bell Tower Drop-in staff/volunteer must cease it immediately.

#### **The following behaviours are NEVER acceptable –**

- ❖ Sexual Contact
- ❖ Lending or borrowing money or property
- ❖ Exclusive or secretive relationships
- ❖ Being alone in your home with a young person

## CHICHESTER BELL TOWER DROPIN CHILD PROTECTION REPRESENTATIVES

Name	Role	Contact	Email
Ellen-Jane Martin	Safeguarding Deputy	07541218898	<a href="mailto:ellenjanemartin2306@gmail.com">ellenjanemartin2306@gmail.com</a>
Rich Lush	Safeguarding Deputy	07816843575	<a href="mailto:richl@revelation.org.uk">richl@revelation.org.uk</a>
Sam Harding	Safeguarding Officer	07553385769	<a href="mailto:sam@belltowerchi.uk">sam@belltowerchi.uk</a>

### Chichester Bell Tower Dropin Staff Team

Name	Role	Contact
Sam Harding	Project Supervisor	07553385769

### Services

CCPAS (Churches Child Protection Advisory Service) 0845 120 45 50  
[info@ccpas.co.uk](mailto:info@ccpas.co.uk)

## **8.4 Protecting Vulnerable Adults**

The Chichester Bell Tower Drop-in staff and volunteers may work in a variety of placements. It is therefore essential that we are aware that abuse can occur at any age in any setting so needs to be reported in the same way we would child abuse.

*“Adult abuse may consist of a single or repeated act. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he/she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to or exploitation of, the person subjected to it.”*

DOH 2000

### **Categories of Abuse**

- Physical
- Sexual
- Financial
- Emotional

- Neglect
- Discriminatory

### **Where does Abuse Happen?**

- At home
- In day care, residential or nursing home
- In hospital or GP surgery
- At a police station
- At work or in education
- In a public place

### **What you should do if you suspect Abuse**

Contact the Project Supervisor

Sam Harding

07553385769

sam@belltowerchi.uk

## **9 .Data Protection Policy**

The Chichester Bell Tower Drop-in maintains personal data about staff/volunteers for the purposes of satisfying operational and legal obligations. The Chichester Bell Tower Drop-in recognises the importance of the correct treatment of personal data. The type of personal data that The Chichester Bell Tower Drop-in may hold includes information about:

- Current, past and prospective employees and suppliers and others with whom it communicates. This personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998.
- The Chichester Bell Tower Drop-in fully endorses the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for The Chichester Bell Tower Drop-in must also adhere to these principles.

### **Principles**

The principles require that personal data shall:

- Be processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.
- Be adequate, relevant and not excessive for those purposes.
- Be accurate and, where necessary, kept up to date.



- Not be kept for longer than is necessary for that purpose.
- Be processed in accordance with the data subject's rights.
- Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures.
- Not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

### **Satisfaction of Principles**

In order to meet the requirements of the principles, The Chichester Bell Tower Drop-in will:

- Observe fully the conditions regarding the fair collection and use of personal data.
- Meet its obligations to specify the purposes for which personal data is used.
- Collect and process appropriate personal data only to the extent that it is needed to fulfil operational or any legal requirements.
- Ensure the quality of personal data used.
- Apply strict checks to determine the length of time personal data is held.
- Ensure that the rights of individuals about whom the personal data is held, can be fully exercised under the Act.
- Take the appropriate technical and organisational security measures to safeguard personal data; and ensure that personal data is not transferred abroad without suitable safeguards.

The Project Supervisor of The Chichester Bell Tower Drop-in will be responsible for ensuring compliance with the Data Protection Act and implementation of this policy on behalf of The Chichester Bell Tower Drop-in.

Any staff member or volunteer who considers that the policy has not been followed in respect of personal data about themselves should raise the matter with their Lead Supervisor or the Project Supervisor.

### **Subject Access Requests and Rights to Held Information.**

All individuals who are the subject of personal data held by The Chichester Bell Tower Drop-in are entitled to:

- Ask what information Chichester Bell Tower Drop-in holds about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.
- Be informed what The Chichester Bell Tower Drop-in is doing to comply with its obligations under the 1998 Data Protection Act.

Any person who wishes to exercise this right should make the request in writing to the Project Supervisor.

If personal details are inaccurate, they can be amended upon request.

The Chichester Bell Tower Drop-in aims to comply with requests for access to personal information as quickly as possible.

### **Staff and volunteer Responsibilities**

All staff and volunteers are responsible for:

- Checking that any personal data that they provide to The Chichester Bell Tower Drop-in is accurate and up to date.
- Informing The Chichester Bell Tower Drop-in of any changes to information which they have provided, e.g. changes of address.
- Checking information regarding volunteers is kept in accordance with the Data Protection Act and that information supplied to The Chichester Bell Tower Dropin about volunteers is accurate and as up to date as possible.

### **Holding Data**

Most of our data is stored electronically:

- Google Drive
- Phones/tablets/laptops
- Email

The above are all password protected. All staff computers/laptops and Google Drive are encrypted and password protected. These are GDPR Compliant.

Soft copies of documents that contain personal data (such as consent forms, sign up sheets, registers, DBS documents and volunteer information) are stored at the Bell Tower in a locked staff area.

### **Data Security**

The need to ensure that data is kept securely means that precautions must be taken against physical loss or damage, and that both access and disclosure must be restricted. All staff and volunteers are responsible for ensuring that:

- Any personal data which they hold is kept securely
- Personal information is not disclosed either orally or in writing or otherwise to any unauthorised third party.

## **Retention of Data**

The Chichester Bell Tower Drop-in will keep some forms of information for longer than others to comply with our safeguarding policy. All staff and volunteers are responsible for ensuring that information is not kept for longer than necessary.

## **Who to Ask for Help?**

The Data Controller at Revelation Family Church is the Project Manager (Sam Harding). This is the person to contact if you have any questions or concerns regarding the GDPR and how we hold/process data as a church.

Non-compliance with the above guidelines will result in disciplinary action being taken at the discretion of the staff member's line manager.

## **10. Social Media Policy**

This policy sets out the principles that The Chichester Bell Tower Drop-in's staff are expected to follow when using social media.

The internet provides a range of social media tools that allow users to interact with one another, for example Facebook, Twitter, Blogs and websites. You must ensure that the age policies regarding access to social networking sites are adhered to. Facebook and Bebo (minimum age is 13) Myspace is 14 yrs and Youtube is 16 yrs.

Staff members and volunteers must be conscious at all times of the need to keep their personal and professional lives separate.

### **Scope**

This policy applies to The Chichester Bell Tower Drop-in staff, volunteers and Trustee Board. These individuals are collectively referred to as 'staff' in this policy.

This policy covers personal use of social media as well as the use of social media for official Chichester Bell Tower Drop-in purposes, including sites hosted and maintained on behalf of The Chichester Bell Tower Drop-in.

This policy applies to personal web space such as social networking sites (for example *Facebook*, *MySpace*), blogs, mirco blogs such as *Twitter*, chat rooms, forums, podcasts, open access online encyclopaedias such as *Wikipedia*, social bookmarking sites such as *del.icio.us* and content sharing sites such as *flickr* and *YouTube*. The internet is a fast moving technology and it is impossible to cover all circumstances or emerging media – the principles set out in this policy must be followed irrespective of the medium.

### **Legal Framework**

The Chichester Bell Tower Drop-in is committed to ensuring that all staff members and volunteers provide confidential services that meet the highest standards. All individuals working on behalf of The Chichester Bell Tower Drop-in are bound by a

legal duty of confidence and other laws to protect the confidential information they have access to during the course of their work. Disclosure of confidential information on social media is likely to be a breach of a number of laws and professional codes of conduct, including:

- The Human Rights Act 1998
- Common law duty of confidentiality
- The Data Protection Act 1998.

Confidential information includes, but is not limited to:

- Person-identifiable information, e.g. volunteer and employee records protected by the Data Protection Act 1998
- Information divulged in the expectation of confidentiality
- Any commercially sensitive information such as information relating to commercial proposals or current negotiations
- Politically sensitive information.

Staff members and volunteers should also be aware that other laws relating to libel, defamation, harassment and copyright may apply to information posted on social media, including:

- Libel Act 1843
- Defamation Acts 1952 and 1996
- Protection from Harassment Act 1997
- Criminal Justice and Public Order Act 1994
- Malicious Communications Act 1998
- Communications Act 2003,
- Copyright, Designs and Patents Act 1988.

The Chichester Bell Tower Drop-in could be held vicariously responsible for acts of their staff and volunteers in the course of their employment. For example, staff members or volunteers who harass co-workers online or who engage in cyber bullying or discrimination on the grounds of race, sex, disability, etc or who defame a third party while at work may render The Chichester Bell Tower Drop-in liable to the injured party.

## **Principles**

Be Professional, Responsible and Respectful.

- You must be conscious at all times of the need to keep your personal and professional lives separate. You should not put yourself in a position where there is a conflict between your work for The Chichester Bell Tower Drop-in and your personal interests.
- You must not engage in activities involving social media which might bring The Chichester Bell Tower Drop-in into disrepute.

- You must not represent your personal views as those of The Chichester Bell Tower Drop-in.
- You must not discuss personal information about youth, volunteers, The Chichester Bell Tower Drop-in staff and other professionals you may interact with as part of your job on social media.
- You must not use social media and the internet in any way to attack, insult, abuse or defame pupils, their family members, colleagues, other professionals, other organisations or The Chichester Bell Tower Drop-in.
- You must be accurate, fair and transparent when creating or altering online sources of information on behalf of The Chichester Bell Tower Drop-in.

### **Personal Use of Social Media**

Staff members and volunteers shall decline 'friend requests' from The Chichester Bell Tower Drop-in youth through their personal social media accounts. Instead if they receive such requests, they should signpost to the official Chichester Bell Tower Drop-in website or to the relevant Lead Supervisor contact details. Under no circumstances should you use a personal SNS profile for youth. Neither should you accept friend requests from or be friends with youth on your personal profile.

Information staff members and volunteers have access to as part of their employment, including personal information about youth and their family members must not be discussed on their personal web space.

Permission must be given for photographs, videos or any other types of image of youth to be put on social networking sites in accordance with The Chichester Bell Tower Drop-in's Promotional Material Disclaimer Document.

The Chichester Bell Tower Drop-in email addresses and other official contact details must not be used for setting up personal social media accounts or to communicate through such media.

Caution is advised when inviting work colleagues to be 'friends' in personal social networking sites. Social networking sites blur the line between work and personal lives and it may be difficult to maintain professional relationships or it might be just too embarrassing if too much personal information is known in the work place.

Staff members and volunteers are strongly advised to ensure that they set the privacy levels of their personal sites as strictly as they can and to opt out of public listings on social networking sites to protect their own privacy. Staff members and volunteers should keep their passwords confidential, change them often and be careful about what is posted online; it is not safe to reveal home addresses, telephone numbers and other personal information. It is a good idea to use a separate email address just for social networking so that any other contact details are not given away.

## **Using Social Media on behalf of The Chichester Bell Tower Drop-in**

Staff members can only use official Chichester Bell Tower Drop-in sites for communicating with youth or to enable youth to communicate with one another.

Staff should avoid communicating with youth via instant messaging as unlike phone records these conversations are not stored and cannot be traced.

Official Chichester Bell Tower Drop-in sites must be created only according to the requirements specified (see Appendix D) Sites created must not breach the terms and conditions of social media service providers, particularly with regard to minimum age requirements.

Staff members must, at all times, act in the best interests of children and young people when creating, participating in or contributing to social media sites.

### **Monitoring of Internet use**

Chichester Bell Tower Drop-in monitors usage of its internet and email services without prior notification or authorisation from users.

Users of The Chichester Bell Tower Drop-in email and internet services should have no expectation of privacy in anything they create, store, send or receive using The Chichester Bell Tower Drop-in's ICT system.

### **Breaches of the Policy**

Any breach of this policy may lead to disciplinary action being taken against the staff member/s involved in line with The Chichester Bell Tower Drop-in Disciplinary Policy and Procedure.

A breach of this policy leading to breaches of confidentiality, or defamation or damage to the reputation of The Chichester Bell Tower Drop-in or any illegal acts or acts that render The Chichester Bell Tower Drop-in liable to third parties may result in disciplinary action or dismissal.

## **Requirements for creating social media sites on behalf of The Chichester Bell Tower Drop-in (See Appendix D)**

### **1.1. Smoking Policy**

Aim:

- To provide a working environment conducive to good health and productive working.

- To ensure that The Chichester Bell Tower Drop-in presents a positive image to visitors and members of the public.
- To ensure that The Chichester Bell Tower Drop-in complies with legislation regarding no smoking.

This policy applies to all The Chichester Bell Tower Drop-in workplaces, staff and volunteers and visitors (including contractors).

Smoking is a major cause of illness and early death, and affects non-smokers through passive smoking.

The laws prohibiting smoking under the Health Act 2006 require that enclosed or substantially enclosed public spaces and workplaces are smoke-free.

All staff and volunteers must observe the following statutory prohibitions:

- Smoking is not permitted inside enclosed or substantially enclosed work places and public places.
- Smoking is not permitted in vehicles used by members of the public or a section of the public or in vehicles used for work purposes by more than one person, even if those persons use the vehicle at different times, or only intermittently. *(The law excludes vehicles used primarily for private purposes from this prohibition)*
- Staff/volunteers wishing to smoke are permitted to leave the workplace to do so. Arrangements may be made locally that will designate outside areas where people may smoke. Alternatively, where an outside area has not been designated, in choosing places to smoke outside the building, staff/volunteers must not smoke in the following places:
  - Near to the storage or use of flammable materials.
  - Close to entrances to the workplace, porches, on verandas, balconies and rooftop areas;
  - Where smoke could penetrate food preparation areas.
  - Where smoke could drift through open windows and cause a nuisance to people inside the building
  - Areas where a “No Smoking” sign is displayed.

Care must be taken to extinguish cigarettes, and ensure that litter is disposed of properly.

Staff and volunteers who take time away from their workplace to smoke, as for other reasons are expected to be sensitive to any impact this may have on other members of their team and to be reasonable about the frequency and duration of their time away from their workplace.

All staff and volunteers are responsible for ensuring that their work time is used appropriately. Any abuse will be addressed by the Project Supervisor drawing on the Disciplinary Policy where appropriate.

*The Chichester Bell Tower Drop-in will review The Staff Handbook annually, updating all Policies and Procedures*

**APPENDIX A:**

**PROCEDURE FOR SUSPECTED ABUSE**

Awareness of abuse

Based on reasonable suspicion or disclosure

Listen. Record

- Do not lead or question
- Explain you are concerned for their well being
- Clarify confidentiality & need to report

SPEAK DIRECTLY to the:

Lead Supervisor immediately

Tel: 07553385769 (Dropin Central Number)

If unavailable or in the circumstances that the accusations are against that member of staff contact:

Project Supervisor & Bell Tower Safeguarding Officer.

Tel: 07553385769

Chichester Cathedral Safeguarding Officer

Tel: 01243 812491

CCPAS (Churches Child Protection Advisory Service)

Tel: 0845 120 45 50

**Support/Supervision**

From the Project Supervisor



## Appendix B

### The Chichester Bell Tower Dropin Staffing structure



#### Trustees

Anthony Cane	Trustee	07553077327
Trevor James	Treasurer	07802832611
Dan Slatter	Chairman	07989421811
Dave Corcoran	Trustee	07415385320
Rosie Knott	Trustee	01243 573375
Rebecca Joy	Trustee	07545126568
Simon Trundle	Trustee	07850786710

#### Project Supervisor

Sam Harding	07553385769
-------------	-------------

#### Lead Supervisors

Ellen-Jane Martin	07733131494
Mark Ingamells	0779376697

## **Appendix C**

### **Requirements for creating social media sites on behalf of Chichester Bell Tower Drop-in**

#### **A.1 CREATION OF SITES**

A.1.1 Staff members participating in social media for work purposes social media and whether the overall investment is likely to be worthwhile for achieving the proposed outcome.

A.1.3 Staff members must consider how much time and effort they are willing to commit to the proposed site. They should be aware that maintaining a site is not a one-off task, but involves a considerable time commitment.

A.1.4 The Project Supervisor must take overall responsibility to ensure that enough resources are provided to keep the site refreshed and relevant. It is important that enough staff members are trained and are able to maintain and moderate a site in case of staff absences or turnover.

A.1.5 There must be a careful exit strategy and a clear plan from the outset about how long the site will last. It must not be neglected, creating a potential risk to the The Chichester Bell Tower Drop-in's brand and image.

A.1.6 Consideration must also be given to how the success of the site will be evaluated to assess whether the site has achieved the proposed objectives.

#### **A.2 CHILDREN AND YOUNG PEOPLE**

1. When creating social media sites for children and young people and communicating with them using such sites, staff members and volunteers must at all times be conscious of their responsibilities; staff and volunteers must always act in the best interests of children and young people.
2. When creating sites for children and young people, staff members and volunteers must be alert to the risks to which young people can be exposed. Young people's technical knowledge may far exceed their social skills and awareness – they may post sensitive personal information about themselves, treat online 'friends' as real friends, be targets for 'grooming' or become victims of cyber bullying.
3. If children and young people disclose information or display behaviour or are exposed to information or behaviour on these sites that raises safeguarding or other concerns, appropriate authorities must be informed immediately. Failure to do so could expose vulnerable young people to risk of harm.
4. Staff members and volunteers must also ensure that the web space they create on third party sites comply with the site owner's minimum age requirements (this is

often set at 13 years). Staff members and volunteers must also consider the ramifications and possibilities of children under the minimum age gaining access to the site.

5. Care must be taken to ensure that content is suitable for the target age group and contributors or 'friends' to the site are vetted.
6. Careful thought must be given to the profile of young people when considering creating sites for them. For example, the internet may not be the best medium to communicate with vulnerable young people (or indeed any age group) It may not be possible to maintain confidentiality, particularly on third-party-hosted sites such as social networking sites, where privacy settings may not be strong enough to prevent breaches of confidentiality, however inadvertent. If in doubt, you must seek advice from your Lead Supervisor.

### **A.3 APPROVAL FOR CREATION OF OR PARTICIPATION IN WEBSITE**

- A.3.1 The Chichester Bell Tower Drop-in's social media sites can be created only by or on behalf of the placement. Site administrators and moderators must be Chichester Bell Tower Drop-in staff or other authorised people.
- A.3.2 Approval for creation of sites for work purposes, whether hosted by the placement or hosted by a third party such as a social networking site, must be obtained from the Project Supervisor.
- A.3.3 Approval for participating, on behalf of The Chichester Bell Tower Drop-in, on sites created by third parties must be obtained from the Project Supervisor.
- A.3.4 Content contributed to own or third-party hosted sites must be discussed with and approved by the Project Supervisor.
- A.3.7 Be aware that the content or site may attract media attention. All media enquiries must be forwarded to the Project Supervisor immediately. Staff must not communicate with the media without the advice or approval of the Project Supervisor.

### **A.4 CONTENT OF WEBSITE**

- A.4.1 Information provided must be worthwhile and accurate; remember what is published on the site will reflect on The Chichester Bell Tower Drop-in's image, reputation and services.
- A.4.2 Stay within the law and be aware that child protection, privacy, data protection, libel, defamation, harassment and copyright law may apply to the content of social media.

- A.4.3 Staff and volunteers members must respect their audience and be sensitive in the tone of language used and when discussing topics that others may find controversial or objectionable.
- A, 4.4 Permission must be sort from the relevant people before citing or referencing their work or referencing service providers, partners or other agencies.
- A.4.5 Chichester Bell Tower Drop-in-hosted sites must always include the logo to ensure transparency and confidence in the site. The logo should, where possible, link back to the relevant page on The Chichester Bell Tower Drop-in's website.
- A.4.6 Staff members and volunteers participating in The Chichester Bell Tower Drop-in hosted or other approved sites must identify who they are.
- A.4.7 Staff members and volunteers must never give out their personal information such as home contact details or home email addresses on these sites.
- A.4.8 Personal opinions should not be expressed on official sites.

## **A.5 CONTRIBUTORS AND MODERATION OF CONTENT**

1. Careful consideration must be given to the level of engagement of contributors – for example whether users will be able to add their own text or comments or upload images
2. The content and postings in The Chichester Bell Tower Drop-in-hosted sites must be moderated. Moderation is the responsibility of the team that sets up or initiates the site.
3. The team must designate at least two approved Administrators whose role it is to review and moderate the content, including not posting or removal of comments which breach the Terms of Use and House Rules. It is important that there are enough approved moderators to provide cover during leave and absences so that the site continues to be moderated.
4. For third-party-hosted sites such as social networking sites used for work purposes, the responsibility for protection and intervention lies first with the host site itself. However, different sites may have different models of intervention and it is ultimately the responsibility of the staff member creating the site to plan for and implement additional intervention, for example in the case of content raising child safeguarding concerns or comments likely to cause offence.
5. Behaviour likely to cause extreme offence, for example racist or homophobic insults, or likely to put a young person or adult at risk of harm must never be tolerated. Such comments must never be posted or should be removed immediately and

appropriate authorities, for example the Police or Child Exploitation and Online Protection Centre (CEOP), informed in the case of illegal content or behaviour.

6. Any proposal to use social media to advertise for contributors to sites must be approved by the The Chichester Bell Tower Drop-in Project Supervisor.