

# The Language Body

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## Safeguarding Policy and Procedures Northern Ireland

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The North/South Language Body comprises of Foras na Gaeilge and the Ulster-Scots Agency.

The North/South Language Body is committed to ensuring Safeguarding Policy and Procedures are up-to-date. An internal Language Body Safeguarding forum meets twice a year and undertakes an internal review as appropriate, while an external review is carried out every three years in accordance with changes in legislation and practice guidelines.

The Safeguarding Policy and Procedures are approved by the Boards of Foras na Gaeilge and the Ulster-Scots Agency, as well as the North/South Language Body Board. In addition, the safeguarding policy statement will be prominently displayed in offices and venues, as well as the relevant sections of the websites of each Agency.

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## GLOSSARY

ASC	Adult Safeguarding Champion
DBS	Disclosure and Barring Service
DfC	Department of Communities
DPA	Data Protection Act
DSO	Designated Safeguarding Officer
EEA	European Economic Area
HSCT	Health & Social Care Trust
NIASP	Northern Ireland Adult Safeguarding Partnership
PSNI	Police Service of Northern Ireland
SBNI	Safeguarding Board of Northern Ireland
SVG	Safeguarding Vulnerable Groups

# SAFEGUARDING STATEMENT

The North/South Language Body comprises of Foras na Gaeilge and the Ulster-Scots Agency. Both agencies have their own chairperson, board, Chief Executive, senior management and staff. Foras na Gaeilge and the Ulster-Scots Agency operate on an all-island basis. The aims of the relevant agency can be found in Appendix 1. For the purposes of Child Protection and Safeguarding each agency has its own Designated Safeguarding Officer (DLP and Mandated Person in the south).

Foras na Gaeilge and the Ulster-Scots Agency provide a wide range of services which include funding groups to organise youth events and other activities for the public.

This Safeguarding Policy may also be commonly referred to as a Child Protection and Welfare Policy, however for consistency across our organisation, we continue to use the term Safeguarding Policy. Both terms are the same and cover all aspects of safeguarding/child protection.

The Language Body's written Risk Assessment document indicates the areas of potential risk of harm, the likelihood of the risk occurring, and gives the required policy, guidance or process documents required to alleviate these risks. The Risk Assessment was undertaken on 19 February 2018.

Our Safeguarding Statement has been developed in line with the requirements of The Children (Northern Ireland) Order 1995 and the Department of Health's Cooperating to Safeguarding Children and Young People (2017) and the Northern Ireland Adult Safeguarding Partnerships' Adult Safeguarding Operational Procedures (2016).

Our Safeguarding Policy contains:

- procedures for the management of allegations of abuse or misconduct by staff/volunteers against a child, young person, or adult availing of our services;
- procedures for the safe recruitment of staff/volunteers who work with children, young people, or adults at risk;
- A training schedule that sets out access to safeguarding training and information, including the identification of the occurrence of harm;
- Procedures for the report of safeguarding concerns to statutory authorities.

These policies and procedures will help us to work with our staff/volunteers to establish and implement agreed, consistent, minimum safeguarding standards and outline our expectations of those individuals or organisations we fund who provide any services for children, young people, or adults to effectively address safeguarding requirements. Funded organisations will be subject to compliance procedures as outlined in their offer of funding.

The Language Body believes that Safeguarding is everyone's responsibility. Living a life that is free from harm and abuse is a fundamental right of every person. Everyone who comes into contact with children, young people, their families, and/or adults at risk has a role to play. Those most vulnerable are best protected when professionals are clear about what is required of them individually, and how they need to work together.

The Language Body has developed and will implement policies and procedures to ensure that everyone knows and accepts their responsibility in relation to their 'Duty of Care' for children, young people, and adults at risk. We will endeavour to ensure our services and activities take place in an environment where children, young people, and adults are safe from the possibility of any form of ill-treatment.

This policy is applicable to all staff/volunteers in The Language Body including current board members of both agencies that may have direct or indirect contact with children, young people, and/or adults at risk. Staff/Volunteers must be aware of their role and responsibility for undertaking best safeguarding practice.

The Language Body will provide appropriate training to raise awareness of abuse issues and to familiarise staff/volunteers with its safeguarding policy, procedures, and guidelines.

This policy operates alongside other organisational policies and procedures, including:

- recruitment and selection;
- health and safety;
- equal opportunities;
- training;
- whistleblowing;
- disciplinary, grievance and appeals, etc.

All organisational policies will dovetail with this safeguarding policy. This holistic approach will ensure a safe and healthy organisation for staff, volunteers, and the children, young people and adults that use services provided or funded by The Language Body.

Everyone involved with The Language Body will be made aware of the safeguarding policy and the procedures that have been put in place to best protect children, young people, and adults. This will be achieved through dissemination of the policy, training, and awareness raising.

**All incidents or concerns must be reported to the Designated Safeguarding Officer in accordance with the procedures laid out in this document.**

The safeguarding policy statement will be prominently displayed in offices and venues, as well as relevant sections of the website of each Agency. It is internally reviewed on an annual basis and an external review is carried out every three years. Amendments are made in accordance with changes in legislation and practice guidelines.

The Safeguarding Policy and Procedures are approved by the Boards of The Language Body, Foras na Gaeilge and the Ulster-Scots Agency.

***Current policy reviewed and approved ... March 2018  
Internal review due... March 2019  
External review due... March 2021***

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
<b>Deputy Designated Safeguarding Officer:</b>	<b>Gary Blair</b>	<a href="mailto:gblair@ulsterscotsagency.org.uk">gblair@ulsterscotsagency.org.uk</a>	028 90 891 784 / 07702 831 341

## Aims of Safeguarding Policy and Procedures

The Language Body is committed to practice that protects children, young people and/or adults at risk from harm and abuse, and aims to provide an environment that promotes their safety. The Language Body supports a zero-tolerance approach to abuse and harm of any kind, and will endeavour to safeguard children, young people and/or adults at risk.

The aim of these policies and procedures is to:

- demonstrate The Language Body's commitment to providing and maintaining an organisation that protects children and young people from harm, and protects staff/volunteers and the organisation itself from potential allegations;
- ensure our staff/volunteers are appropriately selected and vetted by setting out robust recruitment and selection procedures for all staff/volunteers in line with legislative requirements;
- ensure our staff/volunteers are aware of our safeguarding standards;
- to manage safeguarding risks associated with our activities;
- provide procedures for appropriate and relevant supervision, including the appointment of Designated Safeguarding Officers;
- provide guidelines on appropriate safeguarding training for staff/volunteers so they know how to recognise and respond to abuse;
- set standards for managing records, confidentiality, and sharing information about safeguarding and best practice with staff/volunteers, children, young people and/or adults at risk and parents/guardians/carers as appropriate;
- provide guidance on how staff/volunteers should respond to disclosures;
- provide clear procedures and guidance on how staff/volunteers must deal with any safeguarding incidents or concerns;
- provide clear reporting procedures in the event of suspected or actual abuse of a child/young person and/or adult;
- ensure appropriate action, in-line with best practice, is always taken in the event of a safeguarding incident;
- provide a clear code of behaviour which all staff/volunteers must sign up to, in addition to codes of behaviour for children & young people, adult service users, and parents/guardians/carers;
- provide a procedure for dealing with comments and complaints;
- ensure the general safety and the effective management of The Language Body's activities.

## Values expected from the staff/volunteers of a public body

The Board of The Language Body have agreed to the following values as part of the public service and expect the same values to be agreed by staff/volunteers.

They are:

- Impartiality - staff/volunteers should be continually aware of their role in stewarding public funds as independently as possible without favour;
- Accountability - staff/volunteers should be aware of their role in stewarding public funds and be constantly aware of the extent to which key targets are being met both as individual staff/volunteers and of the organisation as a whole;
- Integrity - staff/volunteers should not use their position to receive, agree, accept, or attempt to receive any outside payment or other recompense for a duty relating to their job. They should not receive any benefit which may in actuality or perceptively compromise their judgement or integrity;

- Objectivity - in taking decisions and carrying out public business, including the awarding of contracts or making recommendations for reward and benefit, staff/volunteers should always make choices on merit;
- Openness - staff/volunteers should be aware of the commitment of the Board to be as open as possible about all decisions and processes that lead to decisions, and actions that they take. Decisions should be explained and information only restricted if such a restriction is deemed to be in the wider public interest;
- Responsiveness - The Language Body should ensure that it can demonstrate it is using resources to good effect and without reason for criticism that they are being used for private, partisan or political purposes. Staff/volunteers should bear these requirements in mind when managing their time and resources and not use time or resources within the employ of The Language Body for private, partisan or political purposes;
- Honesty - staff/volunteers have a duty to declare private interests relating to their work and to take steps to resolve any potential conflicts that protects both themselves and the public interest. This includes individual and associated group interests. An annual declaration is completed by staff/volunteers
- Leadership - staff/volunteers are expected to promote the code and these principles by example particularly relating to staff/volunteers supervised by them;
- Value for Money - staff/volunteers should ensure that in-house services and those tendered for are delivered in the most economic, efficient and effective way, with appropriate evaluation of performance.

The Language Body is committed to the improvement of the organisation and each individual within the organisation. Given the need for staff/volunteers to act in a team environment, The Language Body expects openness to improvement and to team working by all staff/volunteers.

# SAFEGUARDING DEFINITIONS

**A child** is a person under the age of 18, as defined by *The Children (Northern Ireland) Order 1995*.

**An Adult** is anyone aged 18 or over as defined by *Age of Majority Act (Northern Ireland) 1969*

**Safeguarding and Child Protection** Safeguarding is more than child protection. Safeguarding begins with promotion and preventative activity which enables children and young people to grow up safely and securely in circumstances where their development and wellbeing is not adversely affected. It includes support to families and early intervention to meet the needs of children and continues through to child protection. Child protection refers specifically to the activity that is undertaken to protect individual children or young people who are suffering, or are likely to suffer significant harm.

*Co-Operating to Safeguard Children and Young People in Northern Ireland, 2017*

**Adult safeguarding** is based on fundamental human rights and on respecting the rights of adults as individuals, treating all adults with dignity and respecting their right to choose. It involves empowering and enabling all adults, including those at risk of harm, to manage their own health and well-being and to keep themselves safe. It extends to intervening to protect where harm has occurred or is likely to occur and promoting access to justice.

*Adult Safeguarding: Prevention and Protection in Partnership (2015)*

**Adult at risk of harm:** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) **Personal characteristics** which may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

**AND/OR**

- b) **Life circumstances** which may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

**Adult in need of protection:** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) Personal characteristics **AND/OR**

- b) Life circumstances **AND**

- c) Who is unable to protect their own well-being, property, assets, rights or other interests; **AND**

- d) Where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed

*NIASP Adult Safeguarding Operational Procedures (2016)*

In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse. An adult with **an impairment or a disability** may or may not identify themselves/be identified as an adult 'at risk' or vulnerable.

**Adult Safeguarding Champion (ASC)** this is a requirement for targeted services – i.e. all organisations or groups that have volunteers or staff who are required to be vetted at any level under the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007. If an organisation or group does not have staff or volunteers who are required to be vetted, then it is not compulsory to have an ASC. However, having an ASC is identified as good practice for every group or organisation. The Designated Safeguarding Officer is The Language Body's Adult Safeguarding Champion.

*NIASP Adult Safeguarding Operational Procedures (2016)*

**Poor Practice** is behaviour that can place children, young people and/or adults at risk of harm or abuse, or that leaves staff/volunteers vulnerable to allegations of inappropriate behaviour.

# LEGAL AND POLICY CONTEXT

## Safeguarding Children & Young People

The **UN Convention on the Rights of the Child 1989** is an international human rights treaty that sets minimum standards for children and young people's civil, political, social, cultural and economic rights. In 1990, the UK signed up to the **UN Convention on the Rights of the Child** thus obligating government to ensure that legislation and policy does not contravene any of the standards outlined in the Convention.

In 1996 the Children (NI) Order 1995 came into force which legislates for children and young people with regard to their care, upbringing and protection. One of the key principles in the childcare law is protection. The principle is that children and young people should be safe and should be protected by intervention if they are in danger.

The Northern Ireland Executive government is responsible for safeguarding in Northern Ireland. They set out policy, legislation, and statutory guidance on how the child protection system should work.

The Safeguarding Board for Northern Ireland (SBNI) co-ordinates and ensures the effectiveness of the work done across NI to protect and promote the welfare of children and young people. The board includes representatives from health, social care, the PSNI, the probation board, youth justice, education, local councils and the NSPCC. The SBNI is responsible for developing policies and procedures to improve how different agencies work together.

Consideration has been given to the relevant significance in the following guidance and legislation:

- UN Convention on the Rights of the Child 1989 (UNCRC International Treaty)
- The Children (NI) Order 1995
- Co-operating to Safeguard Children and Young People in Northern Ireland (2017)
- Criminal Law Act (NI) 1967
- Data Protection Act 1998
- Disability Discrimination Act
- Sexual Offences (NI) Order 2008
- The Sexual Offences Act 2003
- The Criminal Justice (NI) Order 2008
- Rehabilitation of Offenders (Exceptions) Order (NI) 1979.
- AccessNI
- Safeguarding Vulnerable Groups (NI) Order 2007
- Protection of Freedoms Act 2012
- Our Duty to Care: Standards and Guidance for Keeping Children Safe
- Getting it Right

## Safeguarding Adults

The Adult Safeguarding practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement the NI Safeguarding Adults Board's policies and procedures, and take the following into consideration:

- Adult Safeguarding: Prevention and Protection in Partnership (July 2015)
- Adult Safeguarding Operational Procedures (Sept 2016).
- The Protection of Freedoms Act 2012
- Family Homes and Domestic Violence (NI) Order 1998



- The Safeguarding Vulnerable Groups (NI) Order 2007
- The Sexual Offences (Northern Ireland) Order 2008
- The Human Rights Act 1998
- The Data Protection Act 1994 and 1998
- The Disability Discrimination Act 1995
- Justice Act (Northern Ireland) 2015

## Safeguarding in Context

The term safeguarding is intended to be used in its widest sense, encompassing the full range of promotion, prevention and protection activity in The Language Body. Effective safeguarding activity will:

- Promote the welfare for the child and young person or adult at risk;
- Prevent harm occurring through early identification of risk and appropriate, timely intervention; and
- Protect children and young people and adults at risk from harm when this is required.

## Principles of Safeguarding Adults at Risk

The guidance given in the policy and procedures is based on the following principles:

**A Rights-Based Approach:** To promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.

**An Empowering Approach:** To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.

**Person-Centred Approach:** To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in his or her safety and well-being.

**A Consent-Driven Approach:** To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.

**A Collaborative Approach:** To acknowledge that Safeguarding Adults will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

*Adult Safeguarding: Prevention and Protection in Partnership (2015)*

All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.

We will seek to ensure that The Language Body is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring, and review.

The rights, dignity and worth of all adults will always be respected.

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.

# ASSESSING & MANAGING SAFEGUARDING RISKS

Assessing and managing safeguarding risks to children, young people and/or adults is an integral part of The Language Body's risk management strategy. In assessing and managing safeguarding risks, the aim is to minimise either the likelihood of risk or its potential impacts. This applies to all activities in the organisation. It is the responsibility of The Language Body to ensure that each identified risk is properly managed. This is managed by the Chief Executive Officer, who ensures that the organisational culture reflects that the rights of children, young people, and adults are respected. There is "zero-tolerance" of abuse whenever it occurs and whoever causes it.

The safeguarding risk assessment process involves:

- identifying of risks; and
- determining the level of risk by evaluating its potential impact and the likelihood of it happening.

A copy of our risk assessment template can be found in Appendix 4. All identified safeguarding risks and risk-reducing measures will be recorded and reviewed at least once a year.

The Language Body will aim to reduce both the likelihood and impact of abuse by:

- instigating a safe recruitment policy to prevent unsuitable people from joining The Language Body;
- training staff/volunteers to be aware of the indicators of vulnerability and risk and the possible signs of abuse and equipping them to respond quickly to concerns about actual, alleged or suspected abuse;
- ensuring that staff/volunteers are properly inducted, trained, supported and supervised throughout their work with The Language Body;
- creating a code of behavior for staff/volunteers that sets out what constitutes acceptable behaviours and good practice;
- having a robust whistleblowing policy to promote a culture of inclusion, transparency and openness throughout the organisation and its services and activities;
- having clear procedures for reporting safeguarding concerns/incidents to support staff when they challenge poor practice or have concerns or receive disclosures;
- making staff/volunteers aware of confidentiality and data protection and specifically how information about safeguarding incidents/concerns should be managed;
- having in place good overall organisational management and practice supported by a range of organisational policies and procedures.

## Accidents

The Language Body is committed to ensuring the safety of all children, young people and/or adults by completing a risk assessment for activities and endeavouring to provide first-aid treatment for injury, accidents, and cases of ill-health during its activities.

Any accidents are to be recorded in line with the relevant agency's Health & Safety policy. In the event of the accident involving children or young people then parents/guardians/carers are to be informed. If an accident involves an adult service user then the parent/guardian/carers should be informed as appropriate with the consent of the individual.

All staff/volunteers should be prepared with an action plan in the event of an emergency and be aware of the relevant agency's First-Aid procedures. This will include:

- access to First-Aid equipment;
- telephone contact if the participant is a minor;
- telephone contact to the Emergency Services.

# DESIGNATED SAFEGUARDING OFFICERS

The Language Body's Designated Safeguarding Officers are responsible for acting as a source of advice on safeguarding matters, for co-ordinating safeguarding action within the organisation, and for liaising with statutory authorities about suspected or actual cases of abuse of a child, young person, or adult.

The named Designated Safeguarding Officers shall be made known to staff/volunteers as the individuals to whom any safeguarding concerns raised will be addressed.

The names of the Designated Safeguarding Officers shall be displayed as part of the safeguarding statement in offices and venues, as well as relevant sections of the website of each agency to make parents/guardians/carers and children, young people, and/or adult service users aware of the people to whom staff/volunteers will pass safeguarding issues in line with the reporting procedure.

## Duties and responsibilities

The Designated Safeguarding Officer or Deputy will:

- work with CEO/Senior Management Team to assess and manage safeguarding risks;
- provide information and advice on safeguarding issues for all staff/volunteers;
- endeavour to ensure that The Language Body's safeguarding policy and procedures are followed and kept up to date with current legislation and best practice;
- undertake training to ensure they are knowledgeable about safeguarding issues and renew this training every three years to remain up-to-date on with current legislation and best practice;
- endeavour to be accessible and available at all times, but this should not prevent staff/volunteers taking any actions in an emergency situation;
- receive and record any disclosures made by a child, young person, or adult to staff/volunteers;
- receive and record any concerns and/or allegations of children, young people and/or adults;
- be able to direct individuals with any non-agency related safeguarding concerns to the relevant authorities or services;
- make reports to statutory services, ensuring that the appropriate information is available at the time of referral and that the referral is confirmed in writing, in a confidential manner;
- file any written records securely and confidentially;
- Inform the both sponsor departments' Departmental Designated Safeguarding Officer/Designated Liaison Person of any safeguarding reports from staff/volunteers or from funded organisations.

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
<b>Deputy Designated Safeguarding Officer:</b>	<b>Gary Blair</b>	<a href="mailto:gblair@ulsterscotsagency.org.uk">gblair@ulsterscotsagency.org.uk</a>	028 90 891 784 / 07702 831 341

**If there is a safeguarding concern about the Designated Safeguarding Officer, please report to the Deputy Designated Safeguarding Officer.**

# SAFE RECRUITMENT

The majority of people who want to work or volunteer with children, young people and/or adults at risk are well-motivated. Unfortunately, some individuals will try to use voluntary, community, or statutory organisations to gain access to children, young people, and/or adults at risk for inappropriate motives. Therefore, it is essential that we have effective recruitment and selection procedures to help screen out and discourage those who are not suitable to represent our organisation.

The Language Body will ensure effective recruitment and selection procedures for posts/roles within The Language Body by:

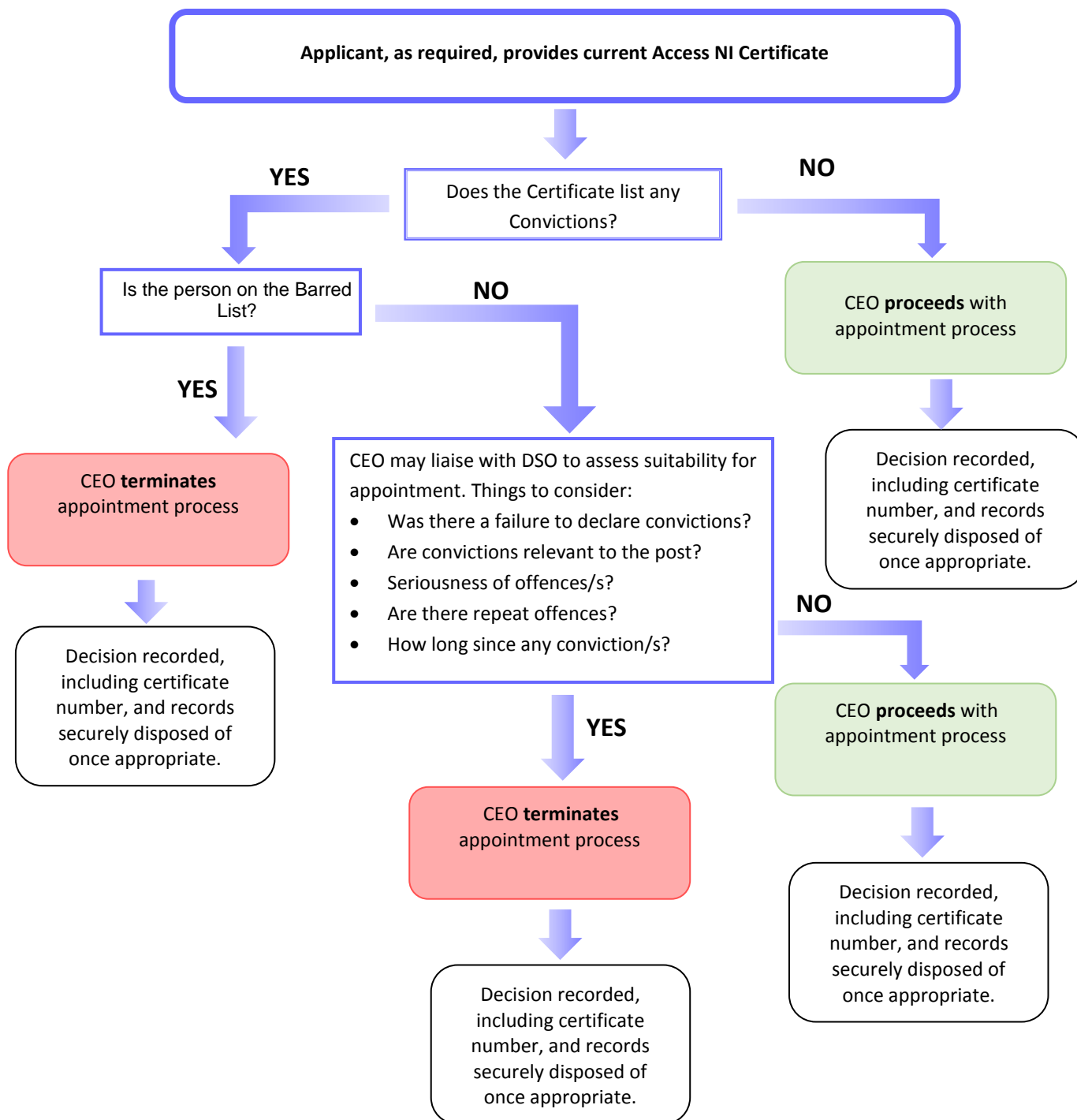
- providing a job/role description for each post that describes the range of duties the role will involve, and a person specification that describes the type of attributes we require the post-holder to have (e.g. their experience, qualifications and other requirements). At this stage, it will indicate if the job/role fits the definition of regulated activity. This will help staff/volunteers in the organisation to have clarity about their job/role;
- openly advertising jobs/roles in local and regional press or The Language Body website. This will include an indication, if applicable, that a vetting check will be undertaken;
- ensuring that any person applying for a post within The Language Body completes our application form which will include a section asking the individual to consent to a vetting check if required. The application form will include a separate section to allow the applicant to self-declare any convictions or relevant information. This will be sent out with the application form to ensure confidentiality and impartiality. The purpose of the declaration form is to ensure that the information provided concurs with relevant checks made;
- obtaining details of two referees in writing. These should preferably include their last employer/volunteer manager, depending on the duties of the post;
- requesting an Enhanced Access NI check on all relevant new recruits in line with legal requirements. Any existing staff/volunteers who move to a role that involves regulated activity will be required to undertake an Enhanced Access NI check. In NI checks will be requested from AccessNI for regulated activity;
- interviewing staff/volunteers by at least two representatives of the relevant agency of The Language Body;
- checking out any gaps in the application form, verifying qualifications and experience, clarifying any apparent gaps in employment/volunteering and ensuring the applicant has the ability and commitment to undertake the role.

The Language Body also expects that organisations it funds or supports ensure they follow best practice in recruitment and selection. Effective recruitment and selection procedures benefit everyone. They ensure that staff/volunteers have clearly defined roles and responsibilities, which will have a positive impact on children, young people, and adults at risk.

Parents/guardians/carers will be assured that as far as possible The Language Body has taken all reasonable measures to ensure that only suitable people will be recruited to work with children, young people, and/or adults at risk.

## Dealing with ACCESS NI Checks

Following a conditional offer of the post, relevant applicants should complete the form to allow an AccessNI Enhanced Disclosure with (or without) a Barred List check (NI). Once the disclosure information is obtained and cross-referenced with the self-declaration, the organisation will consider all information when making an appointment to post. In general, a criminal history will not automatically prevent a person from working/volunteering with The Language Body, however, the Chief Executive Officer shall assess information returned from any of the above sources and make the employment decision.



# SAFEGUARDING TRAINING & STAFF SUPERVISION

The Language Body is committed to providing all staff/volunteers with appropriate Safeguarding awareness sessions or the relevant level of training in accordance with the SBNI Child Safeguarding Learning and Development Strategy and Framework 2015 – 2018 and the Northern Ireland Adult Safeguarding Partnership Training Strategy 2013.

In addition to safeguarding training, The Language Body will also provide:

- induction training to familiarise staff/volunteers with the working environment of The Language Body, expectations and the requirements of the job including compliance with all current policies;
- particular skills training may be needed to enable staff/volunteers to perform the necessary health and safety requirements, for example First Aid training, fire procedures.

All managers will be responsible for ensuring that staff/volunteers in their team are made aware of and implement The Language Body's Safeguarding policy and procedures as appropriate to the job roles using existing organisational system and guidelines.

At each level, the training or awareness raising will identify:

- required safeguarding knowledge and skills;
- key learning outcomes;
- target audience

## Safeguarding Training Schedule

### **Level 1: Safeguarding Awareness**

*All staff/volunteers within the organisation.*

This will involve familiarising staff/volunteers with the working environment, with our expectations and the requirements of the job. All staff/volunteers will be provided with a code of behaviour, which they must read. The code of behaviour will draw particular attention to The Language Body's Safeguarding policy and procedures.

### **Level 2: Safeguarding Children, Young People, and Adults at Risk Training**

*All staff/volunteers who have relevant contact with children, young people, or adults at risk, or with carers/parents/guardians/essential aids, or those responsible for assessing organisations who have regular contact with children/young people/adults at risk, or have contact with adults known or suspected of posing a risk to children and young people or adults at risk.*

The 3-hour face-to-face training session will enable staff/volunteers to understand their roles and responsibilities in relation to safeguarding within the context of the organisation's Safeguarding policy and procedures. This involves raising awareness about what constitutes abuse, issues that should alert staff/volunteers to the possibility of abuse, reacting and responding to children, young people and/or adults at risk who disclose they are being abused, who to tell, and dealing with issues such as confidentiality and the reporting procedures.

### **Level 3: Designated Safeguarding Officer Training**

*All Designated Safeguarding Officers.*

This full-day, face-to-face training session will enable DSOs to become familiar with the role and the responsibilities of their role and to develop competence in dealing with safeguarding concerns or incidents.

*Completion of **Level 1: Safeguarding Awareness** and attendance at all subsequent relevant training is a mandatory requirement and individual training records will be maintained by Human Resources. Relevant staff will be required to complete Level 2 and Level 3 training every three years.*

## Staff Supervision

The Language Body recognises the importance of setting up a system of support and supervision for all staff/volunteers. This will enable staff/volunteers to become more effective at their roles by identifying training needs and quickly dealing with difficulties. Staff/volunteers will be offered regular opportunities to review their experiences and to identify any training or further support needs. The overarching benefit of having a good system of support and supervision in place is that The Language Body can have confidence with the quality of service being provided and that staff/volunteers have the opportunity to raise concerns, including safeguarding concerns.

Staff/volunteers have a right to:

- access ongoing training and information on all aspects of working with children/young people and/or adults at risk;
- support when reporting abuse (including professional support services);
- fair and equitable treatment by The Language Body;
- protection from abuse by other staff/volunteers, children, young people, adult service users, and/or parents/guardians/carers;
- not be left vulnerable when working with children, young people, and/or adults at risk.

An annual appraisal (staff) or annual review (volunteers) will take place to assess and give feedback to individuals on their general performance so that they may be given recognition for the good work they are doing and be helped to develop their skills further.

Written records of training completed by staff/volunteers, support and supervision and annual appraisal sessions will be kept in compliance with data protection requirements.



# RECORD KEEPING & INFORMATION MANAGEMENT

Record keeping and information management is a key part of effective inter-agency, inter-disciplinary working in relation to safeguarding. Failure to record information, understand its significance, share it in an appropriate, purposeful, and timely manner and then take appropriate action can hamper the work of those tasked with keeping children, young people, and adults safe.

The Language Body is committed to providing an inclusive environment, where transparency and openness are central to how services/activities are provided.

## Data Protection

Information obtained by organisations in the exercise of their safeguarding and child protection duties may be personal information about a particular child, young person, or adult, and therefore is governed by the common law duty of confidentiality and the Data Protection legislation.

The eight principles of Data Protection state that personal information must be:

- processed fairly and lawfully and only for purposes compatible with the reason(s) for which the information was originally obtained;
- adequate, relevant and not excessive for the purposes for which it is processed;
- accurate and kept up to date;
- not kept for longer than is necessary;
- processed in line with the rights of the data subject;
- held securely;
- not transferred to other countries outside the European Economic Area without adequate protection.

The Designated Safeguarding Officers have responsibility for keeping safeguarding records securely and for sharing information in an appropriate, purposeful and timely manner with HSCT Gateway Teams, PSNI, and reporting that an incident or disclosure has occurred to the Chief Executive Officer and the sponsor departments' Departmental Designated Safeguarding Officer/Designated Liaison Person.

The Language Body recognises the need to comply with the various laws regulating the processing of personal data relating to individuals and in accordance with Data Protection legislation. The Language Body recognises the importance of the correct and lawful treatment of personal data. All personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards:

- Any basic data gathered e.g. through registration forms etc will be kept securely within folders or filing systems.
- Any personal or confidential data gathered must be kept within a secure environment and only authorised personnel should be allowed to access it.

When necessary, The Language Body will request essential personal details about children, young people and/or adults who engage in services and activities. This may include the name, address and contact numbers for the child, young person, adult service users, and their parents/guardian/carer as appropriate. Medical and health information may also be requested to ensure a safe service. This information, as well as written consent to take part in the activities of the organisation, are requested on the organisation's registration form.

In addition, a record of attendance will be kept for each service/activity.

Upon request, children, young people, adult service users, and parents/guardians/carers will be told how information will be used, stored, and shared (if relevant) before they provide it. They should also be able to see any information about them that is held.

## Confidentiality & Sharing Information

It is important that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the child or young person or adult. The Language Body's policy and procedures have been carefully constructed to ensure such confidentiality while protecting the interests of the child, young person, or adult.

The Language Body has Designated Safeguarding Officers, who have been specially trained in the area of safeguarding children, young people, and adults and who are committed to the principle of confidentiality.

However, where safeguarding concerns arise, information must be shared on a 'need to know' basis in the best interest of the child/young person/adult at risk with the relevant statutory authorities and, if appropriate, with parents/guardians/carers.

- The proportionate provision of information to the statutory agencies necessary for the protection of a child/young person/adult at risk is not a breach of confidentiality or data protection;
- Parents/guardians/carers and children/young people/adults have a right to know if personal information is being shared, unless doing so could put the child, young person, or adult being harmed at further risk or may put the reporter at risk.

Information about the care and safety of a child, young person, or adult, or where a crime is suspected, must be reported by staff/volunteers to the Designated Safeguarding Officer as per the reporting procedures and using the appropriate forms.

The Language Body will share this information with external agencies as appropriate, including those statutory agencies with a responsibility for safeguarding.

Children, young people, adult service users, and their parents/guardians/carers will have access to information about The Language Body. They will be:

- informed of the safeguarding policy and be directed to where they can access a copy;
- made aware of the reporting procedures and the name of the Designated and Deputy Designated Safeguarding Officers;
- given a copy of the safeguarding policy statement upon request;
- informed of the procedures for providing feedback and for making a complaint.

# CATEGORIES OF ABUSE

## Child Abuse

Co-operating to Safeguard Children and Young People in Northern Ireland (2017) recognises five main categories of child abuse. In the following definitions, the terms child/children are inclusive of young people:

**Physical Abuse** is deliberately physically hurting a child. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

**Sexual Abuse** occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse 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 clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

**Emotional Abuse** is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development.

Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

**Neglect** is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

**Exploitation** is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Along with an understanding of the five main categories of abuse it is vital those who encounter children or young people through their work with The Language Body are aware of other specific forms of abuse that may cause harm:

- Complex Child Abuse
- Abuse within Communities
- Female Genital Mutilation (FGM)
- Forced Marriage
- Honour Based Violence (HBV)

- Fabricated or Induced Illness (FII)
- Sexual Exploitation of Children and Young People
- Abusive Images of Children
- Risks of Misuse of Digital Technologies
- Abuse by a Person in a Position of Trust

The Language Body will ensure staff who receive Level 2 Safeguarding training have an understanding of the above categories of abuse.

## Children & Young People with Increased Vulnerabilities

Children & young people from all backgrounds and with all levels of abilities can suffer abuse. However, some children and young people have a greater vulnerability to abuse due to specific circumstances:

- Looked After Children (LAC)
- Children / Young People Who Go Missing
- Young people in Supported Accommodation
- Young People who are Homeless
- Children who are privately fostered
- Domestic Violence and Abuse
- Children within BAME communities
- Children of Parents with Additional Support Needs
- Separated, Unaccompanied and Trafficked Children and Young People
- Children/Young People with Disabilities
- Lesbian, Gay, Bi-sexual or Transgender Young People (LGBTQ+)

These children and young people face an increased risk of abuse because they can experience greater and created vulnerability. This is the result of negative societal values, attitudes, and assumptions and unequal access to services and resources. The nature of their vulnerability will be unique to each individual child/young person. They may have additional needs relating to physical, sensory, cognitive, and/or communication impairments.

Generalised assumptions may be made about these children and young people that can increase their vulnerability to harm, such as an assumption that certain behaviours are displayed due to their circumstances rather than any abuse they may be suffering. If staff/volunteers who support children and young people have limited or no knowledge of increased vulnerabilities, this can increase the barriers to the recognition of abuse. It is important that staff/volunteers treat each child/young person as an individual and recognise that what may be perceived as 'bad behaviour' can sometimes be indicators of abuse.

## Adult Abuse

Abuse of adults may be defined as 'a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights.'

*Adult Safeguarding: Prevention and Protection in Partnership (2015)*

The NI Adult Safeguarding Operational Procedures (2016) define 5 main categories of abuse that adults may suffer:

**Physical abuse:** Physical abuse is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing,

rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty. Female genital mutilation (FGM) is considered a form of physical AND sexual abuse.

**Sexual violence and abuse:** Sexual abuse is 'any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability). Sexual violence and abuse can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities. It may involve physical contact, including but not limited to non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.

**Psychological / emotional abuse:** Psychological / emotional abuse is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal/non-verbal conduct. This may include threats, humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.

**Financial abuse:** Financial abuse is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.

**Institutional abuse:** Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can occur in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

**Neglect:** Neglect occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the capacity to assess risk.

**Exploitation:** Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

This list of types of harmful conduct is neither exhaustive nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/she may very well be experiencing harm in other ways.

Victims of domestic violence and abuse, sexual violence and abuse, human trafficking and hate crime are regarded as adults in need of protection. There are specific strategies and mechanisms in place designed to meet the particular care and protection needs of these adults and to promote access to justice through the criminal justice system. It is essential such safeguarding concerns are referred to the appropriate adult services. Self-harm or self-neglect are not included within the definition of an 'adult in need of protection.' Each case will require a professional Health and Social Care (HSC) assessment to determine the appropriate response and consider if any underlying factors require a protection response.

**Domestic violence and abuse:** Domestic violence or abuse is 'threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member'. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

**Human Trafficking/Modern Slavery:** Human trafficking/modern slavery involves the acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking/modern slavery can come from all walks of life; they can be male or female, children or adults, and they may come from migrant or indigenous communities. The response to adults at risk experiencing human trafficking/modern slavery will always be to report the incident to the PSNI.

**Hate crime:** Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity. The response to adults at risk experiencing hate crime will usually be to report the incident to the PSNI.

**Self-Neglect and Self-Harm:** Self-neglect and self-harm is when a person seriously neglects his/her own care and welfare and putting him/herself and/or others at serious risk. The seriousness of this issue lies in the recognition that self-neglect in vulnerable persons is often not just a personal preference or a behavioural idiosyncrasy, but a spectrum of behaviours associated with increased morbidity, mortality and impairments in activities of daily living. Therefore, self-neglect referrals should be viewed as alerts to potentially serious underlying problems requiring evaluation and treatment (Naik et al, 2007).

*Adult Safeguarding Operational Procedures 2016*

# RECOGNISING SAFEGUARDING ISSUES

Recognising abuse is not easy. Abuse is not always straightforward to identify and a person may experience more than one type of harm or significant harm.

A **concern** is a feeling of worry about someone's behaviour or practice that could indicate underlying safeguarding issues.

A safeguarding **incident** is when an act of abuse, inappropriate behaviour, or poor practice occurs and is witnessed by someone.

An **allegation** is a claim or assertion that someone has committed an act or acts of abuse.

A **disclosure** is when a child, young person and/or adult tells of abuse. It may or may not contain an allegation against a 'named' abuser.

It is not our responsibility in The Language Body to decide whether or not abuse has occurred or if a child or young person or adult is at significant risk of harm from someone.

We do, however, have both a responsibility and duty to **act**: Staff/volunteers should report any safeguarding concerns or incidents to the Designated Safeguarding Officer so that the appropriate agencies can investigate and take any necessary action to protect the child, young person, or adult.

There are a variety of ways that you could be alerted that an individual is suffering harm:

- they may tell you;
- someone else may tell you of their concerns or something that causes you concern;
- they may show some signs of physical injury for which there does not appear to be a satisfactory or credible explanation;
- their demeanour/behaviour may lead you to suspect abuse or neglect;
- the behaviour of a person close to them makes you feel uncomfortable (this may include other staff/volunteers, peers or family members);

All staff/volunteers should be able to recognise, and know how to act upon, indicators that an individual's welfare or safety may be at risk.

Who might the abuser be? **It can be anyone.**

Where might the abuse occur? **Abuse can happen anywhere.**

**No individual should be considered 'above suspicion' of committing abuse.**

If staff/volunteers witness concerning behaviour or poor practice they must report this to the Designated Safeguarding Officer. Staff/volunteers may wish to respect autonomy/privacy and may not wish to be intrusive but it is important to remember that abuse or harm occurs as much from omissions and lack of protection as from committing acts of abuse.

# RESPONDING TO SAFEGUARDING ISSUES

## Allegations against staff/volunteers

If a safeguarding allegation is made against staff/volunteers, this should be reported to the Designated Safeguarding Officer, in accordance with the reporting procedure. The Designated Safeguarding Officer will liaise with the Chief Executive Officer and Human Resources.

If the allegation is about or involves the Designated Safeguarding Officer, a report should be made to the Deputy Designated Safeguarding Officer, who will also liaise with the Chief Executive Officer and Human Resources.

The Designated Safeguarding Officer will review the allegation and determine whether the allegation meets the threshold for external referral to HSCT Gateway teams or the PSNI. If the Designated Safeguarding Officer is unsure if an allegation meets the threshold for external referral they should seek advice from an appropriate agency. Human Resources will need to liaise as necessary with the Health and Social Care Trust (HSCT) in accordance with disciplinary procedures.

Consideration may be given to temporary suspension of staff/volunteers (or moving the individual to alternative duties) while statutory authorities carry out any investigation.

If the allegations constitute a possible act (or acts) of gross misconduct, disciplinary procedures will be initiated internally by the relevant agency of The Language Body.

### *Referral to Disclosure and Barring Service*

If an allegation against staff/volunteers is substantiated, that is, the individual has harmed or placed a child, young person and/or adult at risk of harm and the organisation has permanently removed the individual from regulated activity, the organisation has a legal duty under the Safeguarding Vulnerable Groups (NI) Order (as amended by the Protection of Freedoms Act 2012) to refer the individual to the DBS if referral criteria is met. If the referral criteria have been met but individual resigns, retires or is made redundant or leaves the organisation, a referral should still be made to the DBS.

## Concerns about failures to adhere to Safeguarding Policies and Procedures

If staff/volunteers at The Language Body have concerns about a colleague not fulfilling the requirements of our Safeguarding Policies and Procedures, in the first instance, the colleague should be reminded of the importance of adhering to our policies and procedures and best practice.

If staff/volunteers continue to have concerns, these should be taken to the Designated Safeguarding Officer. The Designated Safeguarding Officer will liaise with the individual's line manager and may refer to Human Resources if necessary.

## Dealing with Disclosures

Children, young people, and adults will talk about their concerns and problems with people they feel they can trust; this will not necessarily be senior staff/volunteers. If you are approached by someone you think wants to tell you about abuse they have suffered, you should listen positively and follow the procedures for reporting safeguarding concerns but there are some extra considerations for you to take:

- **Ensure the immediate safety** of the person. If urgent medical/PSNI help is required, call the emergency services;



- **Stay calm and listen attentively:** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the person to 'shut down', retract or stop talking so try to stay calm;
- **Express concern and acknowledge what is being said;** They've told you because they want help and trust you'll be the person to believe them and help them;
- **Tell them it's not their fault.** Abuse is never the person's fault and they need to know this.
- **Tell the person that s/he did the right thing in telling you;** Reassurance can make a big impact to the person who may have been keeping the abuse secret.

It can be very hard for individuals to reveal abuse. Often, they fear there may be consequences. Some delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. People value being believed and it is vital that you act on what you've been told.

- **Say you believe them.** An individual could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them;
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what you've been told could make the situation a lot worse for the person;
- **Explain what you'll do next.** Explain to the person in an age-appropriate way that you'll need to report the abuse to someone who will be able to help.

When receiving a disclosure from an adult it is important to be open and transparent about what steps you need to take following the disclosure. Remember to consider the capacity of the adult.

Depending on the individual circumstances e.g. age of the adult, level of understanding, it may be necessary for an advocate to be present to enable the adult's voice to be heard more effectively. This might be the adult's group leader, carer or parent, unless she or he is the person of concern. If the supervising person is not available, other staff/volunteers (preferably the Adult Safeguarding Champion/Designated Safeguarding Officer) can be availed of to assist in representing the voice of the adult if appropriate.

- **Let the person know that the information will be taken seriously** and provide details about what will happen next, including the limits and boundaries of confidentiality;
- **Explain to them that it is your duty to share your concern** with your Designated Safeguarding Officer unless to do so could increase their risk – i.e. the Designated Safeguarding Officer is the subject of the allegations. In this case the Deputy Designated Safeguarding Officer should be contacted;
- **Reassure the person that they will be kept involved at every stage;** explain that the Designated Safeguarding Officer will seek their consent before any referral is made to external agencies;
- **If you think a crime has occurred** be aware that medical and forensic evidence might be needed. Consider the need for a timely referral to the PSNI and make sure nothing you do will contaminate it;
- **Complete a Safeguarding Incident form** as soon as possible and report to the Designated Safeguarding Officer immediately.

Whether you receive a disclosure from a child, young person, or an adult **DO NOT:**

- Stop someone disclosing to you;
- Make promises about the future;
- Promise to keep secrets;
- Criticise the alleged perpetrator;
- Use leading questions or put words in the person's mouth;
- Press the person for more details or make them repeat the story unnecessarily;
- Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know;
- Contact the alleged person to have caused the harm;

- Attempt to investigate yourself;
- Leave details of your concerns on a voicemail or by email.

**Don't delay reporting the abuse.** The sooner the abuse is reported after a disclosure the better.

**Do report immediately** to the Designated Safeguarding Officer. Complete a Safeguarding Incident Form and pass to the Designated Safeguarding Officer as soon as possible. The Designated Safeguarding Officer will take any immediate action required to ensure the child, young person, or adult at risk of harm is safe and make a decision as to when it is appropriate to speak with the individual about the concerns and any proposed actions.

## How to Record a Disclosure

If someone discloses abuse to you, you must complete a Safeguarding Incident Form (see Appendix 3) and give it to your Designated Safeguarding Officer. If you have literacy or language difficulties, the Designated Safeguarding Officer may assist you to complete the form but this must be acknowledged on the incident form.

The Safeguarding Incident Form will be retained securely and confidentially by the Designated Safeguarding Officer. Adult safeguarding records will be retained with “protected status” (as defined by Data Protection legislation) for 3 years after the incident/concern raised or if requested by PSNI or HSCT until they confirm that the information is no longer required. Safeguarding records relating to children and young people will be retained with protected status (as defined by Data Protection legislation) until the child/young person’s known or perceived 23rd birthday.

When recording the disclosure, you must:

- make a note, as soon as practical, of what the individual has said, using their own words;
- describe the circumstances in which the disclosure came about. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate; and,
- be mindful of the need to be confidential, this information must only be shared with your designated safeguarding officer and others only on a need to know basis.

## Consent and Capacity for Adults at Risk

It is important to include the adult at risk throughout the process and seek consent for any referral to HSCT or the PSNI unless the adult in need of protection is in imminent danger of harm. Designated Safeguarding Officers are not in the position to determine the capacity of adults; if you are unsure if an adult is able to consent you should contact the HSCT Trust Adult Safeguarding Team for advice and guidance.

If an adult at risk does not want a referral made to the HSCT or PSNI, the Designated Safeguarding Officer must contact the Adult Safeguarding Team for advice and guidance about whether or not to make a referral. These factors will influence whether or not a referral without consent needs to be made:

- Do they have capacity to make this decision?
- Have they been given full and accurate information in a way which they understand?
- Are they experiencing undue influence or coercion?
- Is the person causing harm staff/volunteers or someone who only has contact with the adult at risk because they both use the service?
- Is anyone else at risk from the person causing harm?
- Is a crime suspected or alleged?

The HSCT may determine that a referral without consent should be made and you should follow their instructions for making the referral.

If it is determined that the concern(s) do not meet the definition of an adult at risk or an adult in need of protection and a referral cannot be made without consent, the concerns raised must be recorded; including any action taken; and the reasons for not referring to HSCT.

In situations where the adult in need of protection is in imminent danger it may not be possible to discuss with them their wishes and obtaining a valid consent may not be achievable. Under these circumstances, staff/volunteers should take whatever action they feel is appropriate to protect the adult in need of protection, including seeking medical and/or PSNI intervention.

## Responding to Non-Recent Allegations of Abuse

It is possible that allegations of abuse can be made a number of years after the actual incident. This may be because of a change in circumstances for either the survivor or the alleged perpetrator. Any non-recent allegations must follow the safeguarding procedures. If there are grounds for concern then statutory authorities must be informed (PSNI and HSCT Gateway Teams). The following points should also be considered:

- clearly establish with the adult complainant if there may be anyone currently at risk of harm from the person they are saying abused them in the past.
- advise the person making the complaint that they should inform the PSNI. Encourage them to do so while acknowledging the brave steps they have already taken in beginning to talk about their experience. It is important that the person knows that there is a likelihood that an abuser will not have stopped abusing after their individual abuse ended and if the person harmed them they could be continuing to cause harm to others. This should be done without reinforcing the inappropriate guilt the survivor may already have for not coming forward earlier;
- if the complainant refuses to talk to the statutory authorities but has provided you with enough identifying factors then this information **MUST** be shared with the PSNI. This breach of the complainant's confidence is only appropriate if there is any potential that the alleged perpetrator is still a risk to children/young people or could face prosecution (i.e. they are alive). Remember, the welfare of any children or young people currently at risk is paramount. This must take priority over any request of confidentiality from the person providing you with the information/complaint. This should be explained to them at the earliest possible stage;
- offer support to the complainant when making a formal complaint to the PSNI;
- signpost the complainant to support agencies that can provide counselling for example  
NEXUS [www.nexusni.org/](http://www.nexusni.org/)
  - Belfast – 028 9032 6803
  - Derry/Londonderry – 028 7126 0566
  - Enniskillen – 028 6632 0046
- When an adult making a complaint chooses not to report the matter to the PSNI and you have already discussed the possibility of any child/young person still being at risk you **MUST** follow The Language Body's reporting procedures and inform the PSNI or Gateway Team immediately of any identifying features of the allegation including the name of the alleged abuser. The person making the complaint should be informed that this is the organisation's moral and legal responsibility (Criminal Law Act 1967). If the individual wishes to remain anonymous this should be respected but again explaining that without any further cooperation there may be little action the PSNI can take to protect others. Encourage them to talk directly to the Gateway Teams, if not the PSNI, in order to enable HSCT to consider if there is any action they can take to protect children, young people, or adults at risk, as their threshold for intervention is lower than the evidence required for any criminal justice prosecution.

# REPORTING SAFEGUARDING ISSUES

## STAGE 1 – REPORTING

### All staff or volunteers

If as part of your role with The Language Body you:

- (a) suspect that a child or young person or adult has been, or is at risk of being abused; or
- (b) have had a disclosure made to you; or
- (c) receive a complaint from a member of the public relating to a safeguarding issue; or
- (d) have a direct allegation made against you or other staff/volunteers; or
- (e) observe concerning behaviours by a member of the public (adult or young person) relating to safeguarding children, young people, or adults
- (f) become aware that poor safeguarding practice is taking place, suspect poor safeguarding practice may be occurring, or you are told about something that may be poor safeguarding practice.

**You must complete a Safeguarding Incident Form and report to a Designated Safeguarding Officer.**

**Do not investigate yourself – Just Listen**

Under no circumstances should any staff / volunteer attempt to deal with the problem of abuse alone.

Notify your Designated Safeguarding Officer



### Emergency Action

If the child is in need of immediate protection from harm you must contact the PSNI, Ambulance, or the HSCT Gateway team immediately.

Inform the Designated Safeguarding Officer at the earliest opportunity.

Write careful notes in the safeguarding incident form of what you witnessed, heard, or were told.

Sign and date the form and give it to the Designated Safeguarding Officer



### Non-Emergency Action

If the child is not at risk of immediate harm, write careful notes of what you witnessed, heard, or were told on the Safeguarding Incident Form.

Sign and date the form and give it to the Designated Safeguarding Officer who will follow the procedure set out in Stage 2.

## Children & Young People Safeguarding Contacts

**Gateway team:** A duty social worker is available to take your call Monday-Friday 9am-5pm (excluding bank holidays)

**Regional Emergency Social Work Service (RESWS)** Tel: (028) 9504 9999 A duty social worker is available to take your call 5pm to 9am weekdays or 24 hours at weekends and bank holidays.

**PSNI:** Telephone: 101

**NSPCC helpline:** 0808 800 5000 or email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## Adult Safeguarding Contacts

**PSNI:** Telephone: 101

**HSC Trust Adult Safeguarding Team** A duty social worker is available to take your call Monday-Friday 9am-5pm (excluding bank holidays)

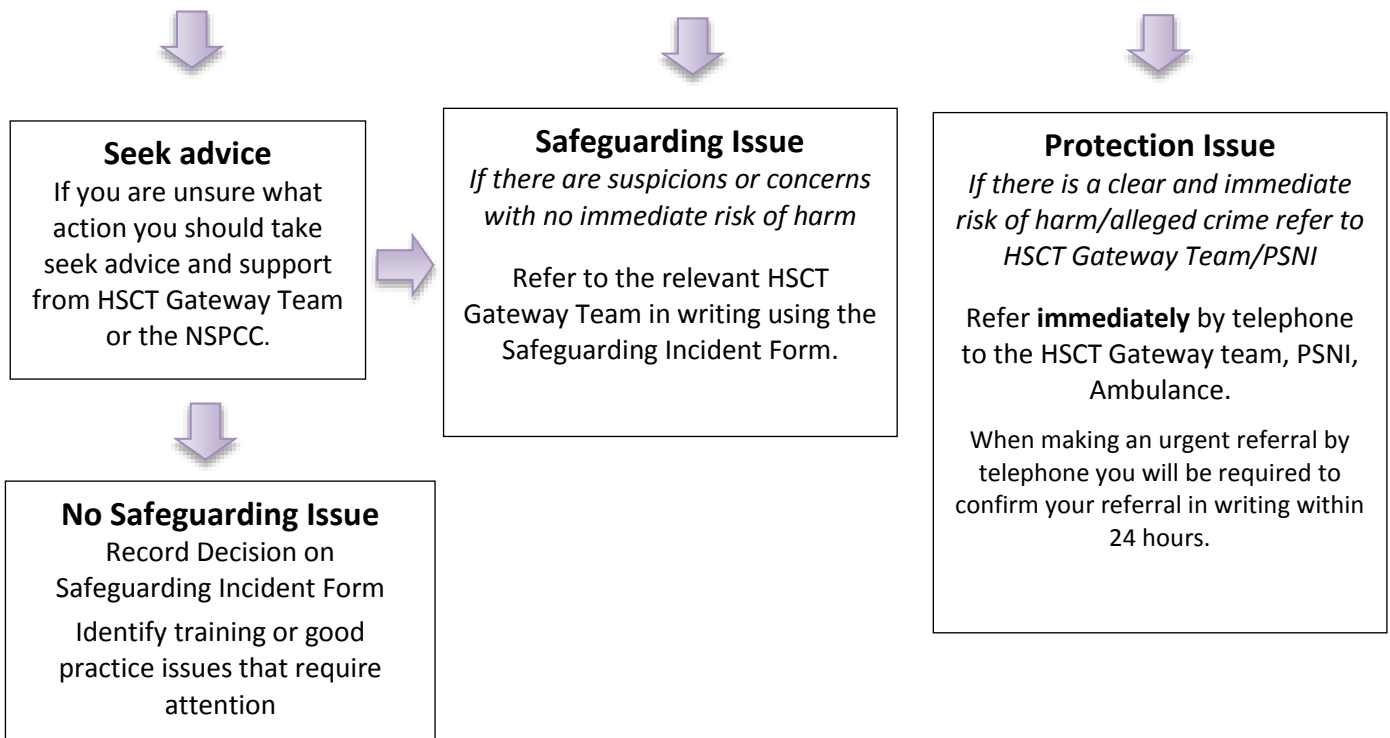
**Emergency (Out of Hours) Social Work 028 9504 9999** A duty social worker is available to take your call 5pm to 9am weekdays or 24 hours at weekends and bank holidays.

## Stage 2a – Reviewing & Referring Safeguarding Children Concerns Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern, along with any other relevant information, and decide, often in liaison with others, what actions should be taken. The Designated Safeguarding Officer will inform both sponsor departments' Designated Safeguarding Officers/Designated Liaison Person of any external referrals.

The HSCT Gateway team or PSNI should always be informed when there are reasonable grounds for concern that a child or young person may have been abused, or is being abused, or is at risk of abuse.

**If the child/ young person is in imminent danger of harm you should refer to the PSNI or HSCT Gateway Team without delay.**



Whatever your decision, you **MUST**:

- Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
- Start a Safeguarding Case File (kept as per data protection guidelines).
- Keep a full record of all actions and decisions.
- Ensure pastoral care is provided to staff/volunteer as appropriate.

You will need to provide as much detail as possible (child's name, address, circumstances). Make sure you have this to hand when making a referral.

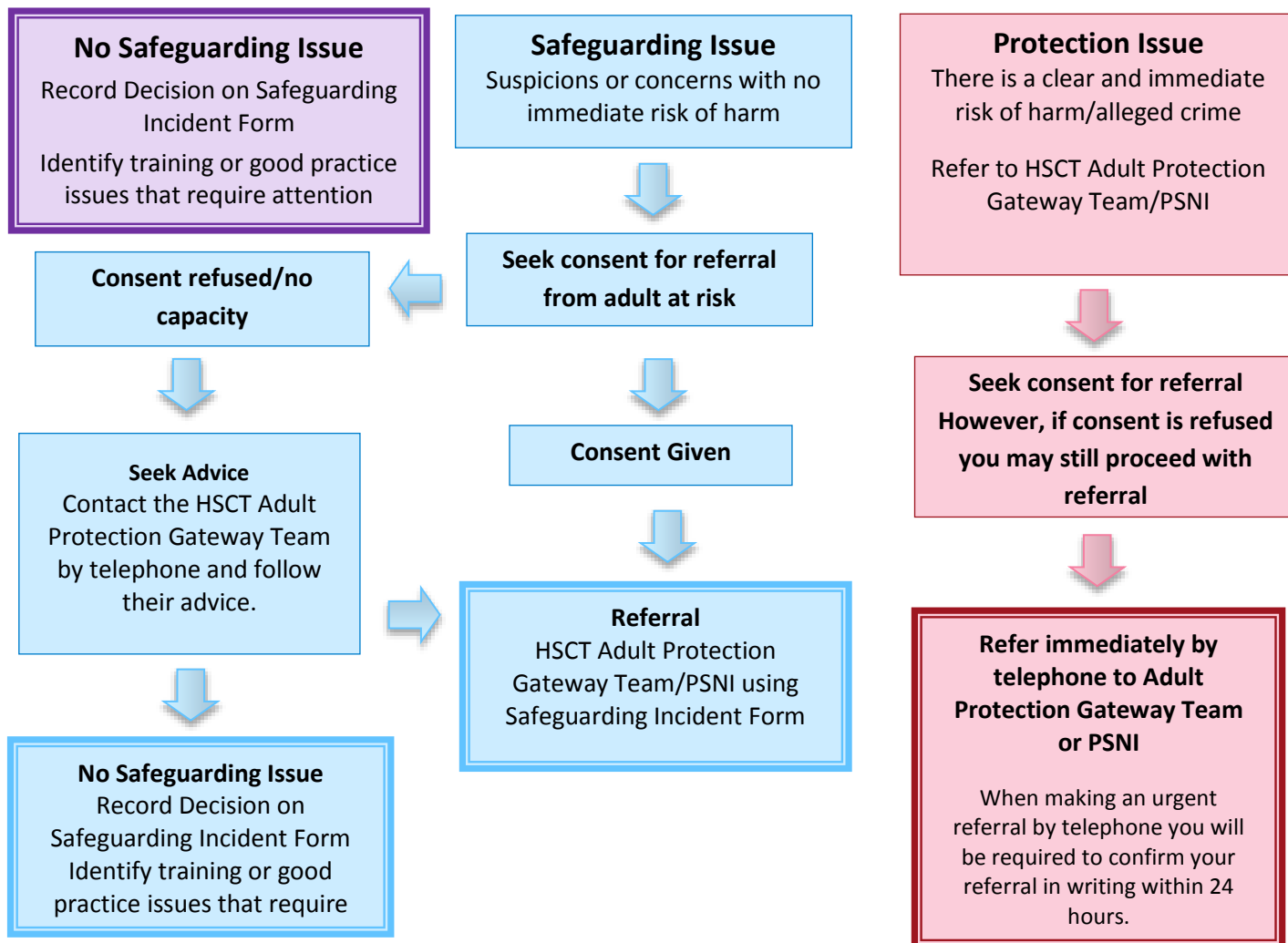
## Stage 2b – Reviewing & Referring Adult Safeguarding Concerns

### Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern along with any other relevant information and decide, often in liaison with others including the adult at risk, what actions should be taken. The Designated Safeguarding Officer will inform both sponsor departments' Designated Safeguarding Officers/Designated Liaison Person of any external referrals.

*If you are unsure what action you should take **seek advice** and support from the HCST Adult Protection Gateway Team or PSNI.*

**If the adult at risk is in imminent danger of harm you should refer directly to the PSNI or HSCT.**



Whatever your decision or outcome, you **MUST:**

- Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
- Start a Safeguarding Case File (kept as per data protection guidelines)
- Keep a full record of all actions and decisions
- Ensure pastoral care is provided to staff/volunteer as appropriate

You will need to provide as much detail as possible (adult's name, address, circumstances). Make sure you have this to hand when making a referral.

## Stage 3 - Assessments and Enquiries

For Designated Safeguarding Officers & Statutory Agencies

The Relevant HSCT Team should acknowledge reports that you make and may contact you for further information, if necessary.

The relevant HSCT team will commence an assessment and may decide to hold a strategy meeting. This is a meeting of professionals, such as PSNI, education professionals, HSCT, and any other organisations. This may include The Language Body's Designated Safeguarding Officer(s).

If invited, the Designated Safeguarding Officer(s) should attend strategy meetings and ensure that any recommendations made at that meeting are fed back to management of the relevant agency of The Language Body.

As a result of the information shared at the strategy meeting the statutory agencies may make further enquiries or assessments of the matter and will keep other agencies updated if necessary.

## Stage 4 - Conclusions

For Designated Safeguarding Officers & Authorities  
Assessments and enquiries

The Designated Safeguarding Officer(s) should assist statutory authorities until any assessment and enquiries are concluded. While is not always possible for the relevant statutory authorities to keep you informed on the progress or outcome of the case they may contact you to inform whether thresholds have been met and based on that whether they will be taking further action.

### NO FURTHER ACTION BY STAUTORY AUTHORITES

After assessing the concern the HSCT may decide to take no further safeguarding action.

In these circumstances, the child/adult at risk may still receive support from Social Care Services or other agencies.

Even if statutory authorities decide to take no further action the issue raised may be cause for intervention by The Language Body, who may wish to pursue case management procedures or review practices.

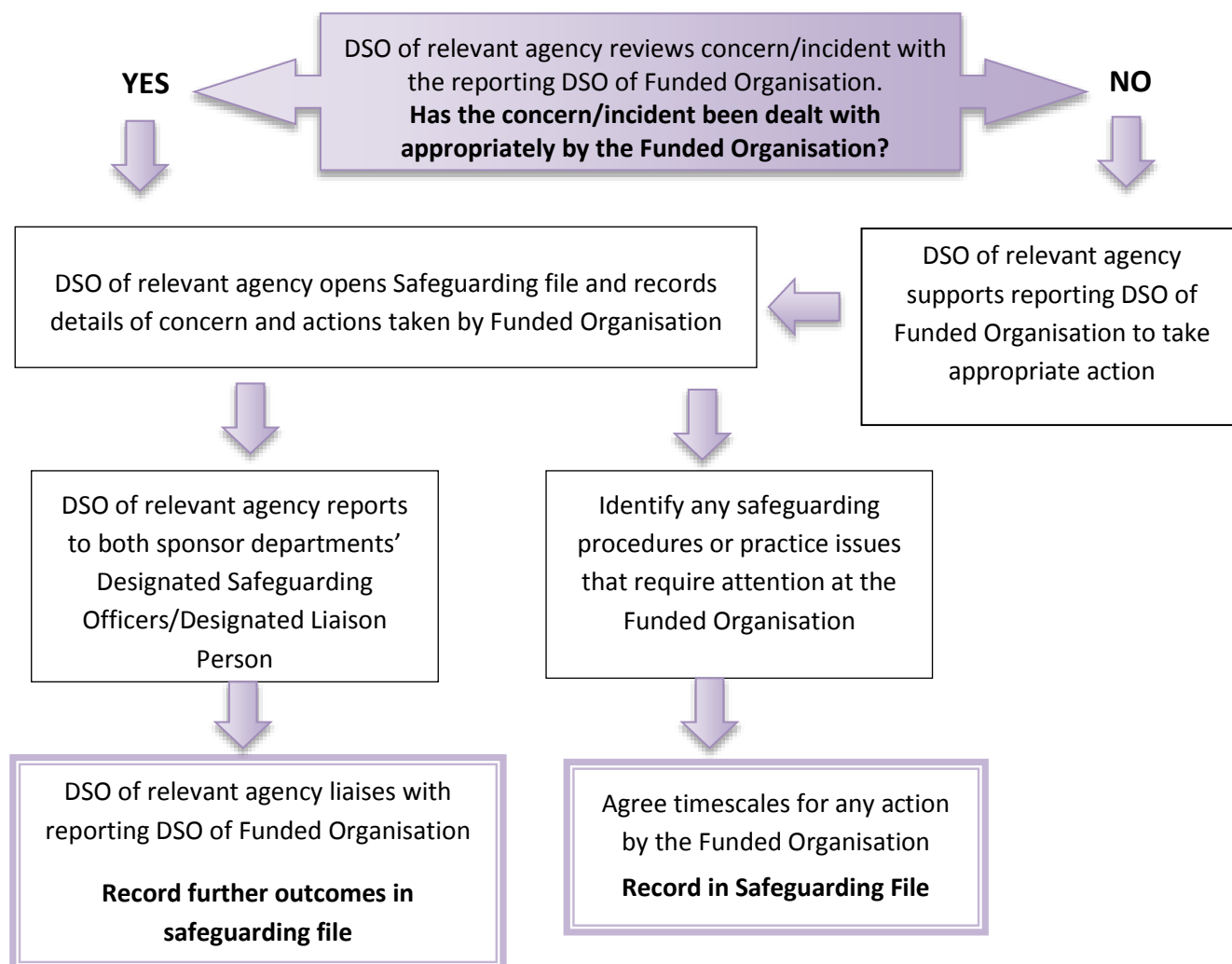
### FURTHER ACTION TAKEN BY STAUTORY AUTHORITES

If statutory authorities feel there are grounds to take further action regarding an allegation against staff/volunteers then internal disciplinary procedures will be implemented.

Even if staff/volunteers are not implicated the situation will be discussed by CEO and DSOs and further safeguarding risk assessments of The Language Body's activities or services may be recommended including case management procedures or practice review.

## Receiving Reports of Safeguarding Concerns/Incidents from Funded Organisations

All organisations funded by The Language Body are required to report any safeguarding concerns/incidents to The Language Body's Designated Safeguarding Officer(s). Once the DSO of the relevant agency of the Language Body has received such a report they should follow the procedure set out below.



If the relevant agency of The Language Body determines that any funded organisation has failed to deal appropriately with safeguarding concerns or incidents then they may consider the suspension of the organisation's funding until the matter has been resolved. Repeated failures to appropriately deal with safeguarding concerns or deal with issues of poor practice will result in the removal of funding.



# SAFEGUARDING COMPLAINTS PROCEDURE FOR SERVICE USERS

The Language Body has a culture of inclusion, transparency and openness, which facilitates a free flow of information from the organisation to all staff/volunteers, children, young people and adult service users and their parents/guardians/carers in relation to our ethos, aims, and what we wish to achieve.

If you would like further information about The Language Body's safeguarding policies and procedures or if you have any comments or suggestions regarding safeguarding within the organisation, please contact the Designated Safeguarding Officer.

Parents/guardians/carers need to be aware of what we do and how we do it, and staff/volunteers will always be on hand during activities for consultation or advice. Further information relating to an event or activity will be provided via letters, emails, or telephone contact.

The Language Body requires that consent is obtained for all children or young people undertaking activities from a parent/guardian/carer. The Language Body requires that consent is obtained from adult service users or if applicable, the adult's parents/guardians/carers.

A regular review of The Language Body's policies will take place through meetings with staff/volunteers and feedback from children, young people, and/or adult service users and parents/guardians/carers.

## Non-Safeguarding Complaints

Where children, young people and/or adults at risk or their carers or parents have a concern or complaint about some aspect of The Language Body **that is not related to safeguarding** they should access the relevant agency's complaints procedure.

Disciplinary, grievance, and appeals procedures as agreed by the Boards of The Language Body should be adhered to at all times. A copy of the relevant agency's complaints procedure is available on request. The complaints procedure should be used by the public to raise an issue and staff/volunteers should use The Language Body grievance procedure.

## Safeguarding Complaints

However, if you have a complaint related to safeguarding children, young people, or adults you should contact the Designated Safeguarding Officer directly.

If your complaint is in relation to inappropriate behaviour by staff/volunteers or a service user towards children, young people, and/or adults at risk please report these to the Designated Safeguarding Officer.

### **Stage 1: Safeguarding complaint made to the Designated Safeguarding Officer**

If you have a complaint regarding safeguarding please contact the Designated Safeguarding Officer who will follow our safeguarding procedures.

**If the Designated Safeguarding Officer is not available or the complaint is about the Designated Safeguarding Officer go to the Deputy Designated Safeguarding Officer.**

Once the Designated Safeguarding Officer has received the complaint they must **review** it within 24 hours. A record of the complaint and the review will be made and kept confidentially. The Designated Safeguarding Officer will **determine** whether the complaint constitutes:

- **No Safeguarding Issue:** *there are no suspicions or concern of harm but there is evidence of poor practice*
- **Safeguarding Issue:** *there are suspicions or concerns with no immediate risk of harm*
- **Protection Issue:** *there is a clear and immediate risk of harm/alleged crime*

If the Designated Safeguarding Officer is unsure whether the complaint is a safeguarding or protection issue they may **seek advice** from statutory services or NSPCC about whether a referral is necessary.

Once a **determination** has been made, this will be **communicated to you** within 3-5 working days and any actions required will be agreed and implemented as soon as possible.

### **Stage 2: Appeal of Decision to the CEO**

If you feel the complaint has not been satisfactorily dealt with at Stage 1 the complaint should be referred to the Chief Executive Officer who will review the complaint and actions taken by the Designated and Deputy Designated Safeguarding Officers, reach a decision, and communicate this to you within 14 Days of receiving the appeal.

At any point in the process you can report your concerns to HSCT, the PSNI, or the NSPCC.

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
<b>Deputy Designated Safeguarding Officer:</b>	<b>Gary Blair</b>	<a href="mailto:gblair@ulsterscotsagency.org.uk">gblair@ulsterscotsagency.org.uk</a>	028 90 891 784 / 07702 831 341

# SAFEGUARDING CODES OF BEHAVIOUR

## Safeguarding Code of Behaviour for Staff/Volunteers

The safeguarding code of behaviour for staff/volunteers of The Language Body as outlined below is intended as a guideline for staff and a reference for Board Members and senior management. The code should be read in conjunction with the code of behaviour for Board members and the terms of the establishment of The Language Body.

The safeguarding code of behaviour for staff/volunteers should be read in conjunction with each employee's own specific terms and conditions of employment and job description.

The Language Body implements a robust safeguarding code of behaviour across the organisation to minimise the opportunity for children, young people and/or adults to suffer harm. This safeguarding code of behaviour also helps to protect staff/volunteers by ensuring they are clear about the behaviour that is expected of them and the boundaries within which they should operate.

Many aspects of the safeguarding code of behaviour may appear to be common sense but The Language Body has formalised these issues to ensure consistency of practice across all staff/volunteers and to encourage ownership of it.

Staff/volunteers are expected to:

- ensure the safety of all children, young people, and/or adults by careful supervision, proper pre-planning of all activities, and using safe methods;
- treat everyone equally and ensure they feel valued, and show no favouritism;
- encourage an environment of non-discrimination on the grounds of religious beliefs, race, gender, sexual orientation, social class, or ability/impairment;
- appreciate and reward the efforts of all children, young people, and adults service users involved with The Language Body;
- be positive, approachable, and offer praise to promote the objectives of the work;
- report any safeguarding concerns or incidents to the Designated Safeguarding Officer;
- have access to a telephone for immediate contact to emergency services if required;
- foster team work to ensure the safety of children, young people, or adult service users in their care;
- ensure the rights and responsibilities of children, young people, and adult service users are enforced;
- maintain confidentiality about sensitive information;
- respect and listen to the opinions of children, young people, and adults service users;
- take time to explain instructions to ensure they are clearly understood;
- be a role model (disciplined/committed/time-keeping);
- avoid spending excessive amounts of time alone with children, young people, or adult service users out-of-sight/hearing of others.

Staff/volunteers must never:

- smoke or consume alcohol in the presence of children or young people during work-related activities;
- consume illegal drugs during work-related activities;
- use inappropriate language or discuss inappropriate topics during work-related activities;
- allow, encourage, or take part in any rough or dangerous play, bullying, or other inappropriate behaviours;
- let any allegations of abuse of any kind to go unchallenged or unrecorded;

- record incidents and accidents in accordance with The Language Body’s policy and procedures and inform parents/guardians/carers where appropriate;
- engage in any act of abuse or harm to children, young people, or adults.

To avoid putting themselves at risk of allegations, it is strongly recommended that staff/volunteers **do not** as part of their role, except in emergency situations:

- take children, young people, or adult service users to their home;
- have children, young people, or adult service users on their own in a vehicle;
- administer First Aid that involves removing the clothing of children, young people, or adults unless absolutely necessary and in the presence of others;
- go into the toilet with children, young people, or adult service users unless in exceptional circumstances to meet the needs of the person, and where possible another adult should be present.

Staff/volunteers must learn to recognise vulnerable safeguarding situations. There may be times when it is impossible to avoid such situations, in which case, the decision by staff/volunteers to place themselves in such a situation should be influenced by what is in the best interests of the child, young person, or adult service user’s welfare.

Staff/volunteers have a right to:

- access ongoing training and information on all aspects of working with children, young people and/or adults at risk, particularly on safeguarding;
- support to report suspected abuse;
- access to professional support services;
- fair and equitable treatment by management;
- be protected from abuse by children, young people, or other adults;
- not to be left vulnerable when working with children, young people, or adult service users;

The safeguarding code of Behaviour aims to minimise poor practice and highlight behaviour to be avoided. These may include behaviours that staff/volunteers slip into through lack of experience or training. While not intentionally harmful, such behaviour might be misconstrued, which ultimately could lead to allegations of abuse being made. Examples may include:

- unnecessary lone working with children, young people, or adults service users in private or unobserved situations;
- encouraging children, young people, or adults service users to keep secrets;
- not treating children, young people, or adults with respect and dignity;
- failure to follow agreed guidelines e.g. if physical contact or support is needed;
- not seeking additional information, opinions and/or consent of a child, young people, adults service users and/or parent/guardians/carers as relevant;
- not having the required skills, qualifications, and insurance for an activity;
- failing to involve or banning parents/guardians/carers in activities;
- criticising children, young people, or adults service users and/or giving negative feedback.

### ***Implications for staff/volunteers***

Upon any breach of the Safeguarding Codes of Behaviour, line managers will direct the staff/volunteer to the Safeguarding Policy and if necessary will report to the Designated Liaison Person who will record this incident. Persistent and serious breach of the codes will result in staff/volunteers being asked to withdraw

from the work, or suspended with pay, pending an investigation in line with policy and procedures. Dismissals can be appealed by staff/volunteers with final decisions taken by senior management.

If an allegation of abuse against staff/volunteers has occurred, an investigation will be carried out in line with The Language Body's disciplinary procedure. The investigating officer will be required to liaise with the Designated Safeguarding Officer to clarify if she/he has any relevant records of any other safeguarding children and young people information in relation to the individual.

If the investigation finds that staff/volunteers have acted inappropriately or not acted in the best interests of the child or young person or adult service users, the disciplinary procedure will be invoked.

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
<b>Deputy Designated Safeguarding Officer:</b>	<b>Gary Blair</b>	<a href="mailto:gblair@ulsterscotsagency.org.uk">gblair@ulsterscotsagency.org.uk</a>	028 90 891 784 / 07702 831 341

## Code of Behaviour for Children and Young People

The Language Body is fully committed to safeguarding and promoting the well-being of children and young people. The Language Body believes it is important that staff/volunteers and parents/guardians/carers associated with The Language Body should show respect and understanding for the safety and welfare of others. Therefore, children and young people are encouraged to be open and to share any concerns or complaints that they may have about any aspect of The Language Body with staff/volunteers or the Designated Safeguarding Officer.

Children and young people attending activities organised by The Language Body should have a positive experience where they can learn new things in a safe and positive environment.

As a child or young person associated with The Language Body you are expected to abide by the following code of behaviour.

Children and young people are expected to:

- be loyal and give their friends a second chance;
- be friendly and particularly welcoming to new members;
- be supportive and committed to other children and young people and offer comfort when required;
- not get involved in inappropriate peer pressure and push others into something they do not want to do;
- keep within the defined boundary of the designated activity area;
- behave and listen to instructions from staff/volunteers leading the activity. Remain within the rules and respect staff/volunteers and their decisions;
- take care of equipment owned by others, including The Language Body;
- all children and young people must respect the rights, dignity, and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs, or sexual identity;
- not engage in the use of bad language or racial/sectarian references;
- not bully other children or young people, either face-to-face or online, e.g., using social media, messaging apps or texting;
- not engage in rough and dangerous play;
- keep to agreed timings for activities and inform staff/volunteers if they are going to be late;
- wear suitable clothing to suit the activity as agreed with staff/volunteers;
- pay any fees for activities promptly if required;
- show respect to others;
- keep themselves safe;
- report inappropriate behaviour or risky situations for others;
- be fair and be trustworthy;
- respect staff/volunteers;
- challenge and report the bullying of your peers;
- respect those from other organisations;
- not cheat or be violent/aggressive;
- help make your organisation a FUN place to be.

Children and young people are not allowed to smoke or consume alcohol or drugs of any kind on Language Body premises or those hired by The Language Body, whilst attending events organised by The Language Body or whilst representing The Language Body.

Children and young people have the right to:

- be safe and happy in their chosen activity;
- be listened to;
- be respected and treated fairly;
- privacy;
- enjoy your activity in a protective environment;
- be referred to professional help if needed;
- be protected from abuse by other members or outside sources;
- participate on an equal basis, appropriate to their ability;
- experience competition and the desire to win;
- be believed;
- ask for help.

Any misdemeanours and general misbehaviour will be addressed by staff/volunteers and reported to the Designated Safeguarding Officer. Persistent misbehaviour will result in dismissal from The Language Body activities. Parents/guardians/carers will be informed at all stages. Dismissals can be appealed with final decisions taken by the organisation.

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
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## Code of behaviour for Parents/Guardians/Carers

The Language Body is fully committed to safeguarding and promoting the well-being of all children, young people, adult service users, staff/volunteers, and parents/guardians/carers. The Language Body believes it is important that staff/volunteers and parents/guardians/carers associated with The Language Body show respect and understanding for the safety and welfare of others.

Parents/guardians/carers are encouraged to be open and to share any concerns or complaints that they may have about any aspect of The Language Body with the Designated Safeguarding Officer.

Children, young people, or adult service users attending activities associated with The Language Body should have a positive experience where they can learn new things in a safe and positive environment. As a parent/guardian/carer of a child/young person/adult service user who attends activities organised by The Language Body, you are expected to abide by the following Code of Behaviour.

Parents/ guardians/carers are expected to:

- positively reinforce their children, young people, or adult service users and show an interest in their chosen activity. Support your children, young people, or adult service users' involvement and help them to enjoy their activity;
- not place their children, young people, or adult service users under pressure or push them into activities they do not want to do;
- complete and return the Health and Consent Form pertaining to their children, young people, or adult service users' participation with activities organised by The Language Body;
- deliver and collect the children, young people, or adult service users punctually to and from activities;
- inform staff if their children, young people, or adult service users are being collected by someone else or left to travel home independently;
- ensure their children, young person, and or adult service users are properly and adequately attired for the weather conditions of the time;
- detail any health concerns pertaining to the children, young people, or adult service users on the consent form. Any changes in the state of the children, young people, or adults service user should be reported to staff/volunteers prior to activities;
- inform staff/volunteers prior to departure from an activity if the child, young person, or adult service user are to be collected early from an activity;
- encourage their children, young people, or adult service users to abide by the rules and teach them that they can only do their best;
- set a good example by recognising fair play and applauding good performances of all;
- behave responsibly; do not embarrass your children, young people, or adult service user;
- use correct and proper language;
- encourage and guide children, young people, and adult service users to accept responsibility for their own behaviour;
- show appreciation and support for staff/volunteers;
- ensure their children, young people, or adult service users are punctual;
- be realistic and supportive;
- provide their children, young people, or adult service users with proper clothing and equipment to suit activities;
- ensure their children, young people, or adult service users' hygiene and nutritional needs are met;
- acknowledge the importance and role of The Language Body's staff/volunteers, who provide



their time to facilitate children, young people, and adult service users' participation in activities.

Parents/Guardians/Carers have the right to:

- know their children, young people, or adult service users are safe;
- be informed of problems or concerns relating to their children, young people, adult service users;
- be informed if their children, young people, or adult service users are injured;
- have their consent sought for issues such as trips, photography, media, etc;
- contribute to decisions within The Language Body;
- complain if they have concerns.

Any misdemeanours and breaches of this code of behaviour will be dealt with immediately by The Language Body. Should a parent/guardian/carer continue to breach the code of behaviour The Language Body may ask the children, young people, and/or adults service users to leave the activity organised by The Language Body.

Ulster-Scots Agency's Designated Safeguarding Officers are:

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## Code of Behaviour for Adult Service Users

The Language Body is committed to creating and maintaining a safe, inclusive, and positive environment. We are committed to the delivery of a quality service that promotes good practice and protects children, young people, and adults from harm.

We recognise the importance of involving our adult service users in achieving these aims. You are encouraged to share any concerns or complaints that you have about any aspect of The Language Body with staff/volunteers or the Designated Safeguarding Officer.

We feel it is important to set out the clear standards of behaviours that we expect from our adult service users: when you are involved in our activities or attending events organised by The Language Body you are expected to:

- treat everyone equally;
- respect the rights, dignity, and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs, or sexual identity;
- report any safeguarding concerns or incidents to the Designated Safeguarding Officer;
- respect and listen to the opinions of others, especially children and young people;
- listen to instructions from staff/volunteers leading the activity. Remain within the rules and respect staff/volunteers and their decisions;
- be a role model (disciplined/committed/time-keeping);
- avoid spending excessive amounts of time alone with children or young people you have met through The Language Body.

When you are involved in our activities or attending our events, you must not:

- smoke or consume alcohol in the presence of children or young people;
- consume illegal drugs;
- use inappropriate language;
- allow, encourage, or take part in any rough or dangerous play, bullying, or other inappropriate behaviours;
- engage in any act of abuse or harm to children, young people, or other adults.

Any misdemeanours and general misbehaviour will be addressed by staff/volunteers and reported to the Designated Safeguarding Officer. Persistent misbehaviour will result in dismissal from The Language Body's activities. Dismissals can be appealed with final decisions taken by the organisation.

Ulster-Scots Agency's Designated Safeguarding Officers are:

<b>Designated Safeguarding Officer:</b>	<b>Jane Wallace</b>	<a href="mailto:jwallace@ulsterscotsagency.org.uk">jwallace@ulsterscotsagency.org.uk</a>	028 90 891786 / 07872 952 654
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# SAFEGUARDING GUIDELINES

## Anti-Bullying Guidelines

Bullying will not be accepted or condoned within The Language Body. All forms of bullying will be addressed whether they take place face-to-face or through digital technologies. Everybody has the responsibility to work together to stop bullying – children, young people, adult service users, parents/guardians/carers, and staff/volunteers.

Bullying can include:

- pushing, kicking, hitting, pinching, etc;
- name calling, sarcasm, spreading rumours, persistent teasing;
- emotional torment through ridicule, humiliation and the continual ignoring of individuals;
- sectarian/racial taunts, graffiti, gestures;
- stealing from others;
- sexual comments and/or suggestions;
- unwanted physical contact.

Anyone can be bullied but those from ethnic and religious minorities, people with disabilities, and those from the LGBTQ+ community have increased vulnerability to bullying and may be specifically targeted and require additional support.

Appropriate forums may be established within the organisation, if deemed necessary, to address, monitor, and stop bullying. These forums will include, as appropriate, children, young people, adult service users, parents/guardians/carers, and staff/volunteers from The Language Body.

The Language Body are explicit in our commitment to the early identification of bullying and prompt, collective action to deal with it. Staff/volunteers, children, young people, and adult service users are encouraged to take a role in stopping bullying.

The Language Body will review all policy and practice in respect of anti-bullying regularly in the light of changing needs and changes adopted by other agencies.

In aiming to prevent bullying and to enable early identification The Language Body will:

- respect everyone's need for, and right to, an environment where safety, security, praise, recognition and opportunity for taking responsibility are available;
- be respectful of every individual's feelings and views;
- recognise that everyone is important and that our differences make each of us special;
- show appreciation of others by acknowledging individual qualities, contributions, and progress;
- ensure safety by having rules and practices carefully explained and displayed for all to see.

The Language Body have a support function to children, young people and adult service users, which will include:

- Children, young people and adult service users should know who will listen to and support them.
- Any advice and assistance should be given by an experienced staff/volunteers or the Designated Safeguarding Officer.
- Children, young people and/or adult service users should have access to Helpline numbers.
- Children, young people and/or adult service users should be told what is being recorded, in what context and why.
- Systems should be established to open the door to children, young people and/or adult service

users wishing to talk about bullying or any other issue that affects them. Barriers to talking need to be broken down to enable children, young people and/or adult service users to approach staff/volunteers.

- Anyone who reports an alleged incident of bullying will be listened to carefully and be supported, whether this is the person at risk being bullied or the person who is bullying;
- Any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved;
- Anyone who is being bullied will be supported and assistance given to uphold their right to live in a safe environment which allows their healthy development;
- Those who bully will be supported and encouraged to stop bullying;
- Sanctions involving long periods of isolation, or which diminish and make individuals look or feel foolish in front of others, should be avoided.

In respect of parents/guardians/carers, The Language Body will ensure:

- Parents/guardians/carers will be advised of The Language Body's guidance about bullying;
- any incident of bullying will be discussed with the parents/guardians/carers of the person being bullied and the alleged bully;
- Parental/carer advice on action will be sought and agreements made as to what action should be taken;
- Information and advice on coping with bullying will be given;
- Support should be offered to the parents/guardians/carers including information on other agencies or support lines.

## **Physical Contact/Intimate Care Guidelines**

To keep children, young people and/or adults at risk safe, within The Language Body, staff/volunteers should ensure that:

- any physical contact is appropriate, minimal and necessary for the task required only;
- children, young people and adult service users are encouraged to do as much for themselves as possible;
- an explanation for the need for physical contact should be given and consent should be sought from the child/young person/adult service user;
- If intimate care provision is an aspect of a role it will be carried out only by trained staff/volunteers sensitively and with respect for the individual's dignity and privacy;
- if concerned about anything during intimate care, staff/volunteers must report it to their Line Manager or the Designated Officer at the earliest opportunity.

## **Physical Intervention Guidelines**

The Language Body take a view that staff/volunteers should not physically intervene unless they have received the specific training to do so, and then only if it is in a circumstance where it is absolutely necessary. Staff/volunteers should:

- Seek to defuse the situation, thereby avoiding the need to use any form of physical intervention;
- Only physically intervene where it is absolutely necessary to protect from harm;
- Ensure any intervention is proportionate to the risk of harm;
- only use forms of physical intervention for which training has been received and which follows current best practice;
- record and report any physical intervention;

- review any situation that led to the need for physical intervention with a view to avoiding such need in the future.

## **Diversity and Additional needs**

The Language Body operate a policy of inclusion and equality. Staff/volunteers must be sensitive to diversity and any possible additional needs.

Staff/volunteers should:

- be open to and aware of diversity including diversity in the beliefs and practices of children, young people, adult service users, and their families;
- ask how the cultural needs of children, young people, and adult service users can be supported;
- encourage children, young people, and adult services users to be respectful and considerate to the needs of others;
- be aware of the difficulties posed by language barriers and other communication difficulties;
- never discriminate against children, young people, adult services users, and their families who have different cultural backgrounds and beliefs from their own;
- be aware that those from ethnic and religious minorities, people with disabilities, and those from the LGBTQ+ community have increased vulnerability to bullying and may be specifically targeted and may require additional support;
- be respectful of the LGBTQ+ community in your acts and speech. Avoid using homophobic or transphobic language. Respect the gender identity of individuals and use their requested pronouns;
- listen openly and try to understand if children, young people, and adult services users raise an issue about their behaviour in relation to diversity rather than acting defensively;
- report any acts of discrimination as outlined in the relevant agency's equal opportunity policy.

## **Handling Money**

As part of the role with The Language Body, staff/volunteers should:

- never borrow money from, or lend money to, children, young people and/or adult service users;
- avoid handling money belonging to those they meet through their work with The Language Body, especially children, young people, or adult service users. If this is unavoidable a written record should be maintained of when, how much, and why staff/volunteers handled money belonging to children, young people and/or adults at risk;
- report any suspicions of financial abuse or improper handling of money.

## **Photography/Filming Guidelines**

There have been concerns about the risks posed directly and indirectly to children, young people and/or adults at risk through the use of photographs on websites and other publications. Photographs can be used as a means of identifying children, young people and/or adults at risk when they are accompanied with personal information – this is X who lives at Y is a member of the Z club and who likes a certain music group. This information can make an individual vulnerable to someone who may wish to start to “groom” that child, young person and/or vulnerable adult for abuse. Secondly the content of the photo can be used or adapted for inappropriate use.

The Language Body recognises the need for a policy in relation to the use of images of children, young people, and/or adults at risk on our website and in other publications. We have considered the type of images that are suitable and that appropriately represent our work, without putting children, young people and/or adults at risk at increased risk of harm. We will ensure parents/guardians/carers are made aware of this policy. When assessing the potential risks in the use of images of The Language Body work,

the most important factor is the potential of inappropriate use of images of children, young people and/or adults at risk.

By increasing the awareness of the potential risks and taking appropriate steps the potential for misuse of images can be reduced.

The Language Body will:

- consider using models or illustrations if we are promoting an activity;
- avoid the use of the first name and surname of individuals in a photograph. This reduces the risk of inappropriate, unsolicited attention from people within and outside The Language Body.

The following guidance should be applied:

- If the child, young person and/or vulnerable adult is named, avoid using their photograph;
- If a photograph is used, avoid naming the child, young person and/or vulnerable adult;
- Ask permission of the child, young person, adult service user or parents/guardian/carers (as appropriate) to use their image. This ensures that they are aware of the way the images are to be used to represent The Language Body. A child, young person and/or adult's permission form is one way of achieving this;
- Only use images of children, young people and/or adults at risk in suitable dress to reduce the risk of inappropriate use. With regard to the actual content it is difficult to specify exactly what is appropriate given the wide diversity of activities. However, there are clearly some activities, (i.e., swimming, gymnastics and outdoor events,) when the risk of potential misuse is much greater than for other events. With these activities, the content of the photograph should focus on the activity not on a particular child, young person, and/or vulnerable adult and should avoid full face and body shots. For example, shots of children, young people, and/or adults at risk in a pool would be appropriate or if poolside, waist or shoulder up;
- the use of inappropriate images should be reported to the Designated Safeguarding Officer, who will follow our safeguarding procedures and may refer to statutory agencies.

The Language Body has:

- established the type of images that appropriately represent the work of The Language Body for the web and other media;
- thought about the level of consideration we give to the use of images of children, young people and/or adults at risk in other publications, for example, the processes involved in choosing appropriate images in any newsletters or magazines;
- applied an increased level of consideration to the images of children, young people, and/or adults at risk used in the web site.

### *Photography/filming at events*

To minimise safeguarding risks posed by photography/filming during our events and activities, The Language Body will:

- provide a clear brief to official photographers about what is considered appropriate in terms of content and behaviour;
- request that the official photographer wears identification at all times;
- inform the children, young people, adult service users, and parents/guardians that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs;
- not allow unsupervised access to children, young people and/or adults at risk, or one-to-one photo sessions at events;

- not approve/allow photo sessions outside the events or at the homes of children, young people, and/or adults at risk;
- ensure that if parents/guardians/carers or others are intending to photograph or video at an event they should also be made aware of our expectations;
- warn parents and spectators that there can be negative consequences to sharing images linked to information about their own or other people's children on social media (Facebook, Twitter) – and care should be taken about 'tagging';
- inform children, young people and/or adults at risk and parents/guardians that if they have concerns they should report these to staff/volunteers;
- encourage anyone with concerns regarding inappropriate or intrusive photography to report these to the event manager and these will be recorded in the same manner as any other safeguarding concern.

## **Sexually Explicit Images/Messages**

*It is a crime to possess, take, make, distribute or show anyone an indecent or abuse image of a child or young person under 18 years of age.*

If staff/volunteers receive a sexually explicit image of a child/young person they must report this immediately to the Designated Safeguarding Officer, who will contact 101 for advice and guidance.

**Do not delete the image** but under no circumstances should you save the image or send it to another person (even the Designated Safeguarding Officer) or show it to anyone else as you will be committing an offence.

If staff/volunteers receive a sexually explicit image or message from an adult at risk who they have met through their work at The Language Body, they should report this to the Designated Safeguarding Officer. Do not save or share any images as you may be committing an offence.

If staff/volunteers receive a sexually explicit message from a child/young person they must report this immediately to the Designated Safeguarding Officer.

In all instances, you should maintain confidentiality and only inform the Designated Safeguarding Officer or relevant individuals.

## **Social Media, Text, and Email Guidelines**

The Language Body recognises that social media, text messaging, and emails are an important tool to communicate with our service users, especially young adults.

The use of social media, text messaging, or email to communicate with service users increases the vulnerability of both the service user and staff/volunteers.

The decision to use social media, text messages, or email to communicate with service users should not be made by an organisation without internal discussion and written agreement, this will ensure that organisation's safeguarding expectations and requirements can be clarified.

The Language Body recognises the safeguarding risks to service users include:

- inappropriate access to, use of, or sharing of personal details (e.g. names, mobile phone numbers);
- unwanted contact with children, young people and/or adults at risk by adults with poor intent;
- text/cyber-bullying by peers;
- being sent offensive or otherwise inappropriate materials;
- online bullying by peers;

- grooming for sexual abuse;
- direct contact and actual abuse.

For staff/volunteers the safeguarding risks include:

- misinterpretation of their communication with children/young people/adults at risk;
- potential investigation (internal or by statutory authorities);
- potential disciplinary action.

## *Social Media*

Staff/volunteers' use of social media for purely personal reasons does not need approval but please be aware that you are in a position of trust, that you may be perceived as an ambassador for The Language Body and you are advised to exercise caution.

It is good practice to assume that everything you write is permanent and can be viewed by anyone at any time. Also, assume that everything can be traced back to you personally as well as to your colleagues or The Language Body

Inappropriate use of social media such as cyber bullying or sexting must be reported immediately to the Designated Safeguarding Officer. If the Designated Safeguarding Officer is targeted by such an incident they must notify the Deputy Designated Safeguarding Officer immediately.

Staff/volunteers should ensure that their content or links to other content does not contain:

- Libellous, defamatory, bullying or harassing statements;
- Breaches of copyright and data protection;
- Material of an illegal nature;
- Offensive sexual references;
- Inappropriate language.

Staff/volunteers are encouraged to ensure that adequate privacy settings are in place to restrict access to photos, personal information, comments about others, friends, and followers to the appropriate audiences.

Staff/volunteers should protect their privacy online. Staff/volunteers should carefully consider who they give access to their personal information online.

All staff/volunteers should ensure that there is a clear differentiation between any personal and professional profiles.

## *Contact with Children/Young People*

Staff/volunteers should not follow or befriend children or young people or adults at risk who they meet through their work at The Language Body. If they receive such a friend request from a child/young person/vulnerable adult they should not accept the request and report this to the Designated Safeguarding Officer. In a personal context, The Language Body would advise staff/volunteers to only befriend or follow children or young people on social media with the knowledge and consent of their parents.

If staff/volunteers have a public social media account where they cannot control their followers (i.e. twitter, Instagram) and become aware that a child/young person/vulnerable adult who they have met through The Language Body has followed their social media account, then staff/volunteers should report this to the Designated Safeguarding Officer.



Staff/volunteers should not:

- use social media private messages to communicate official information about The Language Body's activities;
- accept friend/follow requests out of social network terms (i.e. under 13 years of age for Facebook);
- instigate a private message conversation with a child or young person or vulnerable adult they have met through The Language Body. If they received such a message from a child/young person/vulnerable adult they should not reply to the message and report this to the Designated Safeguarding Officer.

### *Text and Email messaging*

To minimise the safeguarding risk associated with the use of text or email messages:

- organisations should take steps to identify where/when texting or emailing is required to communicate with children, young people and/or adults at risk and develop relevant procedures to suit the tailored needs of each organisation;
- texts or emails from staff/volunteers in the organisation should not be sent in isolation, there should be discussion and written agreement/ procedures;
- all emails sent must make it clear to the child/young person/vulnerable adult receiving it which organisation has sent the message, rather than simply giving the issuing email address or name of an individual;
- copies of all messages should be sent to the Designated Officer within the organisation who can ensure that all messages are being used appropriately;
- parental consent must be obtained prior to sending children or young people text or email messages. Parents/guardians/carers must be given the option to be copied into any messages the service users may be sent;
- adult service users must consent to receiving text or emails. If the adult does not have the capacity to consent this should be obtained from a parent/carer. In such case Parents/guardians/carers must be given the option to be copied into any messages the service users may be sent;
- adult service users, parents/guardians/carers, and staff/volunteers should be given information on how to report any concerns relating to inappropriate texts or emails in line with the organisation's safeguarding policy;
- all mobile phone numbers and/or email address should be stored in either a locked secure cabinet or on a password protected electronic system with access only to the relevant staff/volunteers required to text the service users;
- the content of messages should relate solely to the business/activity of the organisation;
- the messages should never contain any offensive, abusive or inappropriate language and care must be taken to avoid any over familiarity or language that could be misinterpreted or misconstrued;
- service users should not be encouraged to text back; ideally it should be used as a one-way communication channel;
- adult service users should be made aware that if they choose or need to text or email the organisation's representative that they should ensure the content of messages relates only to the matters relevant to the business/activity and that they are required to copy to their parents/guardians;
- all service users should be given the opportunity to withdraw from receiving any further texts or emails;
- consideration will be given to initiating the organisation's safeguarding policies and disciplinary procedures should any breaches of this guideline arise, including consultation with, or referral to, statutory organisations if indications of illegal activity (e.g. grooming for abuse) come to light.

### **Transporting children, young people, or adult service users**

Staff/volunteers should not, as part of their role, transport children, young people and/or adults at risk alone in their car.

If all alternatives have been exhausted and staff/volunteers must transport children, young people, or an vulnerable adult, there are a number of safety measures that should be put in place to minimise the risk:

- the driver, like all staff who have access to children, young people and/or adults at risk, should have agreed to an Garda Vetting check being carried out on them. The Language Body should also have had sight of the driver's license to ensure there are no unreasonable endorsements;
- parents/carers should be informed of the person who will transport the children, young people, or adult service user, the reasons why, and how long the journey will take;
- a person other than the planned driver should talk to the children, young people, and/or adults at risk about transport arrangements and to check if they are comfortable about the plans;
- the driver (and The Language Body) must ensure that they have insurance to carry others, particularly if they are in a paid position or claiming expenses;
- the driver should attempt to have more than one child, young person and/or vulnerable adult in the car;
- the person who leaves children, young people and/or adults at risk home should be alternated; this would reduce the risk of any one individual always being alone with the children, young people and/or adults at risk;
- the driver should have a point of contact and mobile phone should they break down;
- ensure that children, young people and/or adult service users are aware of their rights and they have someone to turn to or report any concerns they may have. If a culture of safety is created within The Language Body then the children, young people and/or adults at risk are more likely to talk to another person if they are feeling uncomfortable about a situation;
- children, young people and/or adults should wear seatbelts. The driver is legally responsible to ensure that a child under 14 wears a seatbelt (i.e. adult would have to pay any fine) but morally responsible to ensure all passengers wear seatbelts.

## Residential Trip Guidelines

Events and activities may involve residential workshops and time away from home. But even what may appear as the most straightforward of trips will require some level of planning. The following outlines what needs to be considered when organising trips with children, young people and/or adult service users

### *Communication*

- **children/ young people/adult service users** should be informed of the travel plans, venue, and time for collection, time of return, what they need to bring with them, and any costs. They should also have a clear understanding of what standard of behaviour is expected of them;
- **parents/guardians/carers** should be informed of the above and must have completed a consent form detailing any medical issues. Parents/guardians/carers should also have the name and contact details of the manager/identified leader in the case of an emergency;
- **staff/volunteers** need to be made aware of what their responsibilities are in advance of the trip. If the trip is a long journey, it is important that all staff/volunteers have an itinerary.

### *Transport*

- Ensure the driver has an appropriate and valid driving license;
- Allow an appropriate length of time to complete the journey;
- Consider the impact of traffic and weather conditions;
- If using a mini-bus ensure that all seats are forward facing and they all have seat belts fitted if carrying children, young people;
- If transporting individuals with physical disabilities ensure that the vehicle is appropriate to their needs;

- The bus or coach has valid PSV/safety checks;
- Ensure everyone wears seat belts;
- Check there is appropriate insurance for the journey;
- Check the driver is experienced in the chosen mode of travel;
- Clarify supervision requirements with all staff/volunteers. The driver should not be considered as supervisor during the journey;
- Ensure that the vehicle is roadworthy.

### *Ratios*

Dependant on the activity, the ratio of adult to child/young person may vary but whatever is considered appropriate would generally need to be increased when travelling away from home. Ratios can be accessed in Our Duty to Care, standards and guidelines for Keeping Children Safe  
[www.volunteernow.co.uk](http://www.volunteernow.co.uk)

### *Insurance*

In addition to the mini-bus/car insurance, the manager needs to ensure that the relevant agency's general insurance covers travel to away events.

### *Emergencies*

Ensure that the vehicle has breakdown and recovery cover. Staff/volunteers should be trained in first aid procedures and a first aid kit should be available. Staff/volunteers should have access to a mobile phone and contact details for all the children, young people and/or adults at risk.

**The above are only basic points of advice and are not comprehensive guidelines.**

# APPENDIX 1

## Organisational goals

The aims of the Ulster-Scots Agency are to:

- Identify, interpret and animate Ulster-Scots heritage, language and culture.
- Work to ensure that learning about Ulster-Scots culture, heritage and language is integrated throughout the education system.
- Equip individuals and groups with knowledge and skills to engage with Ulster-Scots heritage, language and culture.
- Reach out locally and globally, to enhance friendship with people in Ulster whose primary identity is not Ulster-Scots: and foster kinship with people beyond Ulster who share our identity.

Therefore, staff/volunteers must be aware that the organisation exists solely to achieve these overall aims and objectives and that any action by staff/volunteers, including those relating to personal development, must always be taken in order to better achieve the aims and objectives of the organisation.

Staff/volunteers should be aware that how they present themselves might reflect on the credibility and perception of The Language Body by members of the public.

Staff/volunteers should carry out their duties with maximum efficiency and the minimum of costs and expenses chargeable to The Language Body.

Staff/volunteers should be aware that from time to time they represent The Language Body with a variety of community and voluntary groups in Ireland, North and South, and beyond on some occasions. In carrying out their duties in public, staff/volunteers should be, and be seen to be, wholly impartial, adhering to rules and regulations including codes of conduct, and acting in the best interests of achieving the aims and objectives of The Language Body.

Staff/volunteers should be familiar with the corporate and operational plans of the organisation and adhere to these and the strategies of parent Departments, the Language Body, and the North-South Ministerial Council.

## APPENDIX 2

### Linking to Board codes and standing orders

The Board Code applies to Chief Executive Officers, and staff/volunteers should be aware of how the expectations on them will contribute to the Board successfully fulfilling their obligations to the North-South Ministerial Council.

Staff/volunteers should be thoroughly familiar with the staff code of conduct and agree to it as guidelines for their service in the Ulster-Scots Agency, including the adherence to the principles and values of public life as identified above. Staff/volunteers should adhere to their duty of discharging their public functions reasonably and in accordance with the law, and recognise the ethical standards governing their role. They should thereby help the Board to ensure that Ulster-Scots Agency complies with statutory and administrative requirements for the use of public funds and fulfils legal responsibilities imposed upon it. They should deal with the public efficiently and with empathy, maintaining the highest possible standard of conduct and service.

Staff/volunteers should ensure that they meet the adopted best practice guidelines:

- adhere to public service requirements regarding statutory, financial and administrative duties – help to ensure that Ulster-Scots Agency operates within the limits of its statutory authority and any delegated authority by the North South Ministerial Council, and according to conditions associated with the use of public funds;
- maintain high standards of integrity – and meet guidance issued by the North South Ministerial Council in reaching decisions;
- monitor performance and achievement of the corporate vision – do their best to help achieve the objectives set in the corporate and operational plans and the meeting of performance targets;
- act within statutory authority and any other conditions applied by parent departments – comply at all times by the codes approved by the North South Ministerial Council, and with the rules relating to the use of public funds;
- apply relevant standards and individual responsibility – both as individuals and relating to the highest standard of corporate governance.

And they should ensure that they abide by the following guidance:

- party political involvement – staff/volunteers may engage in political activity but should always be conscious of their public duties and exercise proper discretion. Staff/volunteers will not use their position in Ulster-Scots Agency, for party political gain or personal political gain and will not deliberately associate themselves or Ulster-Scots Agency, with any specific political party;
- equality issues – staff/volunteers should abide by the equality legislation applicable in both jurisdictions.

## Private interest/conflicts of interest

Staff/volunteers should be aware of the dangers associated with real or perceived conflict of interest while serving in Ulster-Scots Agency, and the following guidelines apply to themselves and include close family members and those living in the same household. Guidelines include:

- rules for early identification – staff/volunteers should declare as soon as practically possible any direct or indirect interest (pecuniary or otherwise) that they believe relates to any aspect of their role that may be perceived to bias a judgement;
- declarations of interest – all staff/volunteers must declare any personal, community, or business interests that may conflict with their employment. This should be done at the start of their term of employment/volunteering and renewed on an annual basis thereafter;
- register of interests on an annual basis – a register of staff/volunteers' interests will be kept which should include a list of direct or indirect pecuniary interests and non-pecuniary interests;
- gifts/hospitality – staff/volunteers should be cautious when accepting [any] hospitality or gifts, especially from organisations or individuals that have, or may have in the future, a pecuniary or other interest in the operation of Ulster-Scots Agency. Staff/volunteers should be of a view not to accept any such gift/hospitality. The Chief Executive or line manager should be approached for advice on gifts/hospitality if any staff member/volunteer has any direct or indirect concern regarding his or her own or others conduct.

In general hospitality, gifts and entertainment should only be offered or accepted if there is a genuine need to impart information or represent the organisation;

- openness – staff/volunteers must adhere to the Board's strategy and direction for the adherence to any code of practice on access to government information;
- protection of official information – staff/volunteers are required to protect official information held or received in confidence during duties as members of staff/volunteers and abide by any legal requirement to do so;
- disclosure of official information – staff/volunteers will not use/misuse information gained during their employment for their own/others private interest or for political interest, and will not promote their private interest or connected people, firms, businesses or other organisations;
- confidentiality – staff/volunteers shall not disclose confidential information or the detail of discussions conducted in Ulster-Scots Agency;
- insurance and indemnity – the Chief Executive Officer shall ensure that Ulster-Scots Agency staff/volunteers have suitable insurance cover for the conduct of their employment/volunteering;
- outside employment – it is expected that staff will not undertake paid employment outside their role within Ulster-Scots Agency, and in those circumstances staff should bring their employment to the attention of the Chief Executive Officer, through their appropriate line manager, for approval. Any additional employment undertaken should not interfere with their duties with Ulster-Scots Agency.

### **Inclusiveness within the organisation**

In relation to its duties as an employer, Ulster-Scots Agency will abide by the statutory obligations imposed on it by Section 75 of the Northern Ireland Act (1998) and the Employment Equality Act 1998 in the Republic of Ireland, which came into operation in October 1999, it repealed and replaced the Anti-Discrimination (Pay) Act 1974 and the Employment Equality Act 1977.

Any issues relating to equality should be taken up with a staff/volunteer's line manager and ultimately may be taken up with the Chief Executive Officer in writing.

### **Terms and conditions**

The terms and conditions of employment as set out in employees' terms and conditions/volunteer agreement and job/role description will be adhered to at all times.

Employees and **where relevant**, volunteers will have from the Board and senior management, as a minimum:

- a clear understanding of the role of the Board;
- a clear understanding of their own responsibilities;
- a diagram showing staffing structure;
- head of terms;
- a person specification;
- a pay and policy structure;
- job description;
- terms and conditions for staff in writing;
- copy of the equal opportunities policy;
- copy of the training policy;
- copy of the appraisal system for staff;
- copy of the disciplinary, grievance, and appeals rules and procedures;
- copy of the health and safety policy;
- copy of policy on harassment;
- copy of whistle blowing policy;
- copy of safeguarding policy & procedures;
- copy of code of conduct for staff;
- copy of code of conduct for children & young people;
- copy of code of conduct for parents/guardians;
- copy of anti-bullying policy in relation to children & young people.

### **Disciplinary, grievance and appeals procedures**

Disciplinary, grievance, appeals procedures/problem solving are agreed by the Board of Ulster-Scots Agency and should be adhered to at all times.

### **Health and safety issues**

Staff/volunteers shall ensure that they adhere to the health and safety policies of Ulster-Scots Agency.

### **Reviews of the staff/volunteers' code**

Staff/volunteers Code of Conduct will be reviewed as appropriate with amendments agreed by the board where necessary.

## APPENDIX 3

### Safeguarding Incident Report Form

THIS DOCUMENT IS THE LANGUAGE BODY'S STANDARD FORM FOR REPORTING SAFEGUARDING AND/OR WELFARE CONCERNS.

#### SUSPECTED SAFEGUARDING CONCERNS REPORT FORM

Questions should be answered fully.

This report should remain confidential and be kept in a secure place BY THE DESIGNATED SAFEGUARDING OFFICER

In case of Emergency or out of hours, contact should be made with HSC/HSE or PSNI/An Garda Síochána.

*Name of Person filing report:*

*Organisation Name:*

*Name of child/young person/adult at risk:*

*Age:*

*Parents /Carers Name:*

*Home Address:*

*Post Code*

*Phone No*

**CONCERN:**

*Please complete the box below if a child/young person/adult at risk has made a disclosure.*

**When was the disclosure/concern? (Include date / time)**



**Where was the disclosure/concern made?**

**What were the circumstances leading to the disclosure/concern?**

**Were there other people present at the time of the disclosure/concern?**

**Yes                      No**

**If Yes, please state names / positions**

**What was the nature of the disclosure/concern?**

**Please give the exact words of a child/young person/adult at risk**

**Describe any signs of physical injury evident on the child/young person/adult at risk**

**Describe any observed emotional or behaviour signs/changes in the child/young person/adult at risk**

**Has anyone been named or implicated as part of the allegations (if so, please record details)?**

**What future course of action has been agreed / decided upon?**

**Signed:**

**Date:**

**Referred to:**

\_\_\_\_\_

**Designated Safeguarding Officer**

\_\_\_\_\_

**Date:**

The Language Body has developed guidance in line with the Data Protection Act 1998 (NI or ROI or both): and has agreed that records of referrals to statutory bodies regarding a safeguarding issue about a child/young person/adult at risk should be kept for up to seven years. This information should be locked away in a secure cabinet and access to the keys strictly controlled.

## APPENDIX 4

### Safeguarding Risk Assessment Template

	<b>Identified Risk</b>	<b>Classification</b> <i>(High, /Medium, /Low)</i>	<b>Procedure in place to manage risk</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

# USEFUL CONTACTS

## HSCT - Gateway Teams [www.hscni.net](http://www.hscni.net)

<b>Belfast</b>	028 9050 7000*
<b>Northern</b>	0300 123 4333*
<b>Southern</b>	0800 783 7745*
<b>South Eastern</b>	0300 100 0300*
<b>Western</b>	028 7131 4090 *
<b>Out of hours Emergency Service</b>	There is a single, regional number for out of hours referrals: 028 9504 9999

## HSCT – Adult Safeguarding Service [www.hscni.net](http://www.hscni.net)

<b>Belfast</b>	(028) 9504 1744
<b>Northern</b>	(028) 9441 3125
<b>South Eastern</b>	(028) 9250 1277
<b>Southern</b>	(028) 37412015
<b>Western</b>	(028) 71611366
<b>Out of hours Emergency Service</b>	There is a single, regional number for out of hours referrals: 028 9504 9999

## PSNI

<b>Emergency</b>	999
<b>Non-Emergency/General Enquires</b>	101

<b>Volunteer Now</b> 028 9023 2020 <a href="http://www.volunteernow.co.uk">www.volunteernow.co.uk</a>	<b>Child Exploitation and Online Protection Centre</b> 0870 000 3344 <a href="http://www.ceop.police.uk">www.ceop.police.uk</a>	
<b>Child Care Policy Directorate</b> 028 9052 2698 <a href="http://www.dhsspsni.gov.uk">www.dhsspsni.gov.uk</a>	<b>Access NI</b> 0300 200 7888 <a href="http://www.nidirect.gov.uk/accessni">www.nidirect.gov.uk/accessni</a>	<b>The Rowan SARC</b> 0800 389 4424 <a href="http://www.therowan.net">www.therowan.net</a>
<b>ChildLine</b> 0800 1111 (Helpline) <a href="http://www.childline.org.uk">www.childline.org.uk</a>	<b>NSPCC Helpline</b> 0808 800 5000 <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>	<b>NSPCC NI</b> 028 9035 1135 <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>

You may also want to visit the advice on the Safer Network site  
[http://www.safenetwork.org.uk/help\\_and\\_advice/pages/using\\_social\\_media.aspx](http://www.safenetwork.org.uk/help_and_advice/pages/using_social_media.aspx)