

**SAFEGUARDING POLICY**

**1.Introduction and Key Legislation**

This policy identifies the roles and responsibilities of OUR ROCK in relation to Safeguarding Children and Young People. It complies with the Safeguarding Vulnerable Groups Act 2006, the Care Act 2014, Working Together 2013, the London Child Protection Procedures 2014 and the new accountability and assurance framework-Interim Advice September 2012”.

**2.Lead Responsibility**

The Designated Safeguarding Officer (DSO) is the manager Favour Emmanuel who is available for consultation if a safeguarding issue should arise. It is also her responsibility to update the safeguarding procedure. She is also responsible for the appropriate training of staff. Her telephone number is 07450 547344 and this is also displayed on the notice boards along the corridors and in the office and full details of all contacts in relation to Safeguarding is available on the communal notice boards.

**3.Related Policies**

* Disciplinary Procedure, Grievance Procedure and Whistle Blowing Policy.
* Data Protection Policy.
* IT Acceptable Use Policy.
* Equalities Policy.
* Safer Recruitment Policy
* Complaints Policy and Procedure.
* Harassment and Bullying Policy.
* Health & Safety at Work guidance.

**4.Purpose of this policy**

* To protect vulnerable Young People from harm.
* To help staff to recognise and identify the warning signs of abuse.
* To raise awareness and clarify the roles and responsibilities of staff working with OUR ROCK in the prevention of abuse of vulnerable children and young people.
* To provide guidance for all staff working for OUR ROCK, whether working directly with young people or domestic staff.
* To describe how to find further information for support and advice within OUR ROCK and the Local Authorities that employees work in.
* To outline practice and procedures for all parties within the scope of the policy.
* To provide a clear framework for action when abuse is suspected.

**5.Background**

This guidance is based on the recommendations for safe practice and the protection of vulnerable young people.

Recent cases such as that of Victoria Climbie highlighted the importance of child safety and caused a tightening of governance and governmental action when children fall victim to sustained abuse.

Such cases evidenced the need to address:

* Poor communication and information sharing between regulating authorities and professionals.
* Inadequate training and support.
* Failure to listen to Young People.

**6.THE SAFETY PLAN.**

When escalating concerns, a safety plan drafted on the set template in the care management system is an action plan specifically addressing one or more safeguarding concerns and risks affecting the child /young person. When escalating concerns, there may be a delay between informing the local authority of new or changed concerns and receiving a suitable response. Employees may therefore have information about a young person at risk that the local authority has not yet been informed about and acted upon.   
  
After escalating a concern in a local authority and waiting for an appropriate response, employees and managers will likely share a sense of needing to manage or “hold” risk in the intervening period until the local authority responds suitably. This risk management is best done through safety planning with the young person or adult at risk in order to help them remove, mitigate and better manage risks present. OUR ROCK believes that safety planning is best done in partnership with the young person or adult involved, and should feature: identifying the risks present to the individual, considering potential changes to current circumstances that can be made to reduce the risks present, generating practical, realistic responses to risks, considering the physical and emotional needs of the person at risk when exploring potential actions and changes, encouraging the person to make positive decisions in the interest of their own self-protection, developing an emergency safety plan with suitable contact numbers. The safeguarding team will provide tailored support depending on the circumstances of the safeguarding issue. This may be guidance, advice or instruction.

**7. LOCAL AREAS AND COUNTY LINES**

Where employees have concerns about a child, young person at risk that is connected to travel on public transport, they can also contact the British Transport Police – who will also participate in multi-agency strategy meetings where relevant. Employees may be aware of local “hot spot” areas of concern. Sharing information on these can help police target resources effectively and build a more detailed picture of the safeguarding risks within neighborhoods or communities. Employees may also present information at multi agency child exploitation (MACE) meetings or the local area equivalent. These are exploitation-centered meetings facilitated by local authorities. Intelligence will be recorded in the meeting minutes and information shared effectively with statutory bodies. Employees must discuss any information with their area/unit manager ahead of sharing it and record the discussion in the child’s safety report on the care management system and in a safeguarding workflow document.

**8.CRIMINAL GANGS AND NETWORKS**

Young people involved with criminal gangs or networks are extremely vulnerable to violence and attempts on their life. They may also be a risk to others. They are usually victims of child criminal exploitation. Young people involved in drug consumption may have high debt (whether real or manufactured by the gang/network to intimidate the young person) called “debt bondage”. Such debt poses as threats to a young person’s life, and “near miss” events must be considered as safeguarding concerns and reported to both the local authority and police as relevant using the procedures outlined in this document.

Partnership working is extremely important when supporting young people involved with criminal gangs or networks. Young people may need to be moved out of borough or the local area in order to protect them. Thorough risk assessments and safety planning (for the young person, their wider family and friends as relevant) are critically important. If an employee suspects that a child or young person is being, or has been, subjected to physical, sexual and emotional abuse through the use of internet activity or communication technology – mobile telephones or social media, they must forward details to management and the local authority using the existing procedure as explained earlier. As for unit /area managers, if the concern is related to the sexual abuse or grooming of a child online, a referral should be made to the Child Exploitation and Online Protection Command (CEOP), which is part of the UK's National Crime Agency (NCA). CEOP is tasked to work both nationally and internationally to bring online child sex offenders, including those involved in the production, distribution, and viewing of child abuse material to the UK courts. Referrals can be made at www.ceop.police.uk/ceop-reporting.

The police will often be interested in securing any evidence of online abuse. Employees must take advice from the police regarding deleting content and taking steps to preserve or record evidence of online harm (e.g. screenshots).

If the concerns present an immediate threat to the safety and welfare of the individual, employees must take care not to put themselves at risk, and to seek the assistance of the police. A child who spends some authorised time with their parents where there is domestic abuse, steps will immediately be taken. There would be a suspension on contact arrangements until a full investigation is completed.

**9.HISTORICAL ABUSE**

If an employee becomes aware of a historic abuse allegation, they must discuss this with the Safety Officer /Area Manager or a member of the safeguarding team as soon as possible on the same day. Employees must retain notes of any conversations regarding historical allegations.

**10.Identifying a vulnerable child or young person**

OUR ROCK staff are well placed to identify the risk factors discussed in this policy.

A person may abuse or neglect a young person by inflicting harm, or by failing to act to prevent harm. Young People may be abused in a family or an institutional or community setting; by those known to them or, more rarely, by a stranger.” (HM Government (2006) *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children.* London: the Stationary Office.)

The following factors can indicate that a Young Person might be vulnerable:

* + - Young People with physical disabilities or language difficulties may be more vulnerable than those who can communicate their distress more clearly.
    - Young People where family and social factors may adversely affect circumstances i.e. poverty, homelessness, domestic violence, drug or alcohol abuse and mental health problems.
    - Looked after children (i.e. fostered or in social care settings) or those in criminal justice settings.

**11.Signs of Harm**

It is important to recognise the possible signs of harm that may pose a potential risk to child safety. These may manifest or present themselves in the following manners:

**11.Neglect**

* + - Neglect is the persistent failure to meet the child’s basic physical and/or psychological needs and is like to result in impairment to the child's development.
    - Neglect may occur because of maternal substance abuse i.e. alcoholism or drug misuse and abuse.
    - Once a child is born neglect may involve a parent or carer failing to:
* Provide adequate shelter, food, and clothing.
* Ensure adequate supervision.
* Ensure adequate access to appropriate medical care or treatment.

12. **Physical Abuse**

Physical abuse may involve hitting, shaking, scalding, burning, suffocating, or otherwise causing physical harm to a child. This could also include a parent or carer deliberately inducing illness or symptoms in a child.

13. **Emotional abuse**

Some level of emotional abuse is present in all types of maltreatment of children, although it may also occur on its own. Emotional abuse is the persistent emotional maltreatment of a Young Person, which may affect their development. This may involve:

* + - Conveying to a Young Person that they are unloved, worthless, and inadequate or are only valuable as far as they meet the needs of the other person.
    - Age or developmentally inappropriate expectations of Young Person.
    - Seeing or hearing of the ill treatment of others.
    - Serious bullying causing the child to feel they are in danger or feel frightened, or the exploitation or corruption of Young People.

**14. RADICALISATION**

Current legislation requires all agencies working with children, young people, and adults at risk to play a role in preventing and deterring their possible radicalisation – whether on grounds of religion, culture, or for other ends. Extremism can take many different forms, including far-right extremism. While the PREVENT duty is a high-profile one, it is quite rare as a practice issue for our employees. Certain behaviors or risks for a young person can indicate criminal exploitation as opposed to radicalisation and are far more likely. Employees are strongly encouraged to closely examine available evidence, assess indicators, and discuss these with a manager experienced in work with such issues, or the safeguarding team before taking a view on the potential of radicalisation risk.

While the nature of the risk to the child or young person may raise security issues, the process for responding to likelihood of significant harm or vulnerability is the same as for any other safeguarding concern. If an employee becomes aware of a situation or information that a violent act is imminent, or where weapons or other materials may be in the possession of a young person at risk, or member of their family, they must take the following steps: call the authorities as soon as it is safe to do so, contact the Safeguarding Officer /Area manager immediately for guidance and support and consider together whether further information-sharing is required. Consideration must be given to the possibility that sharing information about the concerns with the child’s parents/carers may increase the risk to the child and it may therefore not be appropriate to inform the parents/carers at the referral stage. Make a referral to the local authority. Whilst many of these referrals will be received by local authorities as early intervention services, the referral must be recorded on the care management system in a safeguarding workflow.

**15.Child Sexual Exploitation (CSE) SAFEGUARDING**

Child prostitution /sexual exploitation is becoming more prevalent in today’s society and exposes young people to differing forms of abuse, assault and emotional vulnerability. Additionally, it can threaten the well-being of young people and lead to a loss of self-esteem. A young person involved in prostitution is likely to have been subjected to physical and/or sexual abuse.

The young people (unaccompanied minors) in the care of OUR ROCK may, at times have been involved in prostitution prior to arrival or enroute to the United Kingdom and as a result of this they may have little or no understanding of the risks they may be exposed to. All staff employed by OUR ROCK will be aware of the potential risks open to young people accommodated by us. All staff will receive training in this area as part of their induction.

Abusers/ coercers will identify vulnerable young people and we must ensure that we act in conjunction with other local agencies to act swiftly and sensitively in the best interests of the young person concerned. It is vital that support and strategies are in place to ensure a positive outcome for the young person concerned.

OUR ROCK management Safeguarding Officer will work with local agencies and adhere to local protocols developed within the framework of “Working Together” 2006 to address issues of this form of abuse. It is the primary aim of OURROCK to safeguard and promote the welfare of young people in our care. We will encourage and support any investigation and prosecution of criminal activity by any person/s that coerces young people or abusing them through prostitution.

It is the policy of OUR ROCK to discuss at a multi-agency level, any/all concerns regarding young people involved in exploitation of prostitution, pornography, etc.

Staff should be particularly alert and identify signs such as:

* Encouraged visits to individuals outside of the property
* Frequent absences from the property
* Older, particularly males observed loitering around the property or vicinity
* Young people getting into cars, being picked up by strangers/ persons unknown
* Young people returning to the property with alcohol/ illegal substances
* Young people returning to the property with expensive gadgets or electronics - other such items that they were not in possession of at an earlier stage.
* Young people returning to the property with expensive items of clothing, cosmetics, footwear, jewelry that they were not in possession of at an earlier stage.
* Young people returning to the property with money that they were not in possession of at an earlier stage.
* Young people’s relationships with older persons.

This list is not exhaustive.

Consideration must always be given to the needs of the young person and arrangements for their immediate safety put in place. Protection and safeguarding the young person is paramount and diversion/s strategies from exploitation should be in place. The longer-term needs of the young person must be assessed with clear plans in place to include sexual health education and other associated needs.

**16.Identifying the signs of child abuse**

All staff need to be aware of the potential signs of child abuse. Listed below are some common indicators of abuse and neglect:

* Physical signs such as hand-slap marks, bruising in unusual places, bite marks, and bruised eyes.
* Poor physical care and inadequate hygiene, inappropriate dress or failure to seek appropriate health care.
* Unrealistic parental expectations and over-protection of a child.
* A child’s behaviour may also indicate that they have been abused. For example if they show fear of certain adults when they approach them, display aggressive behaviour and deliberate self-harm and substance abuse.
* The adult consistently provide inconsistent stories relating to the nature and occurrence of injuries.
* The child may have repeatedly attended a health care organisation with different types of injuries over a short period of time presented in a variety of health care settings.
* It is important to note that there is no one definitive sign, symptom of injury; however a series of seemingly minor events can be as damaging as one event.

**17.Roles, rights and responsibilities**

At OUR ROCK our young people’s protection is paramount in every respect. Staff must always act on young people’s behalf and voice their concerns. This means first knowing how to identify the young people who are at risk and know where to seek advice and support.

Responsibilities of OUR ROCK Limited:

* + - To ensure staff are aware of the Child Protection Policy and are adequately trained.
    - To notify the appropriate authorities if abuse is identified or suspected.
    - To support, and where possible, secure the safety of individuals and ensure that all referrals to services and authorities have full information in relation to identified risk and vulnerability.
    - To promote the principles and good practice to all staff members.
    - To DBS check all staff who work directly with young people.

The responsibilities of staff working for OUR ROCK Limited:

* + - To be familiar with the Child Protection Policy and procedures.
    - To take appropriate action in line with the policies of OUR ROCK Limited
    - To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct in accordance with our policy of disclosure.

**18.Reporting Procedures**

* 1. **Reporting a Suspicion or Incident**
     + Any member of staff who suspects abuse or notices any of the signs must immediately make their concerns known to OUR ROCK Limited.
     + Action should also be taken if it is felt that colleagues are not following the OUR ROCK Safeguarding of Vulnerable Young People Policy and guidelines.
     + Note your concerns and any information given to you or witnessed by you.
     + Report concerns to the appropriate Team Leader.
     + It is not necessary or advisable to seek evidence. By reporting the incident involving the Vulnerable Child and carefully logging any information given to you at this stage, you will lay the foundations for an effective formal investigation.
     + Understand the need not to contaminate, or to preserve evidence if a crime may have been committed.
     + A reminder that employees should regard their own safety and leave the situation if it is not safe.

**b. Receiving suspicion or allegations**

Staff members should:

* Stay Calm
* Listen patiently
* Reassure the child they are doing the right thing by telling you.

Explain what you are going to do:

* Report to relevant Manager
* Write a factual account of what you have seen or happened, immediately.

Staff members should not:

* Appear shocked, horrified, disgusted or angry.
* Make comments or judgements other than to show concern.
* Press the child or young person for details (unless requested to do so).
* Promise to keep secrets.
* Confront the abuser.
* Risk contaminating evidence.

All allegations or suspicions are to be treated seriously.

The following guidelines should be adhered to:

* + - Write down the details of the incident.
    - Pass this report on to the appropriate line manager or Team Leader/Compliance Consultant or a Senior Manager at the earliest opportunity.
    - The Team Leader/Compliance Consultant or a Senior Manager should then take appropriate action to ensure the safety of the child and any other person(s) who may be at risk, and then proceed with investigating the allegation.
    - If the matter relates to poor practice, procedures relating to misconduct should be followed. If the matter relates to abuse, the matter should be referred to Social Services who may involve the Police, and the employee must be suspended pending the outcome of an investigation into the allegations, carried out by Social Services.
    - OUR ROCK acknowledges that this is an extremely sensitive issue for staff and assures all staff and persons working on its behalf that it will fully support and protect anyone who, in good faith, reports a concern that a colleague is, or might be, abusing vulnerable child.
    - Issues of confidentiality must be clarified early on. For example, staff must make it clear that they will have to discuss the concerns with their supervisor.

**19.Support for those who report abuse**

All those making a complaint or allegation or expressing concern, whether they are staff, service users, carers or members of the general public, should be reassured that:

They will be taken seriously and their comments will be treated confidentially. However, their concerns will be shared with the Local Authority Designated Officer if they or others are at significant risk.

In such instances, clients/service users will be given immediate protection from the risk of reprisals or intimidation. If staff, they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

OUR ROCK also guarantees that all documentation will be protected through the Caldicott Principles and adherence to data protection policy and regulation.

**20.Managing Allegation against Staff**

In the event of a young person making an allegation of abuse against a member of staff, the following procedure will be followed:

* All complaints made by young people must be treated as legitimate and, as such, acted upon. The welfare of the young person is the primary concern. The young person will be listened to and made to feel safe and secure.
* The member of staff who receives the allegation will contact the manager who will, in turn, contact the Director. The manager will agree to the immediate steps to protect the young person. (The member of staff will contact the director directly if the manager is the subject of the complaint. The person on shift will contact the manager if the director is the subject of the complaint). This action will be recorded.

The paramount concern will be to agree on any immediate steps that need to be taken to:

* Protect the young person from further abuse
* Minimize the risk to other young people from the alleged perpetrator. This will include consideration as to whether and in what capacity the alleged perpetrator can remain in OUR ROCK.
* The manager will meet with the member of staff against whom the allegation has been made if the member of staff is on shift. If not on shift, the Manager will call the member of staff to Head Office at the earliest opportunity. The Manager will inform the member of staff of the allegations against him/her.
* The member of staff will be informed that their account will be heard.
* This meeting will be recorded.

The director, in consultation with the Local Authority Designated Officer (LADO), will decide whether the member of staff will be suspended on full pay

* until the facts are investigated. This decision will be recorded.
* The member of staff will be told that suspension does not imply guilt but, in fact, protects their own best interests by eliminating any further difficulties at work during the investigation.
* The Manager will contact the director of OUR ROCK, the local Child Protection Team to apprise them of the allegation(s) and the actions taken thus far.
* A Strategy Meeting will be convened by the young person's placing authority to make a decision as to whether to interview the young person, whether to suspend/continue the suspension of the member of staff, and how to resolve the situation.
* The manager will consider, with the member of staff, how (s) he can best be supported during and after the investigation.

The Manager of the OUR ROCK Units will need to decide and communicate to the staff team:

* How the young person can be supported through the investigation.
* How the member of staff can best be facilitated in their return to work.

OUR ROCK has the right and responsibility to conduct a separate internal investigation into the conduct of the member of staff. If disciplinary action is to be considered because of this investigation, this measure will be secondary to the needs of the young person.

Staff that are subject to investigation are entitled to representation in the form of Trade Union support or "workplace colleague" support.

Where it appears to a member of staff employed by OUR ROCK that allegations or suspicions of abuse of a young person by a member of staff has not been adequately investigated and appropriately referred to outside social services. Their professional responsibility is to communicate their feelings to the Director of OUR ROCK. Staff in this position should read OUR ROCK policy on Whistle blowing.

The Manager will take immediate steps to ensure the matter is properly investigated and, if appropriate, refer the matter outside to the appropriate Local Authorities Designation Officer (LADO). It is the responsibility of the Manager to formally record this meeting and provide notes for the member of staff.

**21.OUR ROCK Units Contact Numbers displayed on the notice board**

1. Directors of Care's mobile phone number
2. Manager's mobile phone number
3. Child Protection Officer, phone number:
4. Children's Services Out of Hours phone number
5. Police Child Protection Team phone number
6. Child line phone number
7. Voice for the Young person in Care phone number
8. Young person's social worker's phone number: (see Y*oung Person's file).*
9. Local Hospital telephone number

**22.Record Keeping**

Written record of any concerns will be kept on file. This confidential information will be stored securely and appropriately and will be kept for as long as deemed necessary, in line with Data Protection principles and procedures.

All incidents should be discussed in supervision with the Team Leader. Records kept and report sent to the Allocated Worker within 24hr which should only include:

* Contacts made, description of the incidence, action taken,
* Referrals made, including date, time, reasons and referral agency.

OUR ROCK may be involved in specific projects in which more detailed records are necessary. These will be identified by the Team Leader and made known to the team.

**23.Recording Procedures**

In all situations, including those in which the cause for concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with a statutory agency.

As far as possible an accurate note should be made of:

* The full name of the person(s) reporting and to whom reported.
* Observations and discussions as they happen.
* Any judgements, actions, and decisions.
* Details of health care contacts and any outcomes.
* Results of using a body map to identify specific anatomical areas, marks, or injuries.
* The date and time of the incident and disclosure chronologically recorded.
* The parties who were/might be involved.
* What was said and done – and by whom.
* Any further action taken by OUR ROCK to investigate the matter.

Any further action taken towards the alleged perpetrator: e.g. suspension of a worker.

Any Social Services member of staff to whom concerns are passed, where appropriate and the date and time of the call and subsequent letters sent.

Where relevant, reasons why there was no referral to a statutory agency.

The report should be stored securely and shared only with those who need to know.

All referrals made to Social Services or the Police, should be confirmed in writing and followed up with a copy of the incident report within 24 hrs. Social Services should acknowledge any written referral within one working day of receipt. If no response has been received within 3 working days, contact Social Services again.

Record names, dates and times of subsequent calls, emails and letters made to any Social Services staff to whom concerns have been passed.

These procedures not only serve to protect Vulnerable Young People but also protect employees.

**24.Information requested by another organisation**

The safety and wellbeing of the Vulnerable Young People overrides considerations of confidentiality. However, every effort should be made to ensure that confidentiality is maintained for all concerned, both when the allegation is made and during investigations.

OUR ROCK has a duty to share information with other agencies and authorities if requested in connection with an assessment of a Vulnerable Child or in connection with court proceedings.

The Data Protection Act 1998, Human Rights Act 1998 or Child Protection Act must be considered and would normally override the need to keep the information confidential.

**25.Discussion, Consideration and Action**

Discussion and consideration should include ascertaining:

* Whether or not the situation falls within the definitions of abuse as outlined in this policy
* Whether or not an advocate or appropriate adult is necessary.
* Any immediate action required.
* Whether or not an investigation is necessary, in accordance with internal personnel policies and procedures.

Where abuse is suspected, conclude that a referral should be made to the appropriate agencies/authorities.

**26.E-Safety**

OUR ROCK is committed to enabling the children and young people we work with to use digital technologies safely and responsibly. Our e-safety aims are to:

* Recognise the importance of e-safety within the context of Every child matters
* Recognise the importance of e-safety within the wider work of Geneva International
* Recognise that e-safety is not a technological issue
* Recognise the importance of education, training, and information for all staff on e-safety
* Recognise the need to monitor the impact of the strategy.

OUR ROCK will:

* Ensure Social Networks and inappropriate websites are blocked on our own computers and on any handheld devices used by members of staff.
* Ensure that all staff have an up-to-date understanding of digital and emerging technologies used by the children and young people we work with.
* Block any approaches through social media channels from all children and young people we work with.
* Provide awareness raising and education for all staff on the appropriate and safe use of social media and on their digital distribution of personal information

**27.Dealing with Online Concerns**

If you think a young person is speaking to a stranger online, has been contacted by someone while gaming or is at risk to meeting someone online or being trafficked outside of the UK, you should report this immediately to your line manager. They will take advice from the Child Exploitation and Online Protection Centre and, if appropriate, contact the police and the Local Safeguarding Children Board.

If a Young Person has viewed sexual abuse or violent images of themselves or someone they know, contact your line manager who will notify the police and the Local Safeguarding Children Board.

If a child or young person discloses concern over their online use, they should be referred to the *thinkuknow* website or the *beat bullying* website, unless illegal activities are occurring including sexting, racial harassment, grooming or threats of harm. In these instances, report this immediately to your line manager.

If inappropriate material is discovered on a computer or device used by a child or young person, turn off the monitor, reassure the young person and to protect yourself you need to log and report the URL to a manager. Avoid printing or capturing any material.

**28.Referral Procedure**

The decision to refer or not to refer should be made by the Manager or Director.

When considering the decision as to whether to refer elsewhere (e.g. to Police, Social Services, Local Safeguarding Children’s Boards, Disclosure & Barring Service (DBS) orCareQuality Commission) the following should be considered:

* Known indicators of abuse.
* Definitions of abuse.
* Level of risk to the child.
* The seriousness of the abuse.
* The effect of the abuse on the child.
* Level of risk to others.
* The effect of the abuse on others.
* Whether or not a criminal offence has been committed.
* Whether or not other statutory obligations have been breached.
* Reporting the abuse or neglect as soon as possible.
* The ability of others (e.g. Police, Social Services) to make a positive contribution to the situation.

**Who to Refer or Report Concerns to:**

Report concerns to OUR ROCK Manager in the first instance.

Also contact the emergency services and the Police if there is an emergency where delay may result in serious harm to the Vulnerable Child or if the abuse may constitute a crime. Other agencies are:

* Local Safeguarding Children’s Boards.
* Social Services.
* Registration bodies.
* Care Quality Commission**.**
* Emergency Social Services where there are issues relating to standards and regulations in care homes and domiciliary care agencies.
* In situations of immediate danger, take urgent action by calling the relevant emergency services (e.g. Police, Ambulance and GP).

**29.Information required when referring**

Information, if known, which will be required when you make a referral or report your concerns:

* Details of alleged victim – name, address, age, gender, ethnic background including principle language spoken, details of any disability.
* Details of GP and any known medication.
* If appropriate, advise the agency on the environment or preferred/advised method when approaching the alleged victim or perpetrator.
* Reasons for concerns, and therefore this referral.
* Details of how these concerns came to light.
* Details of the alleged perpetrator.  
  Details of abuse and information about suspicions.
* Details of any other background information.
* An impression of how serious the situation might be.
* Any specific information relating to these concerns.
* Details of any other professional involved.
* Details of carers and any significant family members, neighbours, friends etc.
* Details of any arrangements, which have already been made for the protection of the Vulnerable Child, or any immediate action taken.
* Details of anyone else to whom this referral has also been made.

Information passed on must be relevant, necessary and up-to-date. Staff must confirm in writing any information given verbally.

**30.Staff Code of Conduct**

All staff should be familiar with and comply with the code of conduct and practice of the General Social Care Council (GSCC), copies of which are supplied to all staff. Breaches of any of these codes by staff will be reported, and OUR ROCK will cooperate with any action taken by a regulatory body.

**Action outside the Work Situation**

Although we do not in general seek to regulate the private behaviour of staff, we recognise that on occasions an individual’s behaviour away from work may call into question their suitability to work in social care services. It is the responsibility of all staff therefore to behave, both at work and outside, in ways which uphold their own credibility and the company’s reputation.

**For best practise the following code of conduct are expected from all staff**

* Be accountable by making sure you can answer for your actions and omissions
* Promote and uphold the privacy, dignity, rights, health and wellbeing of young people who are resident at OUR ROCK.
* Work in collaboration with your team to ensure the delivery of high quality, safe and essential care and support
* Communicate in an open and effective way to promote the safety and wellbeing of the young people who are resident at OUR ROCK.
* Maintain confidentiality and make young people aware of the limit of confidentiality
* Strive to improve the service given through continuous development
* Uphold and promote equality, diversity, and inclusion.
* Do not share your own or family personal details with young people
* Do not have contact with young people through social networking sites and outside work hours. If a young person obtains your information, this should be reported to the Manager.
* Do not accept gifts from young people and young people should be deterred from giving staff. However, in practice young people will often give gifts, such as chocolates and to refuse these may be considered rejecting and may result in a negative working relationship. Where this may occur, the gift should be recorded by the Manager and the placing authorities informed. The gift should be shared among the staff team.

**31.Good Practices**

OUR ROCK has in place robust policies and procedures that ensures best practices in safeguarding both staff and young people placed with us. These includes:

**32.Safer Recruitment**

Our recruitment procedures and policies of OUR ROCK include:

* Enhanced Disclosure & Barring System checks with lists during the selection process.
* Occupational Health checks.
* Ensuring that applicant’s mandatory training is up to date.
* Ensuring that references are obtained, and identities confirmed.
* Risk assessment of role.
* Completion of OUR ROCK application forms, which state the prospective or current staff member’s duty to declare any existing or subsequent convictions.

**33.Referral and Matching Process**

At OUR ROCK Limited we ensure that children and young people’s care experiences are positive and enable them to thrive. By promoting best practice in admissions and matching, our aim is to make Young people admitted into our care feel safe and be assured of receiving the support they need to grow, thrive, and achieve their potential.

In order to do this, we work closely with the placing authorities and other professionals to share information and make sound decisions about the suitability of potential placements. In addition, OUR ROCK has a responsibility to consider how the introduction of the new placement might impact upon the safety and wellbeing of young people already living in the service. The level of risk or potential harm to the new person joining the current residents is also considered. The placement may require alternative accommodation if the new resident may potentially disrupt the support activities of current residents, this may be anything from influencing negative engagement with staff, encouraging anti -social or criminal behaviour or encouraging challenging behaviour and against staff or significant breach in the home rules.

When considering the referral of a young person for admission into any of our placements, we carry out our own risk assessment of whether it can meet the needs of the child or young person, and therefore whether the placement is appropriate. We look at the local area assessment in terms of risk and the availability of local resources to support the identified needs of a young person.The following information, whilst not an exhaustive list, are requested from the placing authority to support with this assessment for an informed decision.

* Age, ethnicity, and religion of the child
* Location of the current carers and reason why a new placement is required
* Date and type of placement required
* Details of the placing authority’s expectations concerning the new placement
* Name, workplace and contact details of the social worker
* The legal basis for the current work with the child
* Assessment of needs based on the impact of the child/young person’s experiences
* A comprehensive chronology of significant events in the child/young person’s life up to the present day
* Prevailing circumstances at the time, including the risks if the young person is not placed
* Details of the young person’s personal characteristics, strengths, abilities, likes, talents, aspirations, goals, and resilience
* A care plan setting out any presenting needs or difficulties which need to be addressed by the placement including any matters pertinent to the safety and well-being of the child or young person. This should include a copy of the risk assessment and any previous behaviour management plan
* A plan for any specific health needs, and diagnosis if they have
* Details of whether the young person can be placed with animals (and any specifics around this)
* A summary of the young person’s education to date, and a plan for their future education
* Details of any specific arrangements deemed necessary to maintain the young person’s safety and feelings of safety, including details of any concerns about the young person’s exposure to child sexual exploitation and up to date risk assessment
* Details of any involvement in offending, outstanding charges, court or panel dates, orders and bail/remand conditions
* History of going missing, or failing to return from free-time or home contact and associated risks
* History of behavioural distress towards others, and whether the young person has needed to be restrained in order to keep them or others safe
* History of sexually harmful behaviours, including predatory sexualised behaviour. Whether they are subject to MAPPA arrangements and what
  1. Current work is ongoing
  2. History of self-injurious behaviours or suicidal thoughts/actions
  3. Details of the services, resources and equipment the child/young person needs in order to meet their health, educational, individual interests, racial, religious/cultural, and linguistic needs
* Identification of important relationships (including connections and relationships from previous care placements), and proposed contact arrangements to facilitate continuity and development of these relationships; practical considerations for young people placed far away from home and how contact, where appropriate, will take place
* Explicit consideration of the anticipated needs of the young person in relation to accommodation post 18

**Matching Process**

Before making placement decisions, we ensure that a robust matching process is followed. Being fully conversant with the needs of the group of young people currently placed in our service, and by taking full account of our current staffing we have developed a format for recording the matching process and the reasons for decisions which are made. This includes an impact assessment which clearly records the potential risks and benefits for all young people affected by the potential placement.

We take into account the following information when considering the referral of a child or young person for admission into any of our placements:

* The positives in this potential placement, for both the young person and the existing young people
* What can be offered which will make a difference
* Views of the young person about where they might live
* Proximity and distance from family, friends and people who are important to the young person
* Availability of resources required by the young person in the locality, for example, education, support to travel, time to travel to and from school, availability of specialist health services, etc.
* Contact and advocacy arrangements from the placing authority, including for young people placed from outside Scotland
* Desired outcomes for the young person, and skill mix of staff to help the young person to achieve those outcomes
* Stability and consistency of staff to enable the young person to settle and begin to establish relationships
* Capacity of the service to develop and nurture relationships with the young person; provide love and care; and recognise and respond to any trauma they may have experienced
* Availability of staff numbers and gender mix to meet
* the needs of the young person and ensure they support the young person appropriately
* Impact of the placement on young people currently living in the service
* Any obvious reasons why a placement should not be made, for example, a young person with risk of sexually harmful behaviour and young people with known vulnerabilities already living in the service

**34.Professional Boundaries**

At OUR ROCK, we believe that staff need to observe professional boundaries in their relationships with service users and their relatives, friends, visitors and representatives and that behaviour outside those boundaries should be regarded as abusive and a reason for disciplinary action. We recognise that it is often difficult to draw precise lines defining appropriate behaviour, so we encourage staff to be transparent in their dealings with service users and others and to discuss with managers any ambiguities which arise. The starting point is that the needs of service users should be at the centre of our care practice; any relationship which might threaten that objective will be questioned.

**Professional Relationship**

Professional relationships must be distinguished from personal relationships. Although we believe that staff can quite properly gain satisfaction from developing and sustaining relationships with Service users, the key consideration should always be the needs of the Service user rather than the personal or mutual satisfactions which characterise personal relationships. Staff must therefore on occasions hold back from allowing a relationship to develop a dimension or to a degree which they personally would find satisfying, in the interests of ensuring that the needs of the Service user remain paramount. Any member of staff who feels that a relationship is developing which might be judged inappropriate, should discuss the situation with their manager. The action to be taken may include varying the staff member’s duties in order to limit contact with that person, discussing the situation frankly with the person in order to re-establish appropriate boundaries, or in extreme circumstances controlling an individual’s contacts with OUR ROCK.

**35.Safe Spaces**

A safe space policy is all about creating an open and welcoming environment where young people feel safe, enjoy, and participate. OUR ROCK Ltd is committed to providing an inclusive and supportive space for all young people.

This policy is applicable to all staff and young people and covers any OUR ROCK events, unit or space and the objective is to ensure that:

* We aspire to provide an environment where staff and young people can express their views free from discrimination, harassment, and bullying
* ‘Freedom of Speech’ should be respected as well as recognising its boundaries.
* We must respect our diverse population and take a zero-tolerance approach to discrimination in any term.
* We are committed to our core value of inclusivity and will take a zero tolerance approach to language or behaviour that is racist, sexist, homophobic, threatening or violent, that could cause offence to any service user with a disability as well as any other person that feels harassed, bullied or discriminated against.
* We are committed to creating a safe, open-minded, inclusive, and welcoming environment, in which staff and young people can live and work in an atmosphere of respect and tolerance. T
* Staff and service users are free from intimidation or harassment, resulting from prejudice or discrimination on the grounds of age, disability, marital or maternity/paternity status, race, religious beliefs, sexual orientation, gender identity, trans status, socio-economic status, or ideology or culture, or any other form of distinction.

**CCTV**

At OUR ROCK, our homes are monitored with closed circuit television (CCTV) for staff, young people and premises security purposes. Cameras are located at communal areas on the premises, and images from the cameras are recorded.

The use of CCTV falls within the scope of the Data Protection Act 1998. This code of practice follows the recommendations issued by the Data Protection commissioner in accordance with powers under section 51 (3)(b) of the 1998 Act and General Data Protection Regulation (GDPR) 2018.

In order to comply with the requirements of the 1998 Act, Data must be:

* Fairly and lawfully processed
* Processed for limited purposes and not in any manner incompatible with those purposes
* Adequate, relevant, and not excessive
* Accurate
* Not kept for longer than is necessary
* Processed in accordance with individual’s rights
* Secure

**Protocols**

* The surveillance system will be registered with the ICO in line with data protection legislation.
* The surveillance system is a closed digital system which does not record audio.
* Warning signs have been placed throughout the premises where the surveillance system is active, as mandated by the ICO’s Code of Practice.
* The surveillance system has been designed for maximum effectiveness and efficiency; however, OUR ROCK cannot guarantee that every incident will be detected or covered and ‘blind spots’ may exist.
* The surveillance system will not be trained on individuals unless an immediate response to an incident is required.
* The surveillance system will not be trained on private vehicles or property outside the perimeter of the unit.

**36.Security**

Access to and disclosure of images recorded by CCTV and similar surveillance equipment is restricted and carefully controlled, not only to ensure that the rights of individuals are preserved, but also to ensure that the chain of evidence remains intact should the images be required for evidential purposes.

OUR ROCK grants access to images, to practice staff and other professionals such as police for use in legal proceedings. In cases where recordings are removed from secure storage for use of legal proceedings, the following must be documented using the CCTV form provided by OUR ROCK Ltd:

* The name of the person removing from secure storage, or otherwise accessing the recordings
* The date and time of removal of the recordings
* The reason for removal
* Any crime incident number to which the images may be relevant
* The place to which the recordings will be taken
* The signature of the collecting police officer, where appropriate
* The date and time of replacement into secure storage of the recordings

**37.Internet Safety**

At OUR ROCK Ltd, we have in place a robust internet safety policy, which addresses:

* Access by young people to inappropriate matter on the Internet.
* The safety and security of young people when using electronic mail, chat rooms and other forms of direct electronic communications.
* Unauthorized access, including so-called “hacking,” and other unlawful activities by young people online.
* Unauthorized disclosure, use, and dissemination of personal information regarding young people; and measures restricting minors' access to materials harmful to them.

Our internet safety policy includes:

* Technology protection measures. These protection measures block or filter internet access to pictures that are obscene, child pornography or generally harmful to young people.
* A set of Home Internet Rules, based on the Young Person’s Acceptance and the
* Risk Assessment must be negotiated with the young people and the rules must be relevant to the young people’s needs and the home circumstances.

Our Home Internet Rules set clear boundaries, using appropriate language, about what is expected of our young people while residing at OUR ROCK. These include:

* Time limits:
* The type of sites or specific sites that the young person is permitted or not permitted to use.
* Agreement to explain or show carers what they are doing online at any time.
* Any behaviour that is unacceptable e.g. bullying, gossiping.
* If the young person accesses social networking sites, agreement to share who their online ‘friends’ are, ensure privacy settings are appropriately set and establish the type of activity that is acceptable.
* The need to tell someone if inappropriate content is accessed or they are upset by anyone while online.
* The need to ask before carrying out certain activities e.g. setting up an account on a games site, joining a social networking site
* Home Internet Rules are displayed or kept near to the device that the child uses most frequently to access the Internet. The Home Internet Rules are reviewed and, if necessary, revised at regular intervals.

**38.Mobile Phone and Camera Policy**

Mobile phone and camera technology have become more sophisticated over recent years and will continue to evolve. Wireless connections extend the capabilities of mobile phones further and allow access to new content and services, such as the internet, social networking sites and instant messaging. Most mobile phones offer camera, video, and audio recording as standard.

Mobile phones/cameras alongside other technologies aim to change the way we communicate. The speed of communication will often provide security and

reassurance: however, as with any other form of technology, there are associated risks. Children and young people must be encouraged to understand such risks to enable them to develop the appropriate strategies which will keep them safe.

As with online safety issues generally, risks to children and young people should be broadly categorised under the headings of:

* Content
* Contact
* Conduct
* Commerce

These issues are to be managed by reducing availability, restricting access, and increasing resilience. This philosophy should be applied to the use of mobile phones/cameras through this policy. Acceptable use and management of mobile phones/cameras is therefore to be agreed by all service users. There is to be a clear expectation that the personal use of mobile phones is to be limited to specific times and uses and agreed with the designated person for safeguarding/child protection manager. Safe and secure storage facilities are to be made available to store personal belongings, as necessary.

Under no circumstances are images, video, or audio recordings to be made without prior explicit written consent by the designated person for safeguarding/child protection or manager.

**What is inappropriate or explicit content?**

As young people start to explore the internet, they may come across content that is not suitable for their age, or that may upset them or worry them. Inappropriate content can include:

* terror attacks,
* cruelty to humans and animals
* self-harm sites
* pro-anorexia and eating disorder content
* pro-suicide content
* sexual abuse and rape
* violence and distressing content
* hate sites
* online porn.

**Taking, sharing, and receiving explicit images:**

If staff is worried that a young person may have been taking, sharing, or receiving inappropriate or explicit images, staff must do the following:

* talk to them about what they are sharing or have seen, and if they know who else has seen the pictures.
* remind them that people online may not be who they say they are.
* explain that they should always think carefully about what they share online, as once it has been sent, they lose control of it
* suggest they download the [Zipit app on Childline](https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/sexting/zipit-app/) to help them deal with requests for inappropriate photos
* let them know they can always come to you if they see anything that worries or upsets them online.
* Report to the manager.

**If a young person has seen inappropriate content:**

Sometimes, innocent searches can lead to not so innocent results as sometimes, young people may look for things because they are curious. It is important to know how to reassure young people and help them know what to do and where to go for support if they see inappropriate content online.

If a young person has seen inappropriate content online, staff must:

* talk with them about what they have seen – let them know what is, and is not, appropriate for their age.
* reassure them they can come to staff, another trusted adult or [Childline](https://www.childline.org.uk/get-support/) if they're worried about something.
* get advice on setting up [parental controls](https://www.nspcc.org.uk/keeping-children-safe/keeping-children-safe/online-safety/parental-controls/).
* avoid ‘sharenting’ or sharing explicit or inappropriate content you have seen online to raise awareness. Sharing content of physical or sexual abuse is illegal and can be upsetting to the child and others who come across it.
* report any inappropriate, illegal, explicit, identifying or distressing content to [CEOP](https://www.ceop.police.uk/safety-centre/) through their website. You can find about more about reporting content on our [sexting page](https://www.nspcc.org.uk/keeping-children-safe/online-safety/sexting-sending-nudes/).
* block any distressing, inappropriate or upsetting content on social media websites. You can learn how to do this through [Net Aware](https://www.net-aware.org.uk/).

**39.Use of mobile phones by staff**

OUR ROCK Ltd understands that staff may need to use their personal mobile phone during their working day. Staff must follow the following guidelines when using mobile phones:

* Limit the use of their own devices to allocated break times so as not to interfere with their working day unless otherwise agreed with their manager.
* Under no circumstances should personal mobile phones be used whilst staff are working with Service user either on company premises or in outing with young people. Staff should not use their personal phone to communicate with young people or the placing authority.
* Lone Working Staff are required to carry the company’s phone when on duty or on outing with young people as part of their personal security arrangements. For further guidelines on lone working refer to the OUR ROCK Working Policy and procedure.

**40.Incident reporting**   
We use the incident report template on the care management system to generate reports which filters the information to the daily logs. The template includes instruction guides on adding management or stake holder confirmation on to it. The system allows for the staff user to instantly forward the information to social workers and managers through the internal email system. Incidents that require immediate action based on the severity are filtered to the text system with pre-filled numbers so that those who need to take immediate action are alerted instantly. There are different forms of incidents and their prioritisation is detailed in the staff guide.

1. Definition of Accident

An accident is an unplanned event that results in injury or ill health to people as well as damage to property, plant and equipment where there was a risk of harm. This includes what are known as 'dangerous occurrences' or 'near misses'.

Most accidents have the potential to cause both property damage and personal injury but not always both. All accidents need to be reported to enable the company to take appropriate action to prevent a recurrence.

2. Accident Reporting

2.1 All Accidents

All accidents must be recorded/reported in the Accident Book and in children's Daily Records. If First Aid is given it will be necessary to record it elsewhere, see First Aid, Home Remedies and Medication Procedure.

If the accident is minor, the Unit Manager must investigate the incident and initiate control measures and Risk Assess to determine the possibility of repeat accidents.

If the accident is more serious, it will be necessary to record/report it as set out in the following sections.

**Reportable Accidents and Incidents**

These are any accidents or incidents that fall between 'Minor' and Health & Safety Executive (HSE) reportable incidents. For example:

* An injury to a person that results in them being unable to carry out their normal duties for up to two days;
* An injury that required hospital treatment but the person was not kept in hospital for more than 24hrs;
* Any accident involving a young person that requires hospital treatment.

In the case of these accidents:

* The records must be in the accident book and an accident report completed;
* The Unit Manager must be informed and should conduct a Risk Assessment.

Serious Reportable or Notifiable Events/Incidents Procedure

These are accidents and incidents that are serious and are reportable or notifiable (for notifications procedure see Section 2.4, Notifications Procedure).

**Over seven - day injuries**

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days.

Now it is a requirement to report injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

**Over three-day injuries**

A record must still be kept of the accident if the worker has been incapacitated for more than three consecutive days. The company must keep an accident book under the Social Security (Claims and Payments) Regulations 1979.

Death or major injury

A young person, employee or self -employed person working on the premises is killed or suffers a major injury (including as a result of physical violence), or a member of the public including a young person is killed or taken to hospital;

Major injuries are:

* Fracture other than to fingers, thumbs or toes;
* Amputation;
* Dislocation of the shoulder, hip, knee or spine;
* Loss of sight (temporary or permanent);
* Chemical or hot metal burn to the eye or any penetrating injury to the eye;
* Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation; or requiring admittance to hospital for more than 24 hours;
* Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation or requiring admittance to hospital; for more than 24 hours;
* Unconsciousness caused by asphyxia or exposure to harmful substances or biological agents;
* Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
* Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or toxins or infected material;
* Serious or persistent self-harming or attempted suicide by a young person (see Self Harming Procedure).

Specified diseases

If a doctor notifies you that your employee, visitor or young person suffers from a reportable work-related disease then you must report it to the enforcing authority.

Examples of reportable diseases include:

* Certain poisonings;
* Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne;

**42.Lone Working Policy and Procedures**

OUR ROCK employees are required to take reasonable care of themselves and others affected by their work and to co-operate with the company in meeting their legal obligations with regards to Health and Safety and other legislation. To manage or minimise risks as far as possible OUR ROCK has implemented several safe systems of working. One of these key measures is the ‘Lone Working procedure.

It is generally considered that Lone working increases the vulnerability of workers therefore it is essential for staff safety, that people working away from the office can be located by staff in the main office. To facilitate this, the lone working procedures must always be observed. Failure to comply with the lone working procedures may result in disciplinary action being taken.

OUR ROCK keep details of lone workers’ emergency contacts and other details (personal description, car registration, home phone number, etc) in accordance with our Data Protection Policy and they will only be used in circumstances when the lone worker has not followed the Lone Working procedure, or we are unable to contact them and therefore have concerns for their safety.

All Remote Workers, who are regular lone workers, will be provided with a work mobile phone, which they will always be expected to carry during their working hours when outside of their office base.

An identity card with photograph will be issued to all staff members for identification purposes, along with the address and contact details of the main office. Staff will be expected to wear this identity card whenever they are lone working.

All office staff will be trained not to give out any employees’ home office or work mobile telephone numbers to service users or members under any circumstances.

**43.Coronavirus and infection control**

This policy is an aspect of ‘safe’ because OUR ROCK Limited believes that adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of both service users and staff. It also believes that good, basic hygiene is the most powerful weapon against infection, particularly with respect to hand washing.

**Aim of the Policy**

This guidance will assist is to inform, educate and advise staff and service users on:

**What is Coronavirus?**

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

The [NHS website](https://www.nhs.uk/conditions/coronavirus-covid-19/) along with [Public Health England](https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19) have more information about how coronavirus is spread and answers [common questions about the virus.](https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/)

**How to Prevent the Spread of Infection**

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.

There are general principles anyone can follow to help prevent the spread of respiratory viruses, including:

* washing your hands often - with soap and water or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport. Guidance is available on [hand washing](https://www.gov.uk/government/publications/covid-19-guidance-for-staff-in-the-transport-sector)
* covering your cough or sneeze with a tissue, then throwing the tissue in a bin. (See [Catch It, Bin It, Kill It](https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016))
* people who feel unwell should stay at home and should not attend work.
* Staff and young people should wash their hands:
  + before leaving home
  + on arrival at work
  + after using the toilet
  + after breaks and sporting activities
  + before food preparation
  + before eating any food, including snacks
  + before leaving work
  + on arrival at home
* use face mask and apply hand sanitisers
* avoid touching your eyes, nose, and mouth with unwashed hands
* clean and disinfect frequently touched objects and surfaces
* If staff are worried about their symptoms or those of a family member or colleague, please call NHS 111. They should not go to their GP or other healthcare environment.
* Staff must report all incidences of Covid-19 to the manager and record them in the Health Monitoring book.

**See further information on the**[**Public Health England Blog**](https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/)**and the**[**NHS UK page**](https://www.nhs.uk/conditions/coronavirus-covid-19/)

OUR ROCK Limited will continue to monitor new developments and update staff and young people accordingly in line with government guidelines.

**Summary**In summary, the employee’s primary responsibility is to protect the Vulnerable Young Person if they are at risk. Each employee has a duty to act and employees should not have to cope alone.

















