

Safeguarding Handbook

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Manchester Youth Zone

'Somewhere to go. Something to do. Someone to Talk to'

Mission Statement

'To provide a safe, attractive, accessible, affordable facility where young people of all backgrounds and abilities can meet to play and participate in a wide range of sports, arts, music, media and developmental activities, seven days a week, where they will find positive people who listen, support, and encourage them to explore opportunities, develop their strengths and talents – and have fun'.

Ethos and Values

Young people

- We offer young people the opportunity to engage in a range of activities in a safe environment which helps them to value themselves and broaden their outlook
- We encourage young people to have respect for themselves and others
- We encourage young people to make positive choices relating to all aspects of their lives
- We find creative ways to work with young people
- We involve young people in making decisions about the Youth Zone and how it's run
- We listen to young people without being judgemental
- We encourage young people to be accountable for their behaviour
- We want young people's experience at MYZ to be fun

Community

- We aim to understand and satisfy the needs of the community in which we work
- We work in partnership with local organisations, particularly those which support young people
- We recruit volunteers of all backgrounds from our local and business communities
- We aim to make the experience of anyone who volunteers with us or supports us personally rewarding and fun

Supporters

- We keep our patrons, champions, partners, supporters and members fully informed about MYZ's activities and work with them to maximise opportunities to get them involved

Team

- We are passionate about what we do, and strive to be the best we can at every aspect of our work
- We constructively help team members to recognise their strengths and provide training/development of the highest quality to enable them to fulfil their potential
- We support each other and work as a team at all times

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1. Introduction

All children and young people have the right to be protected. At Manchester Youth Zone, we need to ensure that all members are safeguarded and protected from harm, whatever their specific needs and circumstances. Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Taking action to enable all children to have the best outcomes

The document '*Working Together to Safeguard Children (March 2015)*¹ sets out the arrangements for how all organisations must work together to safeguard and promote the welfare of children.

Safeguarding is not just about protecting children from deliberate harm. It relates to all aspects of life including:

- Members' health and safety
- The use of reasonable force
- Meeting the needs of members with medical conditions
- Providing first aid
- Residential and offsite visits
- Internet or e-safety
- Safe management of visitors

¹ Working Together to Safeguard Children, March 2015.

- Safer recruitment
- Appropriate arrangements to ensure security, taking into account the local context

Safeguarding can involve a range of potential issues such as:

- Bullying, including cyberbullying (by text message, on social networking sites and so on) and prejudice-based bullying
- Hate crimes
- Radicalisation
- Crime exploitation
- Child sexual exploitation
- Female genital mutilation
- Domestic violence
- Sexting
- Substance misuse

Manchester Youth Zone recognises its legal and moral duty to promote the wellbeing of children, and protect them from harm, and respond to child abuse by:

- Creating and maintaining a safe environment for children and young people;
- Identifying where there are child welfare concerns and taking action to address them, in partnership with other organisations where appropriate.
- Recognising that there may be additional needs to consider to avoid discrimination and harassment (such as those relating to age, gender, sexuality, religion, culture, disability and race). Young people from minority ethnic groups and those with disabilities (particularly around communication) face barriers that may require additional support and consideration. Staff should refer to the organisation's policy on Equal Opportunities².

Many Serious Case Reviews noted missed opportunities for services to intervene and prevent abuse occurring. It is crucial therefore that Manchester Youth Zone works in partnership with other agencies to safeguard and protect our members. We have a duty of care to share any information that puts a young person in the way of potential significant harm with social services. Manchester Youth Zone also has a moral responsibility to share any criminal activity with the police. Regardless of their role, every member of staff (and volunteer) needs to ensure that they are aware of their duties and responsibilities to help safeguard and protect the young people at Manchester Youth Zone.

2. Purpose and aims of Manchester Youth Zone Handbook

The purpose of Manchester Youth Zone policy is to ensure that all staff and volunteers are aware of their legal and personal responsibilities to ensure the safeguarding and welfare of children and young people at Manchester Youth Zone and to ensure that staff know what to do should they have a concern. Manchester Youth Zone strives to create a culture in which children are valued, heard and that their right to be safe is upheld; the Safeguarding policy aims to support Manchester Youth Zone staff in achieving this.

This policy outlines how to recognise the signs and symptoms of possible abuse to ensure that staff recognise the significance of what they are observing, and the procedures that they need to follow if they have a concern. Staff and volunteers are trained to support their development this ensures that we have a knowledgeable staff team able to respond appropriately in safeguarding and child protection situations.

3. Designated person(s)

The designated person responsible for managing safeguarding concerns at Manchester Youth Zone is;

James Dronsfield – Safeguarding Officer
Tel: 0161 203 5333 ext. 215

² Equal Opportunities Policy

Email: james.dronsfield@manchesteryz.org

The designated person(s) are key to ensuring that proper procedures and policies are in place, and are followed with regard to child safeguarding issues and is the primary person to whom members of staff and volunteers report concerns, through the Line Management systems of the youth zone.

In line with 'Working Together to Safeguard Children', the Designated Person(s) are required by law to have undertaken the recognised course 'Safeguarding Children for Designated Child Protection Staff – Level 3' and that this is kept up to date with appropriate refreshers every three years.

If the Safeguarding Officer is not present for any reason, responsibility will be passed to the next senior member of staff, this is usually the Head of Youth work or Mentoring Coordinator, depending on availability. A contact list is at the back of this policy.

Responsibilities of the designated person:

- Managing Referrals – In which case they should respond to all suspected concerns of abuse and contact;
 - Local Authority Designated Officer (details are listed in this document) - If there are child protection concerns surrounding staff members or volunteers
 - Local authority children's social care – If there are concerns relating to a child
 - Disclosure and Barring Service (DBS) - Where a person has been dismissed due to risk/harm to a child
 - Police - Where a crime may have been committed
 - The CEO and designated trustees - To inform of issues relating to section 47 of the Children Act 1989³
- Training – the designated person should receive appropriate refresher training every 3 years in order to;
 - Understand the assessment process for providing early help and intervention
 - Have a working knowledge of how local authorities should conduct themselves when investigating cases of child abuse
 - Have an understanding of how to report and contribute to child protection case conferences and child protection review conferences and to be able to attend and contribute effectively
 - Ensure all members of staff and volunteers have an understanding of the organisation's safeguarding policies and procedures and other relevant policies, particularly new and part time staff, to support vulnerable young people
 - To provide appropriate induction and refresher training for all staff
 - Keep detailed, accurate and secure records relating to concerns and referrals for young people
 - Obtain access to any relevant resources and attend any training that may be beneficial to their role
 - Encourage a culture of listening to children and young people and adopting a child centred approach ensuring their thoughts and feelings are being taken into account before taking any action
- Raising awareness – The designated person should ensure the Youth Zone's policies and procedures are known and used appropriately;
 - Ensure the organisation's safeguarding policy is reviewed annually (or as required) and any necessary amendments are made and disseminated to the staff team
 - Ensure the Safeguarding Policy is available publicly and parents/carers are made aware that Manchester Youth Zone has a responsibility to report and refer any suspected cases of child abuse and Manchester Youth Zone's role in this, further information for young people is accessible through staff or on notice boards around the building
 - Link with the Local Safeguarding Children's Board (LSCB) to make sure the organisation is receiving relevant updates on policies and implementation
 - Share any relevant information possessed on a young person with relevant agencies, so long as this does not impact ongoing investigations

³ Children Act 1989, Section 47.

4. Terms of reference

In 'Working Together to Safeguard Children' (March 2015), abuse is described as *'any form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children'*

Professionals should, in particular, be alert to the potential need for early help for a child who:

- is disabled and has specific additional needs;
- has special educational needs;
- is a young carer;
- is showing signs of engaging in anti-social or criminal behaviour;
- is in a family circumstance presenting challenges for the child, such as substance abuse, adult mental health, domestic violence; and/or
- is showing early signs of abuse and/or neglect.

Child protection is just one element of Safeguarding and deals with identifying and responding to suspected child abuse. It is our responsibility to ensure that any young person who is at risk or who suffered abuse is protected from harm and kept safe.

Exploitation is used as a coercive force to encourage young people to participate in activities that are either illegal or detrimental to their own person development; this is usually done by a perpetrator offering money/drugs/gifts/attention as an incentive. Groups of young people are more vulnerable to this form of abuse, symptoms of this group are; low income, poor parental relationships, low self-esteem etc.

Safeguarding is broader and covers all those areas that deal with ensuring a child's safety. This means:

- Ensuring that young people are safe and protected from maltreatment, abuse or neglect
- Ensuring that young people have optimum life chances to ensure they have the best chance to make a success of their adulthood
- Preventing anything that might put their health or development at risk and are growing up in circumstances consistent with the provision of safe and effective care.
- The desired safeguarding outcomes are that children and young people ARE safe, and that they FEEL safe.

Significant Harm - As professionals working with children or young people, it is vitally important that we are able to recognise if and when a child with whom we come into contact may be suffering from significant harm, regardless of which category of abuse the harm may indicate. 'Harm' can be defined as interruption or damage to a child's development and incorporates all categories of abuse. 'Significant' is less easy to define, so staff and volunteers should consider:

- Is the harm substantial?
- Is it extensive?
- Is the child young, disabled, unable to communicate, or for any other reason, particularly vulnerable?
- Has ill treatment continued over a long period?
- Has it occurred on more than one occasion?
- Was the ill treatment intentional?
- Was it premeditated?
- Were threats or coercion used?
- Are there any sadistic or bizarre elements to the ill treatment?

If the answer to any of these questions is yes, then the harm is more likely to be significant and a referral should always be made if there are ANY concerns.

5. Types of abuse

The possibility of abuse should be considered if a young person shows a number of these symptoms, or any of them to a marked degree, or on regular basis (all of these definitions have been taken from MSCB guidance⁴):

Physical abuse

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

Indicators of this are;

- Unexplained recurrent injuries or burns
- Improbable explanations or refusal to explain injuries
- Wearing clothes to cover injuries, even in hot weather
- Absconding
- Fear of medical help or examination
- Self-destructive tendencies
- Aggression towards others
- Fear of physical contact - shrinking back if touched
- Admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to 'make him study')
- Fear of suspected abuser being contacted
- Bruises seen on parts of the body not normally harmed through play, such as in or around the mouth
- Bruises that appear as a small 'grasp' or finger marks to a child's arm or legs
- Injuries that look like they have been caused by a belt or stick
- Bruises that appear to be of different ages (colour) in the same area
- Injuries that appear the same on both sides of the body, legs head or arms
- Injuries that appear as bite marks, especially when the marks appear to be those of an adult or an older child (more than 3cm across)

It is a concern when a child is not taken for treatment if they are suffering pain, swelling or discolouration over a bone or joint. Although it may not always be possible to know whether a child has a fractured bone, it is difficult for a parent / carer to be unaware that the child has been hurt. It can be difficult to distinguish between a burn and scald that has been caused accidentally or non-accidentally. As with fractures, all burns and scalds should receive medical attention.

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur on its own.

Indicators of this are;

- Very low self-esteem, often with an inability to accept praise or trust in adults
- Excessive clinging and attention seeking behaviour

⁴ MSCB Safeguarding Children Procedures

- Over anxious – being excessively ‘watchful’ (hyper vigilant), constantly checking or being over anxious to please
- Withdrawn / socially isolated
- Physical, mental and emotional development lags
- Sudden speech disorders
- Continual self-depreciation ('I'm stupid, ugly, worthless, etc.')
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ('I deserve this')
- Neurotic behaviour (rocking, hair twisting, self-mutilation)
- Extremes of passivity or aggression

Neglect

The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse or not accessing appropriate antenatal care. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

Indicators of this are;

- Constant hunger and complaints of tiredness
- Poor personal hygiene
- Poor state of clothing
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies
- Below average weight / height
- Reluctant to go home, particularly at weekends / holiday

Sexual abuse

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

Indicators of this are;

- Being overly affectionate or knowledgeable in a sexual way inappropriate to their age, or acting out precocious sexual behaviour with others
- Medical problems such as chronic itching, pain in the genitals, venereal diseases
- Other extreme reactions, such as depression, self-harm, suicide attempts, running away, overdoses, anorexia
- Personality changes such as becoming insecure or clinging
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn

- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a specific person
- Starting to wet again, day or night/nightmares
- Become worried about clothing being removed
- Suddenly drawing sexually explicit pictures
- Trying to be 'ultra-good' or perfect; oversensitive or overreacting to criticism
- Reluctant to go home

Other types of abuse

Child Sexual Exploitation is a form of child abuse which involves children and young people receiving something in exchange for sexual activity. Perpetrators of child sexual exploitation are found in all parts of the country and are not restricted to particular ethnic groups. Staff can also refer to the DfE guidance 'What to do if you suspect a child is being sexually exploited?'⁵ Child trafficking is a very serious issue which can have a devastating and lasting impact on its victims. Children can be trafficked into, within and out of the UK. 'Trafficking of persons means the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

Domestic violence

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. Staff can also refer to the DfE guidance Domestic violence and abuse⁶.

Fabricated or induced illness

The fabrication or induction of illness in children is a relatively rare form of child abuse. Where concerns exist about fabricated or induced illness, it requires professionals to work together, evaluating all the available evidence, in order to reach an understanding of the reasons for the child's signs and symptoms of illness. Staff can also refer to Safeguarding children in whom illness is fabricated or induced⁷.

⁵ What to do if a child is being sexually exploited?

⁶ Working together to safeguard children and adults from domestic abuse

⁷ Safeguarding children in whom illness is fabricated or induced

Faith abuse

Faith abuse includes: belief in concepts of witchcraft and spirit possession, demons or the devil acting through children or 'leading them astray' (traditionally seen in some Christian beliefs), the evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context); ritual or muti murders where the killing of children is believed to bring supernatural benefits or the use of their body parts is believed to produce potent magical remedies; and use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation. This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune, such as telephoning a wrong number which is believed by some to allow malevolent spirits to enter the home. Staff should refer to Child abuse linked to faith or belief⁸.

Female genital mutilation (FGM)

Comprises all procedures involving the partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons. FGM is also sometimes known as 'female genital cutting' or 'female circumcision'. However, circumcision is not an appropriate term. Communities tend to use local names for referring to this practice including 'sunna'. FGM is considered child abuse in the UK and a grave violation of the human rights of girls and women. In all circumstances where FGM is practised on a child it is a violation of the child's right to life, their right to their bodily integrity, as well as their right to health. The UK Government has signed a number of international human rights laws against FGM, including the Convention on the Rights of the Child⁹. If you have concerns relating to young people possibly affected by FGM, this should be referred using the Child Protection procedures, see Female Genital Mutilation: Multi-Agency Practice Guidelines¹⁰.

Forced marriage

Forced Marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse can also be a factor. Staff can also refer to 'What is a Forced Marriage'¹¹.

Crime Exploitation/Organised Crime

Crime Exploitation/Organised Crime is becoming a prevalent issue amongst many young people. Individuals, normally working with others, with the capacity to commit serious crime on a continuing basis, which includes elements of planning, control and coordination and benefits those involved¹² will look to exploit young people who display common indicators of vulnerability, to participate in organised crime, whether that is drug dealing, minding weapons/drugs.

Radicalisation

Staff should be aware of the need to safeguard children from being drawn into committing terrorist-related activity. Staff can refer to the Government's Channel guidance¹³.

⁸ National action plan to tackle child abuse linked to faith or belief

⁹ UN Convention on the Rights of the Child

¹⁰ Female Genital Mutilation: Multi-Agency Practice Guidelines

¹¹ What is a Forced Marriage?

¹² Local to Global: Reducing the risk from organised crime (Home Office, 2013)

¹³ Channel Duty Guidance – Protecting Vulnerable People from being Drawn into Terrorism

Self-injury

Self-injury can take many different forms but in general terms is the act of deliberately causing harm to oneself either by causing a physical injury or by putting oneself in dangerous situations and/or self-neglect. Self-injury is generally a coping mechanism; there can be many reasons why a person chooses to self-injure but it is important that staff consider the possibility of a link between self-injury and trauma/abuse. Manchester Youth Zone has a separate policy relating to Self-Injury¹⁴.

Note: A child may be subjected to a combination of different kinds of abuse. It is also possible that a child may show no outward signs of abuse and hide what is happening from everyone. Many learn to 'manage' their problems, making it hard for others to help. We may observe behaviours/physical presentations that cause concern, however, it is important to remember that the causes of these may not be abuse, but due to other issues such as bereavement, homesickness etc. Information related to events of this nature should be logged onto a Significant Event form¹⁵. As a result, staff should be cautious before assuming abuse is the cause. Staff should ensure that they discuss their concerns with the Designated Person for advice.

6. Procedures

Managing safeguarding/child protection issues must take priority over all other work

A young person may choose to disclose concerning information to a member of staff/volunteer, or may be observed carrying out concerning behaviour that raises concerns around possible abuse. Staff must not investigate the issue themselves, however it is their responsibility to gather as much information as possible and inform the young person we have a *duty of care* to share the information if it is deemed to meet a high enough threshold. Ensuring the young person's safety in this instance is paramount.

Response

It is vital that staff do not cause the child/young person further distress or prejudice future investigations. Staff must:

- Listen, but do not press for information
- Stay calm and be reassuring
- Find a quiet place to talk
- Believe what you are being told
- Listen to the young person, if you are shocked by what is being said, try not to show it
- It is acceptable to observe injuries such as; bruises, but not to ask a child to remove or adjust their clothing to observe them; (injuries must be recorded on a Cause for Concern¹⁶ form)
- Do not question the child in a way that will introduce new words, phrases or concepts into their minds
- Do not challenge, confront or criticise their information, even if it seems unlikely or if there are obvious errors. They may be unable to give accurate timescales or dates.
- If a disclosure is made the pace should be dictated by the child without their being pressed for detail by being asked such questions as 'what did they do next?' or 'where were you when this happened?' The staff or volunteers role is to listen not to investigate.
- Use open questions
- Acknowledge how hard it was for them to tell you this
- Do not criticise the perpetrator, this may be someone they love
- Do not promise confidentiality, reassure the young person that they have done the right thing, explain whom you will have to tell and why. It is important that you don't make promises that you cannot keep
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¹⁴ MYZ Self-Injury Policy

¹⁵ Significant Event Form

¹⁶ Cause for Concern Form

7. Recording information

- Make some brief notes at the time or immediately afterwards; record the date, time, place and context of the disclosure or concern, recording facts and not assumption and interpretation. Any notes must be added to a completed cause for concern form and handed to the Designated person/Lead Staff.
- Verbally inform the senior person on duty / Senior on Call (who will inform the Designated Person)
- Staff and volunteers should note any non-verbal behaviour and ensure that that the language used by the young person (do not translate into correct terminology) is recorded
- The Designated Person will ensure that the Safeguarding/Child Protection report reflects decisions made and actions taken at the time of the disclosure/incident

Storing Information

Once information has been passed to the relevant staff it is then forwarded to the Designated Person(s) who is responsible for uploading the information to a secure online database, adding the incident to a chronology on the young person and filing a hard copy in a locked cabinet. Information relating to child protection/welfare is required to be kept for a minimum 15 years, according to NSPCC guidance.

8. Confidentiality, information sharing and the '7 golden rules'

Staff and volunteers have professional responsibility to share relevant information about the protection of children with other professionals, particularly investigating agencies. If a young person confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the young person sensitively that he/she has a responsibility to refer the matter for their own sake. At the same time, the young person should be reassured that the matter will be only be disclosed to the relevant person/s who will then decide on an appropriate course of action. Staff and volunteers who receive information about children and families in the course of their work should have the information only within a professional context. Personal information about all young people and their families is regarded by those who work in this building as confidential. All records relating to child protection incidents will be maintained by the Safeguarding Officer and only shared as is consistent with the protection of children. If staff are unsure whether or not to share information support can be sought from the Safeguarding Officer or any of the senior management team (CEO, Head of Youth Work, Senior Team Leader, Junior Team Leader).

The '7 Golden Rules'¹⁷ for information sharing are listed as good practice for how Manchester Youth Zone will manage issues relating to confidentiality;

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset and why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is safe or inappropriate to do so.
3. Seek advice if there is any doubt, without disclosing the identity of the person where possible.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. Professionals may still share information without consent if, in their judgement, that lack of consent can be overridden in the public interest. Judgment will need to be made on the facts of the case.
5. Consider safety and wellbeing: Base information sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information shared is necessary for the purpose for which it is being shared, it is shared only with those people who need to have it, is accurate and up-to-date, it is shared in a timely fashion, and is shared effectively.
7. Keep a record: of the decision and the reasons for it – whether it is to share information or not. If it is decided to share, then record what has been shared, with whom and for what purpose.

¹⁷ Information Sharing for Practitioners and Managers

9. Responsibilities of all staff

Everyone who comes into contact with children and their families has a role to play in safeguarding children. Manchester Youth Zone staff are particularly important as they are in a position to identify concerns early and provide help for children, to prevent concerns from escalating. Charities and their staff form part of the wider safeguarding system for children. This system is described in statutory guidance '*Working Together to Safeguard Children (2015)*'. Charities should work with social care, the police, health services, schools and other services to promote the welfare of children and protect them from harm.

The role of staff

All charity staff have a responsibility to provide a safe environment in which children can participate. Charity staff also have a responsibility to identify children who may be in need of extra help or who are suffering, or are likely to suffer, significant harm. In addition to working with the designated person, staff members should be aware that they may be asked to support social workers to take decisions about individual children. Staff are required by law to pass on information which gives rise to a concern about a child's welfare, including risk from neglect, physical, emotional or sexual abuse – this is done by filling out a Cause for Concern form and following the referral procedure. All staff, volunteers and workers engaged by Manchester Youth Zone have the following responsibilities for ensuring the Safeguarding and Welfare of children and young people placed at the centre:

- Understand the Code of Conduct – Manchester Youth Zone has a Code of Conduct that all staff and volunteers, irrespective of their role, are expected to sign to confirm that they understand and agree to comply with this code. This ensures that everyone understands what is acceptable behaviour and young people know what to expect from us in return. The Code of Conduct is accessible through the Staff Handbook¹⁸.

Having a Code of Conduct creates a safeguarding culture and, lessening the possibility of false allegation, makes people more alert to situations of abuse and danger and more able to report concerns and unacceptable behaviour. The code of conduct will encompass all aspects of your role and a failure to comply with this may lead to further action being taken i.e. disciplinary proceedings.

All staff, volunteers and partners have the following responsibilities when ensuring the safety and wellbeing of young people when in the centre;

- Act professionally - staff and volunteers must maintain clear professional boundaries between their personal and professional lives (including acting responsibly on the internet and not sharing personal information.) It also includes thinking through actions that might be misinterpreted so that you can prevent them from happening.
- Put children and young people first - Put the safety and welfare of children and young people first.
- Respond, report, record, whenever you have a concern - If staff don't report suspected abuse or don't tell the right people, they are effectively leaving a young person at risk, so we insist that staff always report concerns, be proactive in their response to potential abuse. It is not employee's jobs to investigate, but it is their job to pass on concerns to the relevant people.

10. Reporting/referring process

During normal working hours (8.30 a.m. to 6.00 p.m.) staff should immediately inform the Designated Person, if this person is not available then it needs to be passed to the Head of Youth Work or Chief Executive Officer. Outside of these hours staff must immediately inform the Lead Staff (who will inform the Designated Person of the issue.) On the basis of the information, the Designated Person will consider which route to take with regards to safeguarding and protecting the young person in question:

- Where alleged/suspected abuse has taken place outside of Manchester Youth Zone, then the Designated Person may consult the contact centre who will allocate an emergency social worker. A plan of action will

¹⁸ Staff Handbook

then be produced with the support of necessary staff. A Safeguarding Children referral Form¹⁹ must be completed and sent to children's services at mcsreply@manchester.gov.uk there is a guidance document²⁰ to support this process.

- If the young person is in immediate danger or if a crime has been committed the session leader will call the emergency services for a response on 101.

11. Role of early help

From the 28th September, 2015 the Early Help Assessment (EHA)²¹ will replace Manchester's Common Assessment Framework (MCAF). The MCAF form will no longer be available from this date. The principles underpinning the EHA are the same as the MCAF and outlined in Working Together (2015).

Early Help is an approach to working with families to ensure that support needs are identified and assessed at the earliest opportunity. Effective Early Help requires all practitioners to act early, appropriately and assertively, supported by a clear pathway to services and interventions. Developing a clear pathway to Early Help, which represents a whole system approach to working with children, young people and families, is a key priority in Manchester. The strategic approach is outlined in the Early Help strategy (2013) and supported through the Thresholds document developed by Manchester Safeguarding children's board (MSCB)²².

When there are early indications that things are not going well for a family, Early Help has been designed to engage the family before a problem becomes a crisis and there are concerns for a child's protection and wellbeing. The Early Help looks at all aspects of family life such as; home, work, school/college, social/community and health/wellbeing. The voice of the family is clearly heard and their wants and wishes are central to any work carried out. Manchester Youth Zone will support the Early Help Assessment and, where necessary, contribute to the plan put in place. Often the view of Manchester Youth Zone and the view of the parent will differ, this is the role of the Designated Person to align views and move the process forward so that all parties are satisfied and the overall goal can be achieved. The Early Help Assessment can also be used to coordinate with other agencies and partners to ensure the families needs are being met by the best placed people. On occasion where Manchester Youth Zone is not in a position to lead the Early Help support it will be passed to another agency e.g. school, health etc. and Manchester Youth Zone will continue to have an input where necessary.

12. Behaviour management and de-escalation

Manchester Youth Zone has clear guidelines with regards to managing negative behaviour and de-escalating potentially harmful situations, these can be accessed via the policies folder in the staff room. The RESPECT Policy²³ clearly outlines Manchester Youth Zone's expectations and consequences regarding negative behaviour. We expect young people to respect; themselves, others, the building and the equipment.

As well as the behaviour policy there is now a De-Escalation Policy²⁴, this has been created in conjunction with Team Teach to ensure the safety of staff, volunteers and young people. It is recognised that in specific circumstances of serious threat to young people, staff or property, it is necessary to use techniques that may involve some physical restraint in order to ensure the health and safety of all. Staff may use, in relation to any young person at the centre, such force as is reasonable in the circumstances for the purpose of preventing the young person from doing (or continuing to do) any of the following:

- Committing a criminal offence (including behaving in a way that would be an offence if the young person were not under the age of criminal responsibility)

¹⁹ Safeguarding Children Referral Form

²⁰ Safeguarding Children Referral Guidance

²¹ Early Help Assessment Form

²² Multi-Agency Levels of Need Response Framework

²³ MYZ RESPECT Policy

²⁴ MYZ De-Escalation Policy

- Causing personal injury to, or damage to the property of, any person (including the young person him/herself)
- Engaging in any behaviour prejudicial to maintaining good order and discipline at the centre or amongst any of its young people.

It applies where a member of staff is:

- On the premises of the building, or
- Elsewhere at the time when, as a member of its staff, they have responsibility of the young person concerned (e.g. residential)

13. Staff rights and sources of support

A member of staff who is the subject of the allegations will be kept informed of the progress of the case, and will receive appropriate support whilst the case is ongoing. Sources of support and advice for staff going through the Disciplinary Procedure include:

- Line manager or CEO if more appropriate
- Trade union
- Citizens Advice Bureau
- ACAS – This provides help and support for employers and employees, they have a helpline adviser available 8am-8pm, Monday – Friday.
- Employee Assistance Programme – this is a confidential service, which provides the opportunity to talk through any issues or concerns. This can be accessed by calling 0800 289 316

Every effort will be made to maintain confidentiality and guard against publicity whilst the allegation is being investigated and considered.

Record keeping regarding Allegations

Manchester Youth Zone will keep a clear and comprehensive summary of;

- Any allegations made
- Details of how the allegations were followed up and any investigation carried out
- How the situation was resolved
- Any action taken
- Decisions reached
- Any appeals process

All of these records will be kept confidential by our Administration Manager and referred back to should further issues arise. Should an external request for information be sent, Manchester Youth Zone would expect that; the written request also contains specific details as to what would like to be accessed along with a valid reason. External agents will be allowed to work alone with documents however, under no circumstances can documents be photocopied or shared outside of the building.

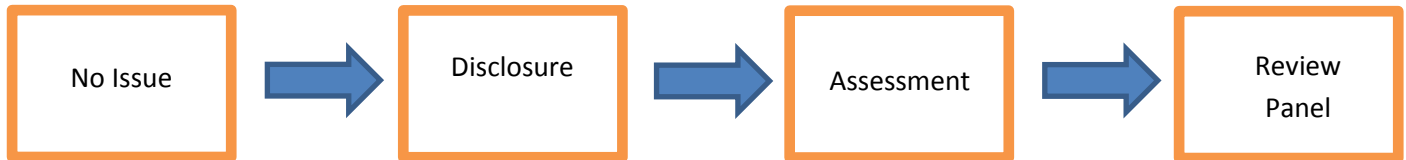
Professional boundaries

Manchester Youth Zone has preventative measures in place to prevent spurious allegations being made against staff and volunteers. All staff have a duty of care to maintain and promote the welfare and safeguarding of all children and young people. Staff and volunteers are expected to read and sign the Code of Conduct²⁵. Staff are also given clear guidance on appropriate behaviour with young people during their induction and given a copy of the Safeguarding Policy. As well as this Manchester Youth Zone has a clear De-escalation Policy, which is referenced in this document.

²⁵ Code of Conduct

14. Managing serious allegations/behaviour regarding young people

If a serious allegation or serious negative behaviour regarding a young person raises safeguarding concerns Manchester Youth Zone will open a procedure into the concern, the young person's membership will be suspended and the concern will be thoroughly assessed before allowing the young person back into the provision. We will aim to get the full assessment completed within one working week; however any additional time required will be communicated to all parties. All minutes from discussions will be taken and recorded. The full procedure has been laid out below;



No Issue

If there is no issue with a young person, or no known issue then Manchester Youth Zone will continue to work with a young person and not exclude young people from any session/activity, unless they violate the RESPECT Policy.

Information Received

When Manchester Youth Zone are made aware of any information that may impact the safeguarding of themselves, other young people, staff or the building then a temporary suspension will be issued until the matter has been assessed.

Assessment

Following the receipt of information an assessment²⁶ will be carried out by the Safeguarding Officer. This assessment will consist of a consultation with all relevant agencies to determine the potential risk of allowing a young person to access our service. Once this risk assessment has taken place it will be shared at the review panel and a decision will be reached.

Review Panel

The Review Panel will consist of; Head of Youth Work, Senior/Junior Team Leader (depending on age of young person) and the Safeguarding Officer. During this meeting a discussion will take place regarding the issue and a conclusion will be reached regarding the young person and their participation in future activities. There are 3 possible outcomes from this;

- Young person cannot attend the provision under any circumstances
- Young person can continue to attend with no conditions
- Young person may attend under a conditional agreement i.e. may only access the mentoring service

There is a pathway for young people to build time back up within the Youth Zone, however it will not always be appropriate for young people to attend the provision full time. If this is the case Manchester Youth Zone will attempt to be as accommodating as possible.

This decision will be reviewed upon the completion of the conditional attendance and the Review Panel will reconvene to discuss next steps.

²⁶ MYZ Safeguarding Risk Management Form

15. Managing allegations of abuse against staff and volunteers

It is essential that in the event of an allegation being made against a staff or volunteer that it is handled fairly, quickly and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

This applies to allegations where there is reasonable cause to believe the child is suffering or likely to suffer significant harm (Section 47). In addition, these allegations may indicate the staff member is unsuitable to continue working in their capacity with young people in their present position, or any other. Manchester Youth Zone has clear procedures in place to manage allegations, supported by the Disciplinary Policy²⁷ to ensure concerns relating to suspicions of abuse are managed effectively and appropriate action can be taken if abuse has occurred.

Raising concerns about poor/dangerous practice

- Staff who have concerns about colleagues should inform the designated person, if this concern is about that member of staff they should pass concerns to the CEO. A standard Cause for Concern Form should be filled out, so there is a record a concern has been logged.
- Staff should also make themselves familiar with the Whistleblowing Policy²⁸. In addition to this staff should retain the contact details of the LADO. The LADO for Manchester is;

Majella O'Hagan – Local Authority Designated Officer
Tel: 0161 234 1214
Email: majella.o'hagan@manchester.gov.uk

Supporting those involved

Support should be provided for the parents/carer and child as well as the person who is the subject of the allegation.

Parents/carers should be kept regularly apprised of the situation and of any developments. They should also be informed of the outcome (if there is not a criminal investigation), including the result of any disciplinary procedures.

16. Supporting staff who receive disclosures

Receiving a disclosure or observing signs of abuse can be very distressing. Staff should discuss their feelings with their line manager if they feel affected. Safeguarding children and young people can entail making difficult professional judgements and decisions. All staff and volunteers have access to advice and support through formal and informal supervision from their peers and managers, also if necessary support can be received from Onside – Manchester Youth Zone's parent organisation. Incidents of a child protection nature can affect staff not directly involved and staff affected can access support as above. Members of staff may be asked to attend a Strategy Meeting or Child Protection Case Conference. Staff should seek guidance and advice from the Designated Person.

17. Safer recruitment/DBS/trace interview

In order to ensure that young people are protected whilst at youth zone, we will ensure that our staff and volunteers are carefully selected, screened, trained and supervised. Manchester Youth Zone's recruitment processes ensure:

- Standardised recruitment procedures to ensure consistency
- Requirement for references covering the last two years
- Requirement for Disclosure and Barring Service Checks
- Scrutiny of employment history for unexplained gaps
- Professional advice and support from Human Resources available to Managers throughout the process

²⁷ Disciplinary Policy

²⁸ MYZ Grievance and Whistleblowing Policy

- Relevant staff have completed 'Safer Recruitment' training, and at least one member of any interview panel will have completed this

Disclosure and Barring

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). Further information can be found on the Government Guidance explaining the Disclosure and Barring Service²⁹.

Trace Interview

Good practice dictates that the same two members of staff should conduct trace interviews. This provides the organisation with consistent decisions, a fair discussion and cover should one of the members of staff be away for any reason. Manchester Youth Zone has taken the decision that these interviews should be held by the Administration Manager and Safeguarding Officer, as these are the two people most appropriately placed to make such decisions.

18. Induction and training

At Manchester Youth Zone, we recognise that in order for staff and volunteers to fulfil their duties in line with 'Working Together to Safeguard Children (March 2015)', they require an induction and regular training updates to ensure they develop and maintain the necessary skills, judgement and confidence in their work in Safeguarding and protecting young people. Manchester Youth Zone ensure that all staff undertake appropriate training in Safeguarding to equip them to carry out their responsibilities effectively, and keep this up to date through refresher training. All staff are required to attend both an annual Safeguarding training session and complete E-Learning during their induction, unless they can provide evidence of completing training of a similar, reputable level, within the last 12 months e.g. The FA Safeguarding Children Course. At Manchester Youth Zone, this initial training is underpinned at regular intervals through further training for all staff, to support their continuing professional development; this is supported by professional supervision. Safeguarding is an agenda item for supervision and meetings up to and including board meetings.

Manchester Youth Zone holds regular monthly induction sessions for new and current staff to attend should they need to complete this.

It is a requirement that all staff read this Policy, and sign that they have read and understood this. Staff and volunteers will be asked to re-visit the policy each time it is reviewed and updated. Staff and volunteers will have different training needs which are dependent on their degree of contact with children and young people, their responsibilities and the level of decision making. Manchester Youth Zone holds a central record of training (including safeguarding) completed by all staff and volunteers.

Inter-agency training for the Designated Person/s is an important part of Working Together, however, other staff should also be able to effectively work, communicate and share information with others.

19. Photography and videoing of young people

Barnardo's Guidance³⁰ in relation to photography and video specifically states that 'photography and video are important methods of recording social contacts and providing a historic record that illustrates and validates important moments in the lives of people. The process is personal and powerful and often supportive in the process of developing an identity and self-esteem'. As this policy represents that of a charitable organisation with similar interests to our own Manchester Youth Zone has decided to adopt this policy. Photography and video can however

²⁹ Disclosure and Barring Service: Everything you wanted to know

³⁰ Barnardo's Guidance

be, misused and young people have the right to privacy and to be safeguarded from the inappropriate use of images and video. In line with the safeguarding procedures for Looked After Children (LAC) and those with estranged parents, any image that clearly shows their face cannot be distributed by Manchester Youth Zone, without the explicit consent of their carer and social worker. The Barnardo's guidance notes have been developed to inform and support good practice. As an agency committed to safeguarding children, we need to ensure that our actions, and those of our staff, are appropriate and cannot be misinterpreted. Recommendations that are relevant to us are:

- All staff and volunteers must be aware of the reasons why the guidelines have been developed.
- Staff and volunteers must seek agreement of their line managers before taking photographs or using video.
- Individuals, who are being photographed or videoed, should understand why the activity is taking place and agree to it.
- Where individuals do not understand and cannot give consent, consent is obtained in writing from someone who can give this on the person's behalf.
- At Manchester Youth Zone, Parents / Carers are asked to give consent for Photography on admission.
- If photographs or videos are kept, they are subject to the data protection act and permission must be given for their storage. All images uploaded to our database will be audited for images of young people who have not given consent and deleted. The only images Manchester Youth Zone will store will be ones where permission has been given.

Staff should also ensure that:

- They take care that their actions in relation to recording events are not misconstrued
- Digital and video cameras, and memory cards, are kept centrally in a secure place.
- They do not use their own digital or video cameras unless specific authorisation has been given by their Line Manager and agreed with the Designated Person. This can be given verbally and is at the line manager's own discretion.
- They are aware that the mobile camera phones can be used to take and share pictures of children. Staff should do their best to ensure that these are not used by anyone at any events.
- The only images staff members are allowed to have on personal devices are the ones that have been originally distributed by Manchester Youth Zone, this way all images will have been vetted and allowed into the public domain.
- When sharing images Manchester Youth Zone maintains a firm policy of not distributing surnames when attached to a picture, this is done to safeguard young people from a range of dis-in genuine people via social media or any other form of communication.

These guidelines and information allow us to still use photographs and video in a positive way, but we must remain aware that it is a powerful medium and can be misused. The above guidelines must be adhered to and updated whenever there is a relevant advance in technology.

20. Medication and First Aid

Staff at Manchester Youth Zone are not trained in the administration of medication, however we are able to store it for a young person should they require. Medication is kept in a locked cabinet in the staff room and young people are issued a 'check in receipt' when this is handed over. Should a young person require their medication back they will be issued a 'check out receipt' and asked to bring a replacement with them the next time they attend. If a young person does not bring a replacement they will be denied access as explained in our Medication policy. Young people are expected to be responsible for the administration of their own medication, if the young person is unable to do so a parent/carer would be expected to do this.

Legally there is no set limit for the number of first aiders that are required but based on the nature and size of the building, the level of risk present in the building and the distance we are from medical facilities we aim to have at least one first aider present at all times. Qualified First Aiders are able to recognise and manage any immediately life-threatening conditions. If the First Aider feels that further medical assistance is required, they will arrange for an ambulance to be called. Information about who is a qualified first aider are listed behind reception on the first aid notice board. This is updated as staff enter and leave the building

The Accident Book should be completed every time a first aider provides assistance to a casualty, including when the problem was illness rather than accident, if the first aid provided related to a head injury then a Bump Slip³¹ should also be given. As well as the usual details of the accident (if appropriate) the name of the person giving first aid and summary details of the treatment given should be recorded. The accident book are kept locked away in the cupboard at reception. If necessary a RIDDOR will be filled out.

Responding to self-injury

As the prevalence of self-injury amongst young people is increasing Manchester Youth Zone has taken the decision that relevant staff members will be trained to manage self-inflicted injuries. Staff members who have been trained are those that are regularly on session with young people, Manchester Youth Zone will have a qualified specialist first aider on every session, unless extenuating circumstances dictate this is not possible. It is accepted that the level of care these young people require is above the emergency first aid/paediatric first aid qualification which is the level staff are currently trained to and equipped to manage.

21. Personal care

Personal care is a service that we at Manchester Youth Zone do not offer. Although we appreciate members may need escorting to and from the bathroom, staff should be aware that they are NOT to enter the bathroom with a young person at any time. If it is unavoidable then staff must ensure that they have the support of another member of staff when handling events such as this and an incident form must be filled out to make lead staff aware.

22. Visitors and guests

In order to safeguard the welfare of all young people, staff and volunteers to the building, all visitors must report to reception and sign the visitor's book. A badge will be issued to provide identification. These will be kept visible on the visitor's person throughout their visit. All visitors should be able to provide appropriate ID when asked to do so by a staff member.

Any third party workers coming to deliver regular sessions, but are not employed by Manchester Youth Zone are required to bring with them a copy of their most recent DBS and a form of ID. They will then be asked to fill out a Third Party Worker form³². All staff not known to Manchester Youth Zone are expected to have all appropriate professional/liability insurances prior to work commencing.

Following the exposure of the historical institutional abuse of vulnerable people by visiting high profile celebrities and the resulting investigation 'Operation Yewtree' by the Metropolitan Police, Manchester Youth Zone has taken steps to review its procedures relating to visiting VIP / Celebrities. There are robust systems in place to ensure that both young people and staff raising any concerns are listened to, that concerns are taken seriously and that an appropriate response is taken. Visiting celebrities / VIP are accompanied by staff at all times during their time at the centre and would at no time be allowed unsupervised access to young people. Staff have a clear duty to approach and challenge any visitors present in any part of the building. The safety of the young people is paramount. Visitors should record departure time in the visitor's books.

23. Volunteers

Some people, otherwise unsuitable for working with children and young people may attempt to use volunteering to gain access to them. For this reason, any volunteers in the centre, in whatever capacity, are given the same consideration as paid staff. This includes the robust recruitment and selection processes, appropriate training and supervision to ensure that we maintain a safe environment for the young people who attend our provision. This underlines their duty of care towards the children and young people attending the centre to ensure that they act in a way that ensures their safety and welfare at all times. In addition, this training course outlines what they should do if

³¹ Bump Slip

³² MYZ Third Party Worker form

they have a concern about a child or young person, particularly if they think they may be at risk of abuse or neglect. This volunteer training and induction process highlights their responsibility to share relevant information with the Designated Person, and gives details as to how they should do this.

24. Role of the board and trustees

The Board will be brought into any discussion around the welfare of the young person if they meet the threshold for involvement (see new guidance on thresholds³³). They will then offer an extra opinion and be involved in the decision making process when deciding actions and outcomes for the young person.

A bi-monthly board report will be sent displaying statistics and incidents without displaying specific young people's information. This is beneficial because it allows the board to see the prevalence of our issues and contribute in an appropriate response. As well as the board report, Manchester Youth Zone has two trustees in place to support in a response to serious safeguarding concerns, a lead and a deputy to cover any sickness/holidays, thus ensuring consistency and a line of accountability for Manchester Youth Zone, should there be any high profile cases.

Trustees are also responsible for auditing the practice of Manchester Youth Zone and ensure that best practice is being observed at all times. This will ensure that the young people who attend the centre are being protected and their welfare is being promoted effectively.

25. Monitoring, evaluating and review

The designated person will monitor the recording of Safeguarding and Child Protection concerns to ensure that all staff and volunteers remain alert for signs and symptoms of abuse, and that they use the systems in place appropriately to report these concerns. This policy will be reviewed on an annual basis, and will be updated where required.

The Trustees identified as responsible for Safeguarding will monitor and evaluate the effectiveness of the implementation of Safeguarding Policy and Procedures; including how effectively child welfare concerns are identified and responded to, through conducting an annual Section 11 audit, in line with Greater Manchester Safeguarding Partnership³⁴. This process will ensure that any issues, weaknesses or concerns are identified and raised with the Designated Person to ensure that policy and procedures are reviewed and revised immediately.

26. Contact List

If in the event of the designated person being unavailable, responsibility will pass to another member of staff, below are the contact details for all appointed staff;

Name	Position	Phone No.	Email
Erica Nixon	Head of Youth Work	0161 203 5333 Ext. 218	erica.nixon@manchesteryz.org
Richard Marsh	CEO	0161 203 5333 Ext. 220	richard.marsh@manchesteryz.org
Elaine Morrison	Trustee for Safeguarding	0161 234 1984	e.morrison@manchester.gov.uk
Sandra Collins	Deputy Trustee for Safeguarding	0161 234 3235	cllr.s.collins@manchester.gov.uk

³³ MYZ Thresholds Document

³⁴ Section 11 Audit

27. Appendix

MYZ Safeguarding Handbook v1 (SA) 09.03.16