

VOLUNTEER HANDBOOK

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**Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees**

**(‘Foundation’ model constitution)**

Date of constitution (last amended): ........................................................................................................................

**1. Name**

The name of the Charitable Incorporated Organisation (“the CIO”) is ...The Story Works (South).....................................................................................................................

**2. National location of principal office**

The principal office of the CIO is in Bournemouth, England.

**3. Object[s]**

The object[s] of the CIO [is][are]

To advance education for the public benefit in writing and reading in all its forms by providing, in particular, but not exclusively, opportunities in storytelling and creative writing for children and young people.

Nothing in this constitution shall authorise an application of the property of the CIO for the purposes which are not charitable in accordance with [section 7 of the Charities and Trustee Investment (Scotland) Act 2005] and [section 2 of the Charities Act (Northern Ireland) 2008]

**4. Powers**

The CIO has power to do anything which is calculated to further its object[s] or is conducive or incidental to doing so. In particular, the CIO has power to:

1. (1)  borrow money and to charge the whole or any part of its property as security for the repayment of the money borrowed. The CIO must comply as appropriate with sections 124 and 125 of the Charities Act 2011, if it wishes to mortgage land;
2. (2)  buy, take on lease or in exchange, hire or otherwise acquire any property and to maintain and equip it for use;
3. (3)  sell, lease or otherwise dispose of all or any part of the property belonging to the CIO. In exercising this power, the CIO must comply as appropriate with sections 117 and 119-123 of the Charities Act 2011;
4. (4)  employ and remunerate such staff as are necessary for carrying out the work of the CIO. The CIO may employ or remunerate  
   a charity trustee only to the extent that it is permitted to do  
   so by clause 6 (Benefits and payments to charity trustees and connected persons) and provided it complies with the conditions of that clause;
5. (5)  deposit or invest funds, employ a professional fund-manager, and arrange for the investments or other property of the CIO to be held in the name of a nominee, in the same manner and subject to the same conditions as the trustees of a trust are permitted to do by the Trustee Act 2000.
6. **Application of income and property** 
   1. **(1)  The income and property of the CIO must be applied solely towards the promotion of the objects.** 
      1. **(a)  A charity trustee is entitled to be reimbursed from the property of the CIO or may pay out of such property reasonable expenses properly incurred by him or her when acting on behalf of the CIO.**
      2. **(b)  A charity trustee may benefit from trustee indemnity insurance cover purchased at the CIO’s expense in accordance with, and subject to the conditions in, section 189 of the Charities Act 2011.**
   2. **(2)  None of the income or property of the CIO may be paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to any member of the CIO.**
   3. **(3)  Nothing in this clause shall prevent a charity trustee or connected person receiving any benefit or payment which is authorised by Clause 6.**
7. **Benefits and payments to charity trustees and connected persons**

(1) **General provisions**No charity trustee or connected person may:

1. (a)  buy or receive any goods or services from the CIO on terms preferential to those applicable to members of the public;
2. (b)  sell goods, services, or any interest in land to the CIO;
3. (c)  be employed by, or receive any remuneration from, the CIO;
4. (d)  receive any other financial benefit from the CIO;

unless the payment or benefit is permitted by sub-clause (2) of this clause or authorised by the court or the prior written consent of the Charity Commission (“the Commission”) has been obtained. In this clause, a “financial benefit” means a benefit, direct or indirect, which is either money or has a monetary value.

(2) **Scope and powers permitting trustees’ or connected persons’ benefits**

(a) A charity trustee or connected person may receive a benefit from the CIO as a beneficiary of the CIO provided that a majority of the trustees do not benefit in this way.

(b) A charity trustee or connected person may enter into a contract for the supply of services, or of goods that are supplied in connection with the provision of services, to the CIO where that is permitted in accordance with, and subject to the conditions in, sections 185 to 188 of the Charities Act 2011.

(c) Subject to sub-clause (3) of this clause a charity trustee or connected person may provide the CIO with goods that are not supplied in connection with services provided to the CIO by the charity trustee or connected person.

(d) A charity trustee or connected person may receive interest on money lent to the CIO at a reasonable and proper rate which must be not more than the Bank of England bank rate (also known as the base rate).

(e) A charity trustee or connected person may receive rent for premises let by the trustee or connected person to the CIO. The amount of the rent and the other terms of the lease must be reasonable and proper. The charity trustee concerned must withdraw from any meeting at which such a proposal or the rent or other terms of the lease are under discussion.

(f) A charity trustee or connected person may take part in the normal trading and fundraising activities of the CIO on the same terms as members of the public.

(3) **Payment for supply of goods only – controls**

The CIO and its charity trustees may only rely upon the authority provided by sub-clause (2)(c) of this clause if each of the following conditions is satisfied:

1. (a)  The amount or maximum amount of the payment for the goods is set out in a written agreement between the CIO and the charity trustee or connected person supplying the goods (“the supplier”).
2. (b)  The amount or maximum amount of the payment for the goods does not exceed what is reasonable in the circumstances for the supply of the goods in question.
3. (c) The other charity trustees are satisfied that it is in the best interests of the CIO to contract with the supplier rather than with someone who is not a charity trustee or connected person. In reaching that decision the charity trustees must balance the advantage of contracting with a charity trustee or connected person against the disadvantages of doing so.
4. (d)  The supplier is absent from the part of any meeting at which there is discussion of the proposal to enter into a contract or arrangement with him or her or it with regard to the supply of goods to the CIO.
5. (e)  The supplier does not vote on any such matter and is not to be counted when calculating whether a quorum of charity trustees is present at the meeting.
6. (f)  The reason for their decision is recorded by the charity trustees in the minute book.
7. (g)  A majority of the charity trustees then in office are not in receipt of remuneration or payments authorised by clause 6.

(4) In sub-clauses (2) and (3) of this clause:

1. (a)  “the CIO” includes any company in which the CIO:
   1. (i)  holds more than 50% of the shares; or
   2. (ii)  controls more than 50% of the voting rights attached to the shares; or
   3. (iii)  has the right to appoint one or more directors to the board of the company;
2. (b)  “connected person” includes any person within the definition set out in clause [30] (Interpretation);

**7. Conflicts of interest and conflicts of loyalty**

A charity trustee must:

1. (1)  declare the nature and extent of any interest, direct or indirect, which he or she has in a proposed transaction or arrangement with the CIO or in any transaction or arrangement entered into by the CIO which has not previously been declared; and
2. (2)  absent himself or herself from any discussions of the charity trustees in which it is possible that a conflict of interest will arise between his or her duty to act solely in the interests of the CIO and any personal interest (including but not limited to any financial interest).

Any charity trustee absenting himself or herself from any discussions in accordance with this clause must not vote or be counted as part of the quorum in any decision of the charity trustees on the matter.

1. **Liability of members to contribute to the assets of the CIO if it is wound up**

**If the CIO is wound up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities.**

1. **Charity trustees**

(1) **Functions and duties of charity trustees**

The charity trustees shall manage the affairs of the CIO and may for that purpose exercise all the powers of the CIO. It is the duty of each charity trustee:

1. (a)  to exercise his or her powers and to perform his or her functions in his or her capacity as a trustee of the CIO in the way he or she decides in good faith would be most likely to further the purposes of the CIO; and
2. (b)  to exercise, in the performance of those functions, such care and skill as is reasonable in the circumstances having regard in particular to:

(i) any special knowledge or experience that he or she has or holds himself or herself out as having; and,

(ii) if he or she acts as a charity trustee of the CIO in the course of a business or profession, to any special knowledge or experience that it is reasonable to expect of a person acting in the course of that kind of business or profession.

(2) **Eligibility for trusteeship**

1. (a)  Every charity trustee must be a natural person.
2. (b)  No individual may be appointed as a charity trustee of the CIO:
   * if he or she is under the age of 16 years; or
   * if he or she would automatically cease to hold office under the provisions of clause [12(1)(e)].
3. (c)  No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until he or she has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.
4. (d) At least one of the trustees of the CIO must be 18 years of age or over. If there is no trustee aged at least 18 years, the remaining trustees may only act to call a meeting of the charity trustees, or appoint a new charity trustee.]

(3) **Number of charity trustees**

There must be at least three charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.

(4) **First charity trustees**The first charity trustees are as follows, and are appointed for the following terms –

Dee Hughes for 3 years

Emma Scattergood for 2 years

**10. Appointment of charity trustees**

Option 1

1. (1)  Apart from the first charity trustees, every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees.
2. (2)  In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

**11. Information for new charity trustees**

The charity trustees will make available to each new charity trustee, on or before his or her first appointment:

(a) a copy of the current version of this constitution; and

(b) a copy of the CIO’s latest Trustees’ Annual Report and statement of accounts.

**12. Retirement and removal of charity trustees**

1. (1)  A charity trustee ceases to hold office if he or she:
   1. (a)  retires by notifying the CIO in writing (but only if enough charity trustees will remain in office when the notice of resignation takes effect to form a quorum for meetings);
   2. (b)  is absent without the permission of the charity trustees from all their meetings held within a period of six months and the trustees resolve that his or her office be vacated;
   3. (c)  dies;
   4. (d)  in the written opinion, given to the company, of a registered medical practitioner treating that person, has become physically or mentally incapable of acting as a director and may remain so for more than three months;
   5. (e)  is disqualified from acting as a charity trustee by virtue of sections 178-180 of the Charities Act 2011 (or any statutory re-enactment or modification of that provision).
2. (2)  Any person retiring as a charity trustee is eligible for reappointment.

**13. Taking of decisions by charity trustees**

Any decision will be taken at a meeting of the charity trustees

**14. Delegation by charity trustees**

1. (1)  The charity trustees may delegate any of their powers or functions to a committee or committees, and, if they do, they shall determine the terms and conditions on which the delegation is made. The charity trustees may at any time alter those terms and conditions, or revoke the delegation.
2. (2)  This power is in addition to the power of delegation in the General Regulations and any other power of delegation available to the charity trustees, but is subject to the following requirements:
   1. (a)  a committee may consist of two or more persons, but at least one member of each committee must be a charity trustee;
   2. (b)  the acts and proceedings of any committee must be brought to the attention of the charity trustees as a whole as soon as is reasonably practicable; and
   3. (c)  the charity trustees shall from time to time review the arrangements which they have made for the delegation of their powers.

**15. Meetings of charity trustees**

1. (1)  **Calling meetings** 
   1. (a)  Any charity trustee may call a meeting of the charity trustees.
   2. (b)  Subject to that, the charity trustees shall decide how their meetings are to be called, and what notice is required.
2. (2)  **Chairing of meetings** The charity trustees may appoint one of their number to chair their meetings and may at any time revoke such appointment. If no-one has been so appointed, or if the person appointed is unwilling to preside or is not present within 10 minutes after the time of the meeting, the charity trustees present may appoint one of their number to chair that meeting.

(3) **Procedure at meetings**

(a) No decision shall be taken at a meeting unless a quorum is present at the time when the decision is taken. The quorum is two charity trustees, or the number nearest to one third of the total number of charity trustees, whichever is greater, or such larger number as the charity trustees may decide from time to time. A charity trustee shall not be counted in the quorum present when any decision is made about a matter upon which he or she is not entitled to vote.

(b) Questions arising at a meeting shall be decided by a majority of those eligible to vote.

(c) In the case of an equality of votes, the person who chairs the meeting shall have a second or casting vote.

(4) **Participation in meetings by electronic means**

1. (a)  A meeting may be held by suitable electronic means agreed by the charity trustees in which each participant may communicate with all the other participants.
2. (b)  Any charity trustee participating at a meeting by suitable electronic means agreed by the charity trustees in which a participant or participants may communicate with all the other participants shall qualify as being present at the meeting.
3. (c)  Meetings held by electronic means must comply with rules for meetings, including chairing and the taking of minutes.

**16. Membership of the CIO**

1. (1)  The members of the CIO shall be its charity trustees for the time being. The only persons eligible to be members of the CIO are its charity trustees. Membership of the CIO cannot be transferred to anyone else.
2. (2)  Any member and charity trustee who ceases to be a charity trustee automatically ceases to be a member of the CIO.

**18. Decisions which must be made by the members of the CIO**

(1) Any decision to:

1. (a)  amend the constitution of the CIO;
2. (b)  amalgamate the CIO with, or transfer its undertaking to, one or more other CIOs, in accordance with the Charities Act 2011; or
3. (c) wind up or dissolve the CIO (including transferring its business to any other charity) must be made by a resolution of the members of the CIO (rather than a resolution of the charity trustees).

(2)  Decisions of the members may be made either:

* 1. (a)  by resolution at a general meeting; or
  2. (b)  by resolution in writing, in accordance with sub-clause (4) of this clause.
  3. (3)  Any decision specified in sub-clause (1) of this clause must  
     be made in accordance with the provisions of clause [28] (amendment of constitution), clause [29] (Voluntary winding up or dissolution), or the provisions of the Charities Act 2011, the General Regulations or the Dissolution Regulations as applicable. Those provisions require the resolution to be agreed by a 75% majority of those members voting at a general meeting, or agreed by all members in writing.
  4. (4)  Except where a resolution in writing must be agreed by all  
     the members, such a resolution may be agreed by a simple majority of all the members who are entitled to vote on it. Such a resolution shall be effective provided that:
  5. (a)  a copy of the proposed resolution has been sent to all the members eligible to vote; and
  6. (b)  the required majority of members has signified its agreement to the resolution in a document or documents which are received at the principal office within the period of 28 days beginning with the circulation date. The document signifying a member’s agreement must be authenticated by their signature, by a statement of their identity accompanying the document, or in such other manner as the CIO has specified.

The resolution in writing may comprise several copies to which one or more members has signified their agreement. Eligibility to vote on the resolution is limited to members who are members of the CIO on the date when the proposal is first circulated.

**19. General meetings of members**

(1) **Calling of general meetings of members**

The charity trustees may designate any of their meetings as a general meeting of the members of the CIO. The purpose of such a meeting is to discharge any business which must by law be discharged by a resolution of the members of the CIO as specified in clause [18] (Decisions which must be made by the members of the CIO).

(2)  **Notice of general meetings of members**

* 1. (a)  The minimum period of notice required to hold a general

meeting of the members of the CIO is [14] days.

* 1. (b)  Except where a specified period of notice is strictly required by another clause in this constitution, by the Charities Act 2011 or by the General Regulations, a general meeting may be called by shorter notice if it is so agreed by a majority of the members of the CIO.
  2. (c)  Proof that an envelope containing a notice was properly addressed, prepaid and posted; or that an electronic form of notice was properly addressed and sent, shall  
     be conclusive evidence that the notice was given. Notice shall be deemed to be given 48 hours after it was posted or sent.

(3)  **Procedure at general meetings of members**

The provisions in clause 15 (2)-(4) governing the chairing of meetings, procedure at meetings and participation in meetings by electronic means apply to any general meeting of the members, with all references to trustees to be taken as references to members.

**20. Saving provisions**

(1) Subject to sub-clause (2) of this clause, all decisions of the charity trustees, or of a committee of charity trustees, shall be valid notwithstanding the participation in any vote of a charity trustee:

* who was disqualified from holding office;
* who had previously retired or who had been obliged by the constitution to vacate office;
* who was not entitled to vote on the matter, whether by reason of a conflict of interest or otherwise;

if, without the vote of that charity trustee and that charity trustee being counted in the quorum, the decision has been made by a majority of the charity trustees at a quorate meeting.

(2) Sub-clause (1) of this clause does not permit a charity trustee to keep any benefit that may be conferred upon him or her by a resolution of the charity trustees or of a committee of charity trustees if, but for sub-clause (1), the resolution would have been void, or if the charity trustee has not complied with clause 7 (Conflicts of interest).

**21. Execution of documents**

1. (1)  The CIO shall execute documents either by signature or by affixing its seal (if it has one)
2. (2)  A document is validly executed by signature if it is signed by at least two of the charity trustees.
3. (3)  If the CIO has a seal:
   1. (a)  it must comply with the provisions of the General Regulations; and
   2. (b)  the seal must only be used by the authority of the  
      charity trustees or of a committee of charity trustees duly authorised by the charity trustees. The charity trustees may determine who shall sign any document to which the seal is affixed and unless otherwise so determined it shall be signed by two charity trustees.

**22. Use of electronic communications**

**(1) General**

The CIO will comply with the requirements of the Communications Provisions in the General Regulations and in particular:

1. (a)  the requirement to provide within 21 days to any member on request a hard copy of any document or information sent to the member otherwise than in hard copy form;
2. (b)  any requirements to provide information to the Commission in a particular form or manner.

**23. Keeping of Registers**

The CIO must comply with its obligations under the General Regulations in relation to the keeping of, and provision of access to, a (combined) register of its members and charity trustees.

**24. Minutes**

The charity trustees must keep minutes of all:

1. (1)  appointments of officers made by the charity trustees;
2. (2)  proceedings at general meetings of the CIO;
3. (3)  meetings of the charity trustees and committees of charity trustees including:
   * the names of the trustees present at the meeting;
   * the decisions made at the meetings; and
   * where appropriate the reasons for the decisions;

(4) decisions made by the charity trustees otherwise than in meetings.

**25. Accounting records, accounts, annual reports and returns, register maintenance**

1. (1)  The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end.
2. (2)  The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.

**26. Rules**

The charity trustees may from time to time make such reasonable and proper rules or byelaws as they may deem necessary or expedient for the proper conduct and management of the CIO, but such rules or bye laws must not be inconsistent with any provision of this constitution. Copies of any such rules or bye laws currently in force must be made available to any member of the CIO on request.

**27. Disputes**

If a dispute arises between members of the CIO about the validity or propriety of anything done by the members under this constitution, and the dispute cannot be resolved by agreement, the parties to the dispute must first try in good faith to settle the dispute by mediation before resorting to litigation.

**28. Amendment of constitution**

As provided by sections 224-227 of the Charities Act 2011: (1) This constitution can only be amended:

(a) by resolution agreed in writing by all members of the CIO; or

(b) by a resolution passed by a 75% majority of those voting at a general meeting of the members of the  
CIO called in accordance with clause 19 (General meetings of members).

(2) Any alteration of clause 3 (Objects), clause [29] (Voluntary winding up or dissolution), this clause, or of any provision where the alteration would provide authorisation for any benefit to be obtained by charity trustees or members of the CIO or persons connected with them, requires the prior written consent of the Charity Commission.

1. (3)  No amendment that is inconsistent with the provisions of the Charities Act 2011 or the General Regulations shall be valid.
2. (4)  A copy of every resolution amending the constitution, together with a copy of the CIO’s constitution as amended must be  
   sent to the Commission by the end of the period of 15 days beginning with the date of passing of the resolution, and the amendment does not take effect until it has been recorded in the Register of Charities.

**29. Voluntary winding up or dissolution**

1. (1)  As provided by the Dissolution Regulations, the CIO may be dissolved by resolution of its members. Any decision by the members to wind up or dissolve the CIO can only be made:
   1. (a)  at a general meeting of the members of the CIO called in accordance with clause 19 (General meetings of members), of which not less than 14 days’ notice has been given to those eligible to attend and vote:
      1. (i)  by a resolution passed by a 75% majority of those voting, or
      2. (ii)  by a resolution passed by decision taken without a vote and without any expression of dissent  
         in response to the question put to the general meeting; or
   2. (b)  by a resolution agreed in writing by all members of the CIO.
2. (2)  Subject to the payment of all the CIO’s debts:
   1. (a)  Any resolution for the winding up of the CIO, or for the dissolution of the CIO without winding up, may contain a provision directing how any remaining assets of the CIO shall be applied.
   2. (b)  If the resolution does not contain such a provision, the charity trustees must decide how any remaining assets of the CIO shall be applied.
   3. (c)  In either case the remaining assets must be applied  
      for charitable purposes the same as or similar to those of the CIO.
3. (3)  The CIO must observe the requirements of the Dissolution Regulations in applying to the Commission for the CIO to be removed from the Register of Charities, and in particular:

(a) the charity trustees must send with their application to the Commission:

(i) a copy of the resolution passed by the members of the CIO;

1. (ii)  a declaration by the charity trustees that any debts and other liabilities of the CIO have been settled or otherwise provided for in full; and
2. (iii)  a statement by the charity trustees setting out the way in which any property of the CIO has been or is to be applied prior to its dissolution in accordance with this constitution;

(b) the charity trustees must ensure that a copy of the application is sent within seven days to every member and employee of the CIO, and to any charity trustee of the CIO who was not privy to the application.

(4) If the CIO is to be wound up or dissolved in any other circumstances, the provisions of the Dissolution Regulations must be followed.

**30. Interpretation**

In this constitution: “**connected person**” means:

1. (a)  a child, parent, grandchild, grandparent, brother or sister of the charity trustee;
2. (b)  the spouse or civil partner of the charity trustee or of any person falling within sub-clause (a) above;
3. (c)  a person carrying on business in partnership with the charity trustee or with any person falling within sub- clause (a) or (b) above;
4. (d)  an institution which is controlled –
   1. (i)  by the charity trustee or any connected person falling within sub-clause (a), (b), or (c) above; or
   2. (ii)  by two or more persons falling within sub-clause (d)(i), when taken together
5. (e)  a body corporate in which –
   1. (i)  the charity trustee or any connected person falling within sub-clauses (a) to (c) has a substantial interest; or
   2. (ii)  two or more persons falling within sub-clause (e)(i) who, when taken together, have a substantial interest.

Section 118 of the Charities Act 2011 apply for the purposes of interpreting the terms used in this constitution.

**“General Regulations”** means the Charitable Incorporated Organisations (General) Regulations 2012.

**“Dissolution Regulations”** means the Charitable Incorporated Organisations (Insolvency and Dissolution) Regulations 2012.

The **“Communications Provisions”** means the Communications Provisions in [Part 9, Chapter 4] of the General Regulations.

**“charity trustee”** means a charity trustee of the CIO.

A **“poll”** means a counted vote or ballot, usually (but not necessarily) in writing.

The Story Works (South) Safeguarding Policy

October 2020

Version 1

**THE STORY WORKS SAFEGUARDING POLICY**

**1. INTRODUCTION**

This is a statement of intent that demonstrates The Story Works commitment to safeguard

children involved with The Story Works from harm.

While the primary responsibility for the care of children rests with their parents or

guardians, everyone working with children has a responsibility for their well-being and

protection, including volunteers or trustees at The Story Works. We have a collective responsibility to ensure that the children we work with are encouraged and helped in their creative work and that this should take place in a safe and protected environment. We do this through carefully planned activities, skilled and experienced facilitators, and a safe and appropriate working environment.

The Policy is underpinned by the legislation: The Children Act of 1989 and 2004, Working

Together to Safeguard Children 2018, and Keeping Children Safe in Education 2019.

Children need to know that adults are fully committed to their welfare. They will be

reassured in this if they feel:

● You are prepared to listen to them, especially when they are telling you something

that is difficult for you to hear and to believe.

● You value and support them as individuals.

● You have taken steps to ensure the physical environment is safe.

● You praise them.

● You trust them.

This document contains The Story Works policy and guidelines for child protection and

promotes codes of behaviour so that everyone is aware of the standards of behaviour of

both children and adults. All volunteers and trustees are expected to adhere to this code and the policy will be reviewed annually.

**2. TERMS OF REFERENCE**

**“Child”** refers to anyone under the age of 18 years. This policy applies to all children

whether they are a visitor, participant or other.

**“Child Protection/Safeguarding”**

Whereas ‘child protection’ literally means protecting children from abuse and neglect,

‘safeguarding’ widens practice around their needs to encompass creating an environment

where the welfare of children and young people is actively promoted. Promoting welfare is

about helping children and young people achieve their potential and ensuring that they are

safe and adequately cared for. ‘Safeguarding’ is the term adopted by The Story Works.

**“Disclosure of abuse”** is the statement a child, young person or vulnerable adult makes

to another person that describes abuse. Further details relating to this can be found in

Appendix 2.

**“DBS Disclosure”** is the term used to check with the Disclosure and Barring Service for

any past convictions held by an individual who is seeking to work with children, young

people or vulnerable adults.

**“Designated Safeguarding Lead”** is a person who has specific responsibility for

ensuring effective safeguarding procedures. Their responsibilities include acting as a source

of information on child protection matters, co-ordinating action within the organisation and

liaising with health, children’s services and other agencies about suspected or actual cases of

abuse.

**3. PRINCIPLES**

· Children’s welfare is paramount.

· All children without exception have the right to protection from abuse, regardless of

gender, ethnicity, disability, sexuality or beliefs.

· The policy is approved and endorsed by the board of trustees.

· This policy is applicable to all Trustees of The Story Works and also applies

to all centre-based volunteers, including writers and artists, as well as volunteers at external The Story Works events and activities.

· Children, teachers and parents are informed of the policy, code of behaviour and

procedures as appropriate.

· All concerns, and allegations of abuse will be taken seriously by trustees and

volunteers and responded to appropriately - this may require a referral to children’s

services and in emergencies, the Police.

· The Story Works is committed to safe recruitment, selection and vetting.

· This policy is applied alongside The Story Works’ Health and Safety Policy.

**4. DESIGNATED SAFEGUARDING LEADS**

Dee Hughes (Designated Safeguarding Lead)

deescribe71@gmail.com

07766 260276

Dee Hughes, Chair of Trustees (Safeguarding Champion for The Story Works Board)

􀀀 The Story Works, 10 Bridge Road, Lymington, Hants, SO41 9BY

The Designated Safeguarding Lead will have overall responsibility for the direction of the

policy and securing resources for effective implementation, in conjunction with Deputy

Designated Safeguarding Lead.

**Role of the Designated Safeguarding Lead**:

· To be the first internal point of contact in the case of a report about the Code of

Behaviour being breached.

· To make arrangements for the conduct of inquiries when there has been a breach of the

Code of Behaviour.

· To report suspicions and allegations of child abuse to the statutory authorities where

necessary, i.e. Children’s Social Care and the Police.

· To liaise between The Story Works Trustees, children and the statutory authorities where

necessary.

· To create and maintain links with the statutory authorities and other relevant agencies

and resources groups.

· To provide support to any victim, or volunteer making a referral and also to

the person against whom the allegation has been made.

· To advise the organisation Trustees and volunteers on individual cases as necessary and

appropriate.

· To advise on good practice.

· To organise and/or facilitate training and workshops on guidelines in child protection.

· To keep up-to-date on current developments regarding provision, practice, support

services, legal obligations/requirements and policy.

· To keep records in compliance with Data Protection Act requirements.

**5. DBS DISCLOSURE REQUIREMENTS**

**5.1 Employees**

Enhanced DBS disclosure is required for all those having contact with children. DBS

certificates will be checked annually via the update service.

**5.2 Volunteers**

Enhanced DBS disclosure is required for all volunteers of the The Story Works. DBS certificates will be checked annually via the update service, or renewed within two years. We will accept DBS certificates processed by a third party organisation where the original has been viewed, checked and recorded alongside personal ID. It is the responsibility of the Volunteer Coordinator to identify when this is necessary and all DBS disclosure forms are copied and filed in order

to ensure confidentiality. This allows us to provide individual forms to third parties such as

schools, upon formal request. Additionally, we require details of two referees. Volunteers are also requested to provide their passport in order that we can verify their right to volunteer within the UK. Any visa limitations such as expiry date or maximum hours are noted and kept on file.

**5.3 Trustees**

Enhanced DBS disclosure is required for all trustees of The Story Works, and should be

obtained before that trustee has access to sensitive data, or unsupervised access to children.

Repeat DBS disclosures will be required every two years for trustees who are not

registered on the update service.

**6 TRAINING FOR VOLUNTEERS**

6**.1 Long-term volunteers**

The Head of the Trustees will make sure every volunteer:

· Receives a copy of the Safeguarding Policy.

· Understands the Code of Behaviour (Appendix 1)

· Receives training and guidance in relation to children.

All volunteers will be provided with an adequate level of supervision, support and review of work practice.

**6.2 One off or sessional volunteers**

Writers, artists and volunteers doing one-off or sessional work will be issued with an information pack and required to sign a copy of the Code of Behaviour. All volunteers will agree to abide by The Story Works Safeguarding Policy.

**7. DISCLOSURES**

Children, young people and vulnerable adults can be abused either through someone

inflicting harm, or failing to act to prevent harm. It is not always easy to recognise abuse,

which can take many forms. Appendix 2 provides guidance on what to look for. However, if

you have any concerns relating to the treatment of a child your first point of contact should

be the Designated Safeguarding Lead.

The Story Works has a Designated Safeguarding Lead to deal with disclosures of abuse.

However, if a child or young person discloses abuse to you, you have certain responsibilities and guidance on how to deal with such situations is detailed in Appendix 2.

**8. BULLYING**

The Story Works promotes an environment where all children and young people are

treated appropriately and with respect and does not condone bullying inflicted on or by

children or young people. This is classed as emotional abuse. Incidents of bullying are

managed through the same process as all other forms of abuse.

**9. PHOTOGRAPHY & FILMING**

All photographs and film footage of children and young people participating in The Story Works projects will be obtained with the school/parent/carer’s permission. The images will

be kept securely on a password-protected server, only accessible by members of the

The Story Works staff team.

Photography and filming in public events with large numbers of participants will only be

allowed with clear signage in place to inform the public that if they enter the space they are

agreeing to the possibility of being photographed or filmed.

Photography and filming when chosen for publication should provide a respectful image of

children and vulnerable adults. Imagery chosen should always be clear, dignified, authentic

and balanced.

Any photographers taking photographs of children for The Story Works must have signed a

self-disclosure form and an agreement regarding ownership, use and storage of photos.

**10. INTERNET AND IT-BASED PROJECTS**

Where initiating digital projects involving children, special care should be taken to minimise

the risks of:

· bullying

· exposure to inappropriate or harmful content

· involvement in illegal content

· posting of personal information that could identify or locate the child offline

· theft of personal information

· sexual exploitation or abuse through exposure to strangers online

·

"Children should be just as clear about what is expected of them online as offline".

Protective action to minimise these risks could include using child-friendly filters on search

facilities, ensuring that site’s clearly signpost their content and who it is appropriate for,

ensuring that site advertising is suitable for children, limiting opportunities for posting

personal details or photos, restricting personal information given for registration purposes,

ensuring safety advice is prominent and available in a child-friendly format, confirming that

content moderation is in place on interactive sites, chatrooms etc and checking that there

are clear procedures for reporting incidents or complaints. Further guidance and advice can

be sourced through http://www.childnet-int.org or http://www.chatdanger.com/resources.

Incidents of online abuse are managed through the same process as all other forms of abuse.

**11. WORKING WITH PARTNERSHIP ORGANISATIONS**

The Story Works often works in partnership with external organisations such as schools. All partner organisations visiting The Story Works writing centre will be issued with a policy outlining Health & Safety, safeguarding and good practice in the space.

**When working in partnership, the school are responsible for the protection of the children in their care and must follow their own Child Protection policy.** The ‘supervising adult’, usually a teacher, is therefore the Designated Safeguarding Lead for the participantsand should always be present at the sessions at The Story Works.

**12. PREVENT**

Prevent is part of the UK’s Counter Terrorism Strategy known as CONTEST. Even very

young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour. If a child shows changes in behaviour which could indicate that they may be in need of help or protection that indicates they may be at risk of radicalisation, volunteers should refer this to the DSL. See governmental guidance for more details.

**13. LOST CHILD POLICY**

If a child is separated from their parent/carer or supervising adult onsite, not collected at the

end of the visit, or unsure where to meet their parent/carer, the following procedures

should be followed. A child should never be left alone at The Story Works centre, and

no child should be allowed to leave at the end of a session unless parental permission has

been given for the child to travel alone.

**13.1 Management of out of school sessions**

A nominated volunteer is on duty at all times by the entrance, to welcome

children, sign them in and establish what time they will be picked up and by whom. When

adults arrive to collect children, the nominated volunteer will check that they are the named adult and fetch the child. If it is a different adult, the child should be asked to identify them. If there is doubt, a volunteer will phone the child’s parent or carer to check.

**13.2 School visits**

A contact mobile phone number for the lead teacher will be taken in case of any child from

the group being missing. School staff remain responsible for the children in their care, and

for contacting parents and carers.

**14. DATA AND RECORD KEEPING**

The Head of Trustees is responsible for the management of data relating to volunteers. They will also oversee management of records of DBS disclosures for volunteers as well as personal details for

children participating in The Story Works’ activities.

**14.1 Management of DBS disclosure information**

The Story Works complies fully with the DBS Code of Practice, Data Protection Act

2018 and other relevant legislation pertaining to the correct handling, use, storage, retention

and disposal of Disclosures and Disclosure information.

· **Storage and access:** Disclosure information is kept securely, in lockable, nonportable,

storage containers with access strictly controlled and limited to those who

are entitled to see it as part of their duties.

**· Usage:** Disclosure information is only used for the specific purpose for which it

was requested and for which the applicant’s full consent has been given.

**· Retention:** The Story Works does not keep Disclosure information for any longer than is

necessary. This is generally for a period of up to twelve months, to allow for the

consideration and resolution of any disputes or complaints.

· **Disposal:** Once the retention period has elapsed, The Story Works will

ensure that all copies of Disclosure information are destroyed by secure means.

While awaiting destruction, Disclosure information will be kept secure. The Story Works may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

**14.2 Management of personal information on children**

All personal information relating to children participating in The Story Works projects must

be kept securely in a password-protected folder that only designated members of the

The Story Works team can access. Personal information will be kept in line with our GDPR

Policy.

**15. BREACHES OF THE CODE OF BEHAVIOUR BY VOLUNTEERS**

**15.2 Allegations involving volunteers**

In the case of volunteers, serious breaches of the code or policy will be dealt with under the

complaints against volunteers’ procedure in the Volunteer Policy and could result in

disciplinary action up to and including a termination of the volunteering relationship.

**15.3 Procedure for Allegations involving a volunteer:**

If you have a complaint that is related to the Safeguarding Policy or Code of Behaviour you

can speak to the primary Designated Safeguarding Lead. The Designated Safeguarding Lead

will seek advice from Children’s Social Care, and follow up any further referrals or actions

as agreed. If the allegation relates to the Head of Trustees, the nominated Safeguarding Champion

trustee should be informed.

Any allegation will be investigated confidentially in order to protect the rights of the person

against whom allegations have been made. Investigations will be carried out quickly to see

whether a prima facie case is established. If so, the issue will be handled according to the

disciplinary procedure.

If not, the complainant will be told the outcome of the investigation and that the matter will

not be taken any further. The individual will retain the right to pursue the matter under the

complaints procedure, or grievance procedure as appropriate.

Following a complaint, the handling of the complaint will be subject to a review by an

independent, external third party to ensure that all complaints are dealt with in line with

best possible practice. During the course of such a review, all names and identifying details

will be removed.

**APPENDIX 1: CODE OF BEHAVIOUR**

We expect everyone working with children and young people in a voluntary capacity

for The Story Works to look at the way they operate and to take every possible

precaution to avoid situations that could be misinterpreted or lead to false allegations of

abuse.

By setting out appropriate and inappropriate behaviour, this code helps to protect children

and also, staff, freelance contractors and volunteers.

· Respect a child’s right to personal privacy.

· Encourage children to feel comfortable enough to point out attitudes and

behaviour they do not like.

· Be aware of situations that present risks and manage these situations to minimise risk.

· Ensure that language, conversation and materials are appropriate when working with,

talking to or within hearing distance of children or young people.

· Remember that the child or young person might not know the context of a flippant,

overheard remark.

· Always treat children and young people equally and with respect and dignity. Their

welfare must always be put before achieving the goals of the project, performance or

placement.

· Recognise that caution is required for one-to-one situations, even in sensitive situations

such as dealing with bullying or when children are very upset.

· Avoid being left alone with a single child or young person. Plan your time with them to

be in open plan space, or with other colleagues; avoid private or unobserved situations.

· Where it is possible, ask parents/guardians/carers and/or nominated volunteers to be

responsible for children.

· Provide feedback that is constructive and, where possible, enthusiastic.

· Do not initiate any physical contact with children or young people. If a child or young

person initiates any physical contact (e.g. approaches you for a hug) deflect them where

possible (e.g. offer them a hand to shake).

· Only physically restrain a child or young person if it becomes absolutely essential in

order to prevent the infliction of injury to the child or young person or others

· Do not make sexually suggestive comments even in fun.

· Never shout at a child or young person.

· Avoid being drawn into inappropriate attention-seeking behaviour, such as tantrums or

crushes.

· Avoid showing favouritism to any individual and never give gifts.

· Avoid doing things of a personal nature that children could do for themselves. If you

have to, make sure another adult is present.

· Do not permit abusive youth peer activities such as bullying.

· If you suspect that a child or young person is being abused in any way (including if they

make a disclosure of abuse to you, or you suspect abuse) immediately report this the

Designated Safeguarding Lead.

· When working on a project with a child or young person, do not give your personal mobile phone number or other personal details, or exchange social networking contacts (e.g. Facebook friends).

· The Story Works may have signed permissions to photograph / record certain children

or young people within good practice guidelines. Please refer to the lead staff member at

The Story Works if you are considering this.

· The Story Works will find a structured way to keeping contact with the child or young

person after the project is over and communicate it to all involved. If a child or young

person makes contact with you after the project, or you want to get in touch with them,

please discuss this with The Story Works staff.

The above guidelines apply equally to any offsite visits or activities with children and young

people.

**APPENDIX 2 – RECOGNISING ABUSE AND HOW TO DEAL WITH A DISCLOSURE**

**Recognising Abuse**

Children and young people can be abused either through someone inflicting harm, or failing

to act to prevent harm. Any child from any culture, faith or background can be at risk from

abuse. Abuse can take place in a family, in an institution or community setting, by telephone

or on the internet. Abuse can be carried out by someone known to the child or by

complete stranger.

It is not always easy to recognise abuse and many of the indicators listed can have

reasonable explanations and are not necessarily down to abuse.

**Physical Abuse**

May involve hitting, shaking, throwing, burning, scalding and suffocating as well as other

forms of physical abuse. It can also result when a parent or carer deliberately cause ill health

of a child. This is described as fabricated or induced illness.

Symptoms that indicate physical abuse include:

- Bruising in or around the mouth, eyes, back or buttocks

- Scars of different sizes and ages or large scars from untreated injury

- Fractures to arms, legs or ribs in a small child

- Burns and scald marks with clear outlines, small round burns that might be caused by

a cigarette

- Bites

- Finger mark bruising or grasp mark on the limbs of a small child

**Emotional Abuse**

Emotional abuse happens when a child’s need for love, security, praise and recognition are

not met. It usually co-exists with other forms of abuse, but can occur alone. Emotionally

abusive behaviour occurs if a parent, carer or authority figure is consistently hostile,

rejecting, threatening or undermining. Children who witness or experience domestic abuse

are subject to emotional abuse.

Symptoms include:

- Excessively clingy or attention seeking behaviour

- Very low self esteem

- Fearfulness or excessively withdrawn behaviour

- Despondency

- Constantly seeking to please

- Lack of appropriate boundaries with strangers

- Anxiety

- Eating disorders/various mental health problems

**Neglect**

Neglect is the persistent failure to meet a child’s basic physical and or psychological needs,

causing damage to their health and development. It may include a parent or carer failing to

provide adequate food, warmth, shelter, clothing or stimulation. It includes failure to protect

a child from harm or danger or failure to seek medical care where needed. Symptoms can

include:

- Inadequate supervision, being left alone for long periods of time.

- Lack of stimulation, social contact or education

- Inadequate nutrition

- A child who is constantly hungry, stealing or gorging food

- Failure to provide adequate standards of personal hygiene, clothing and comfort in the

home.

- Failure to seek or follow medical advice so that a child’s life or development is

endangered.

**Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual

activity whether or not the child is aware of what is a happening. This may also include

physical contact, from inappropriate touching to full penetration, and also non-contact

activity such as looking at pornography. Under the Sexual Offences Act 2003, sexual activity

with any child under the age of 16 is a crime.

Symptoms of sexual abuse include:

- Allegations or disclosure

- Genital soreness of discomfort

- STDs, urinary infections

- Sexualised play or behaviour

- A child who is sexually provocative or seductive towards adults

- Nightmares or other disturbances

- Eating disorders

- Going missing from home / school

- Self harm

- Drug or alcohol abuse

- Depression and other forms of mental health problems

Some members of communities hold beliefs that may be common within particular cultures

but are against the law. The Story Works does not condone any practices that are

harmful to children and employees should contact a DSL if they are aware of any of the

following:

- Forced Marriages: No faith supports the idea of forcing someone to marry without

consent. This should not be confused with an arranged marriage between two

consenting adults.

- Under-age Marriages: In the UK a young person cannot legally marry or have sexual

relationship until they are 16

- Female Circumcision / Female Genital Mutilation: This is a form of physical abuse and

is against the law, although some communities see it as a cultural requirement. This is

an extremely harmful and dangerous practice that carries a severe penalty of

imprisonment. It is also illegal for someone to arrange for a child to go abroad with

the intention of having her circumcised.

- Ritualistic Abuse: Some faiths believe that sprits and demons can possess children and

that they need to be driven out. What should never be condoned is the use of

physical violence or other abusive practices to get rid of the spirit.

**Sexual Harassment**

Sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment,

which may be stand-alone or part of a broader pattern of abuse.

Upskirting, which typically involves taking a picture under a person’s clothing without them

knowing, with the intention of viewing their genitals or buttocks to obtain sexual

gratification, or cause the victim humiliation, distress or alarm.

Sexting (also known as youth produced sexual imagery) and initiation/hazing type violence

and rituals.

**Serious Violence**

This policy focuses emphasis and awareness on the requirement to refer children to the

joint targeted area inspection team (JTAI)

● who are at risk of, or who are experiencing sexual exploitation

● who are at risk of, or who are experiencing criminal exploitation

**Contextual Safeguarding**

Contextual safeguarding is about considering an individual or cohort of children and

identifying who may be influencing them and the degree of that influence at any given stage

of their development.

**1. WHAT TO DO IF A CHILD DISCLOSES ABUSE**

· Keep calm

· Look at the child directly.

· Listen to the child and closely observe their presentation and behaviour

· Accept what the child says.

· Be aware that the child may have been threatened.

· Reassure the child and tell them they are not to blame.

· Do not press for information.

· Reassure the child they are right to tell you and that you take what they say very

seriously.

· Do not attempt to question or interview the child as this could jeopardise a

police investigation.

· Do not promise to keep the information they have disclosed a secret.

· Let them know what you are going to do next, who you are going to tell and

why, and roughly what will happen.

· Finish on a positive note.

· As soon as possible afterwards, make hand written notes of exactly what the

child said and the date and time and sign this record. Where possible, you

should use the Incident Reporting Form.

**2. WHAT YOU SHOULD DO NEXT:**

Inform the Head of Trustees or Designated Safeguarding Lead of your concerns immediately.

Reporting suspicions or disclosures of abuse:

a) **The Story Works-led activity**

If at a The Story Works-led activity, the first point of contact will be the Session Leader or The Story Works Designated Safeguarding Lead.

**b) School settings**

If in a school setting then the school’s Designated Safeguarding Lead will be the first point of

reference, usually via the Session Leader.

In ALL cases, any suspicions or disclosures must ALSO be reported to:

Dee Hughes – Designated Safeguarding Lead:

deescribe71@gmail.com

07766 260276

**3. WHAT WILL HAPPEN NEXT**

The Designated Safeguarding Lead will consult with the relevant bodies to discuss what

action, if any, should be taken. This may include a decision to inform Children’s Social Care

of the disclosure. Children’s Social Care will liaise with the relevant departments on a need-to-

know basis and will, if appropriate, inform the police. It is the responsibility of the

authorities to determine whether abuse has occurred.

If you suspect that a child/young person is being abused or neglected then contact the BCP First Response Hub to request support, or to report a concern about a child or young person.

* Call 01202 735046 from 8.30am to 5.15pm, Monday to Thursday and 8.30am to 4.45pm on a Friday. Or e-mail childrensfirstresponse@bcpcouncil.gov.uk
* Out of Hours – 5pm to 9am from Monday to Friday, all day Saturdays and Sundays and all bank holidays, including Christmas Day and New Year’s Day: 01202 738256 ChildrensOOHS@bcpcouncil.gov.uk

Local online information on reporting a concern is available at https://pdscp.co.uk/working-with-children/applying-thresholds-and-reporting-concerns/

Other organisations that could help Pan-Dorset Safeguarding Children Partnership https://pdscp.co.uk , East Team: 01202 458873.

Keeping children and young people safe in the voluntary and community sector (NSPCC) https://learning.nspcc.org.uk/safeguarding-child-protection/voluntary-community-groups NCVO Safeguarding https://knowhow.ncvo.org.uk/safeguarding/

NSPCC Helpline on **0808 800 5000**

Police **999** (emergency). **101** (non-emergency)

**Whistleblowing**

In the event that any trustee or volunteer suspects any other trustee or volunteer of abusing a child or young person, it is their responsibility to bring these concerns to the Designated Safeguarding Lead.

Should there be a concern while on the University premises trustees or volunteers can also

contact the NSPCC's helpline: NSPCC's website. Staff can also call 0800 028 0285 from 8am

to 8pm Monday to Friday or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**4. SUMMARY OF THE COURSE OF ACTION:**

**If there are any concerns that a child may be at risk of immediate**

**harm, the police should be contacted by dialing 999**.

In all other instances, the course of action is:

**1. Record Incident or Concern (see Appendix 3 – Incident Reporting)**

Who? > Staff member or volunteer.

**2. Report incident to Designated Safeguarding Lead (School)**

**AND Designated Safeguarding Lead (The Story Works – Dee Hughes 07766 260276)**

Who? > Staff member or volunteer.

**3. Contact Bournemouth’s multi-agency safeguarding hub (01202 458101 or 01202 458102) or that of the relevant Local Authority**

Who? > Designated Safeguarding Lead (School or The Story Works)

**4. No further action required OR advised to refer to relevant body (Social**

**Services, Police, Health Professional etc)**

Who? > Designated Safeguarding Lead (School or The Story Works)

**APPENDIX 3: INCIDENT REPORTING FORM**

Date:

Time:

Place:

Type of incident, e.g. disturbance, theft, accident:

Staff and/or volunteer involved:

Persons involved in the incident:

Description of incident – include the time, those involved, clearly and logically:

Name and addresses of witnesses:

Action taken:

Prepared by:

Date:

Signature:

**Complaints Policy and Procedure**

Updated February 2021

**POLICY STATEMENT**

We do our very best to offer a high-quality service to the children and young people we are here to support, as well as provide a positive experience for the families, schools, and volunteers and who in turn support us. We are always looking for ways we can improve.

The Story Works recognises the importance of all complaints and welcomes them as they provide valuable feedback about our work and programmes. We are committed to using the information we receive to help drive forward improvements.

This policy outlines the aims of the The Story Works in dealing with complaints and sets out what you can expect when making a complaint regarding our charity, services or programmes.

A complaint may be about a delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

● you think we have done something wrong

● we have not done something that we said we would do

● you are not satisfied with a particular service or set of services that we provide

It’s all part of us being accountable to you.

**1. Our policy is:**

● To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

● To publicise the existence of this procedure so that people know how to contact us to make a complaint.

● To make sure that everyone at The Story Works knows what to do if a complaint is received.

● To make sure that all complaints are investigated fairly and in a timely way.

● To make sure that complaints are, wherever possible, resolved and that relationships are

repaired.

● To gather information which helps us to learn and improve what we do.

**2. Where Complaints Come From**

Complaints may come from volunteers, children and young people, parents and carers and learners. A complaint is encouraged to be received in writing.

Please note that any specific data protection complaint or query needs to be submitted to the The Story Works Head of Trustees (data protection lead) by email on deescribe71@gmail.com or in writing to The Head of Trustees, The Story Works, 10 Bridge Road, Lymington, Hants, SO41 9BY.

**3. Confidentiality**

All complaint information will be handled sensitively, shared only those relevant for the investigation of the complaint, and following any relevant data protection requirements.

**4. Responsibility**

Overall responsibility for this policy and its implementation lies with the Head of Trustees.

**5. Procedure**

Complaints should be encouraged to be sent in writing to The Head of Trustees, The Story Works, 10 Bridge Road, Lymington, Hants, SO41 9BY or by email at deescribe71@gmail.com.

There is also a Stage One Form that can be obtained from any of the The Story Works staff team (in person, by post or email).

**6. Receiving Complaints**

Complaints received by telephone or in person will be encouraged where possible to confirm their complaint in writing.

The person receiving a complaint via a phone or in person should:

● Write down the facts of the complaint as they are provided, or as soon as possible after the event;

● Take the complainant's name, address and telephone number;

● Note down the relationship of the complainant to The Story Works;

● Tell the complainant that we have a complaints procedure;

● Tell the complainant what will happen next and how long it will take;

● Where possible/appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

**7. Resolving Complaints**

**7a. Resolving Complaints - Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Head of Trustees within one week.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally, complainants should receive a definitive reply within two weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

**7b. Resolving Complaints - Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Head of Trustees.

The Head of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final.

**8. Monitoring and Learning from Complaints**

Complaints are reviewed quarterly by the Trustees to identify any trends which may

indicate a need to take further action.

An anonymised summary of complaints will be reported to the trustees of The Story Works on a quarterly basis.

Updated policy approved by the Board of Trustees, February 2021.

To be reviewed every 2 years.

Date of next review: February 2023

**STAGE ONE: Complaints Form**

Complaint ref. no.

Your Name\*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone / Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your relationship to The Story Works (e.g. parent of child attending one of our clubs/sessions)?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide details of your complaint below, providing as much detail as possible (including dates and people involved if relevant) and continue on the back page if needed.

\*ANONYMOUS COMPLAINTS - We understand that it might feel difficult for you to complain, but please be assured that we treat all complaints in the strictest confidence and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of any work or further investigation.

Thank you for taking the time to fill out this form.

Please hand this into a staff member of The Story Works. We will get back to you within one week to let you know who is handling your complaint and when you can expect a reply.

Your Signature:

Date:

Name of The Story Works representative who received form:

Date:

The Story Works - Complaint follow up - Stage One Complaint ref. no.

Internal use only

Name of complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Throughout the process, the TSW team member handling the complaint should tick and date the below as each part is completed:

Complaint has been recorded on the TSW central spreadsheet and been passed on to relevant TSW team to be investigated.

Date:

Person making complaint has been contacted to let them know who is handling their form, and when they should expect a reply.

Date:

Stage One complaint response sent to complainant:

Date:

Summary of response and action taken to resolve complaint:

Written complaint has been filed in designated complaints file.

Date:

Please confirm all work on this complaint has been completed, by signing and dating below:

Name of The Story Works representative:

Date:

**STAGE TWO: Complaints Form**

Original complaint ref. no.

Your Name\*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone / Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your relationship to The Story Works (e.g. parent of child attending one of our clubs/sessions)?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why do you feel your complaint has not been resolved?

Thank you for taking the time to fill out this form. Please hand this into a staff member of The Story Works who will pass it onto our Head of Trustees. We will get back to you within one week to let you know who is handling this Stage Two complaint and when you can expect a reply.

Your signature:

Date:

Name of The Story Works representative who received form:

Date:

The Story Works - Complaints follow up - Stage Two Original complaint ref. no.

Internal use only

Name of complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Throughout the process, the Head of Trustees should tick and date the below as each part is completed:

Complaint has been recorded on the TSW central spreadsheet and passed onto the Head of Trustees for investigation.

Date:

Person making complaint has been contacted to let them know who is handling their form, and when they should expect a reply.

Date:

Stage Two complaint response sent to complainant

Date:

Summary of response and action taken to resolve complaint:

Written complaint has been placed in the designated files.

Date:

Please confirm all work on this complaint has been completed, by signing and dating below:

Head of Trustees:

Date:

# Privacy Policy

### The Story Works is committed to protecting you and your family’s personal information

We take your privacy very seriously. This privacy summary (together with our full Privacy Policy and Terms and Conditions) explain what information The Story Works may collect about you, how we will use it, and the steps we will take to ensure it is kept secure.

#### ****Policy statement****

#### The Story Works is a registered charity and we process, gather and store information to support the delivery of our creative writing programmes to young people, to recruit and manage volunteers and to raise money and public awareness of our work.

We are committed to keeping your data safe. We’re also committed to being up front and honest about what information we’re collecting, why we do this, and how we use it.

We take the collection and storage of your information seriously, so this document tells you more about how and why we collect and store your information, and how you can control the information we hold.

The Story Works is considered a Data Controller and Data Processor, and therefore falls under the obligations of the General Data Protection Regulation (GDPR) and the Data Protection Act 1998.

1. **The information we collect**  
   We collect data from the young people under the age of 16 and families and schools that use our writing programmes. We also collect data from our volunteers and learners 16+, funders, donors and supporters, and the general public who visit our website and/or sign up to receive our email marketing. We will use your personal information to keep you informed about The Story Works by email about events, news and offers that we think will be of interest to you. If your child attends our writing programmes, we will use your information to keep you up to date about the programme.
2. **Legal basis for the collection of your information**  
   We collect your information under the following legal bases:
   * + Consent – we will always ask for your consent to contact you for marketing and communications purposes.
     + Legitimate interest – charity governance including reporting and compliance, providing our writing programme to provide information about our services, to recruit you to our volunteer programme or to contact you via post.
     + Legal obligation – we are required by law to retain information when a donation is submitted with a Gift Aid declaration, or where we record actions for a regulatory reason.
3. **Why we collect and process this data**  
   By disclosing your personal information to us using this website you consent to the collection, storage and processing of your personal information by The Story Works in the manner set out in our full [Privacy Policy](https://mk0ministryofstgpb02.kinstacdn.com/wp-content/uploads/2020/07/Ministry-of-Stories-Privacy-Policy-July-2019.pdf). We will never collect sensitive information about you without your explicit consent. We will use the information to provide our services to you or your child, to process any transactions you undertake with us, or for internal administration and analysis. We would only disclose your information to third parties to provide the above services to you, for example, to put in a Gift Aid claim for your donation, once you have completed a Gift Aid Declaration. We know your data is precious and important, so we would never sell, rent or trade your personal information to third parties for any purposes, including marketing.
4. **Safeguarding  
   Ensuring the safety of our young writers and volunteers are among our most important priorities. In line with best safeguarding practice, we may share information with primary carers, school or referral partners, and other statutory bodies. You can read our** [Safeguarding Policy](https://mk0ministryofstgpb02.kinstacdn.com/wp-content/uploads/2020/07/Safeguarding-Policy-2020.pdf) **here.**
5. **Marketing**We would like to send you emails which showcase the wild imaginations of our young writers, latest news, writing tips, fundraising, events and how you can support our work. We will only send this to you if you have opted in and given your consent. Once you have consented, you may opt out at any time and stop receiving these emails. We do not sell or share marketing data with any charities or other organisations.
6. **Opting-out of marketing emails**  
   You can opt out of any receiving our marketing emails from us at any time. Please email us on deescribe71@gmail.com. We will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.
7. **Access to your information and correction**You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email deescribe71@gmail.com. We want to make sure that your personal information is accurate and up to date, so you may also ask us to correct or remove information you think is inaccurate.
8. **Cookies**Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity. You can set your browser not to accept cookies but this may mean some of our website features may not function as a result. We may also track click-through links in emails sent as part of our email marketing.

**You can review**[our cookie notice here](http://ministryofstories.org/policies/cookie-notice/). **It fully details what cookies are, how you can manage them and which ones we use on this website.**

1. **WordPress THIS WILL NEED CHANGING**The Story Works website is built with WordPress and receives support from Fiasco Design who are contracted as a data processor for The Story Works. The site uses standard WordPress services to collect anonymous information about users’ activity on the site, for example the number of users viewing pages on the site and how long they spend on a given page. We do this to monitor and report on the effectiveness of the site and help us improve it. Further information about Fiasco Design’s Privacy Policy [here](http://fiascodesign.co.uk/wp-content/uploads/2018/05/Fiasco-Design-Privacy-Policy.pdf).
2. **Security of your information**Your data will be stored in a secure manner and we will take all reasonable steps to ensure that it cannot be accessed by unauthorised third parties.
3. **Other websites**  
   Our website contains links to other websites. This privacy policy only applies to this website so when you follow links to other websites you should read their privacy policies.
4. **Retention period**We will hold your personal information on our systems for as long as is necessary for the relevant activity. For example, we will keep a record of donations subject to Gift Aid for at least seven years to comply with HMRC rules. If you request that we stop sending you marketing emails we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.
5. **Changes to our privacy policy**We keep our privacy policy under regular review as data protection regulations are updated, and we will place any updates on this web page. This privacy policy summary was last updated on 24 February 2021.
6. **Want to know more?**We recognise this is only a summary. Please grab a tea and take the time to read our full [Privacy Policy](https://mk0ministryofstgpb02.kinstacdn.com/wp-content/uploads/2020/07/Ministry-of-Stories-Privacy-Policy-July-2019.pdf) which explains how we manage the data of our different stakeholders, including:
   1. The type of data we collect
   2. How we process, store it and keep it secure
   3. How long we will retain it
   4. What we will use if for

Please also refer to our full The Story Works Privacy Policy.

#### ****Any questions?****

If you have any questions about our privacy policy or information we hold about you, please email us [deescribe71@gmail.com](mailto:deescribe71@gmail.com) or call us on 07766 260276 or write to us at The Story Works, 10 Bridge Road, Lymington, Hants, OS41 9BY.

You also have the right to complain directly to the Information Commissioner’s Office if you are unhappy with how your data has been processed. See [www.ico.org.uk](http://www.ico.org.uk/).

**Trustee Details & Contact Information**

Trustees – Dee Hughes (Chair), Emma Scattergood, Rick Broadbent, Ali Sparkes, Juno Hollyhock

Name: Dee Hughes

D.O.B: 12/07/71

Address: 10 Bridge Road, Lymington, Hants, SO41 9BY

Tel number: 07766 260276

Email address: [dhughes@bournemouth.ac.uk](mailto:dhughes@bournemouth.ac.uk)

Name: Emma Scattergood

D.O.B: 07/08/65

Address:

Tel number: 07752 665256

Email address: [emmascattergood@gmail.com](mailto:emmascattergood@gmail.com)

Name: Juno Hollyhock

D.O.B: 29/12/69

Address: Robin Cottage, 15 Chilworth Old Village, Southampton, SO16 7JP

Tel number:

Email address: junohollyhock@hotmail.co.uk

Name: Rick Broadbent

D.O.B: 23/6/68

Address: , Bournemouth, Dorset, BH8 9DF

Tel number: 07799 893376

Email address: [rick.broadbent@thetimes.co.uk](mailto:rick.broadbent@thetimes.co.uk)

Name: Ali Sparkes

D.O.B.: 26/03/66

Address with postcode: 69 Archery Grove, Southampton, SO19 9EW

Tel number: 07718 206351

Email address: [ali@alisparkes.com](mailto:ali@alisparkes.com)

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VOLUNTEER INFORMATION PACK

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**THE STORY WORKS SAFEGUARDING POLICY**

**February 2012**

**Version 1**

**1. INTRODUCTION**

This is a statement of intent that demonstrates The Story Works commitment to safeguard

children involved with The Story Works from harm.

While the primary responsibility for the care of children rests with their parents or

guardians, everyone working with children has a responsibility for their well-being and

protection, including volunteers or trustees at The Story Works. We have a collective responsibility to ensure that the children we work with are encouraged and helped in their creative work and that this should take place in a safe and protected environment. We do this through carefully planned activities, skilled and experienced facilitators, and a safe and appropriate working environment.

The Policy is underpinned by the legislation: The Children Act of 1989 and 2004, Working

Together to Safeguard Children 2018, and Keeping Children Safe in Education 2019.

Children need to know that adults are fully committed to their welfare. They will be

reassured in this if they feel:

● You are prepared to listen to them, especially when they are telling you something

that is difficult for you to hear and to believe.

● You value and support them as individuals.

● You have taken steps to ensure the physical environment is safe.

● You praise them.

● You trust them.

This document contains The Story Works policy and guidelines for child protection and

promotes codes of behaviour so that everyone is aware of the standards of behaviour of

both children and adults. All volunteers and trustees are expected to adhere to this code and the policy will be reviewed annually.

**2. TERMS OF REFERENCE**

**“Child”** refers to anyone under the age of 18 years. This policy applies to all children

whether they are a visitor, participant or other.

**“Child Protection/Safeguarding”**

Whereas ‘child protection’ literally means protecting children from abuse and neglect,

‘safeguarding’ widens practice around their needs to encompass creating an environment

where the welfare of children and young people is actively promoted. Promoting welfare is

about helping children and young people achieve their potential and ensuring that they are

safe and adequately cared for. ‘Safeguarding’ is the term adopted by The Story Works.

**“Disclosure of abuse”** is the statement a child, young person or vulnerable adult makes

to another person that describes abuse. Further details relating to this can be found in

Appendix 2.

**“DBS Disclosure”** is the term used to check with the Disclosure and Barring Service for

any past convictions held by an individual who is seeking to work with children, young

people or vulnerable adults.

**“Designated Safeguarding Lead”** is a person who has specific responsibility for

ensuring effective safeguarding procedures. Their responsibilities include acting as a source

of information on child protection matters, co-ordinating action within the organisation and

liaising with health, children’s services and other agencies about suspected or actual cases of

abuse.

**3. PRINCIPLES**

· Children’s welfare is paramount.

· All children without exception have the right to protection from abuse, regardless of

gender, ethnicity, disability, sexuality or beliefs.

· The policy is approved and endorsed by the board of trustees.

· This policy is applicable to all Trustees of The Story Works and also applies

to all centre-based volunteers, including writers and artists, as well as volunteers at external The Story Works events and activities.

· Children, teachers and parents are informed of the policy, code of behaviour and

procedures as appropriate.

· All concerns, and allegations of abuse will be taken seriously by trustees and

volunteers and responded to appropriately - this may require a referral to children’s

services and in emergencies, the Police.

· The Story Works is committed to safe recruitment, selection and vetting.

· This policy is applied alongside The Story Works’ Health and Safety Policy.

**4. DESIGNATED SAFEGUARDING LEADS**

Dee Hughes (Designated Safeguarding Lead)

deescribe71@gmail.com

07766 260276

Dee Hughes, Chair of Trustees (Safeguarding Champion for The Story Works Board)

􀀀 The Story Works, 10 Bridge Road, Lymington, Hants, SO41 9BY

The Designated Safeguarding Lead will have overall responsibility for the direction of the

policy and securing resources for effective implementation, in conjunction with Deputy

Designated Safeguarding Lead.

**Role of the Designated Safeguarding Lead**:

· To be the first internal point of contact in the case of a report about the Code of

Behaviour being breached.

· To make arrangements for the conduct of inquiries when there has been a breach of the

Code of Behaviour.

· To report suspicions and allegations of child abuse to the statutory authorities where

necessary, i.e. Children’s Social Care and the Police.

· To liaise between The Story Works Trustees, children and the statutory authorities where

necessary.

· To create and maintain links with the statutory authorities and other relevant agencies

and resources groups.

· To provide support to any victim, or volunteer making a referral and also to

the person against whom the allegation has been made.

· To advise the organisation Trustees and volunteers on individual cases as necessary and

appropriate.

· To advise on good practice.

· To organise and/or facilitate training and workshops on guidelines in child protection.

· To keep up-to-date on current developments regarding provision, practice, support

services, legal obligations/requirements and policy.

· To keep records in compliance with Data Protection Act requirements.

**5. DBS DISCLOSURE REQUIREMENTS**

**5.1 Employees**

Enhanced DBS disclosure is required for all those having contact with children. DBS

certificates will be checked annually via the update service.

**5.2 Volunteers**

Enhanced DBS disclosure is required for all volunteers of the The Story Works. DBS certificates will be checked annually via the update service, or renewed within two years. We will accept DBS certificates processed by a third party organisation where the original has been viewed, checked and recorded alongside personal ID. It is the responsibility of the Volunteer Coordinator to identify when this is necessary and all DBS disclosure forms are copied and filed in order

to ensure confidentiality. This allows us to provide individual forms to third parties such as

schools, upon formal request. Additionally, we require details of two referees. Volunteers are also requested to provide their passport in order that we can verify their right to volunteer within the UK. Any visa limitations such as expiry date or maximum hours are noted and kept on file.

**5.3 Trustees**

Enhanced DBS disclosure is required for all trustees of The Story Works, and should be

obtained before that trustee has access to sensitive data, or unsupervised access to children.

Repeat DBS disclosures will be required every two years for trustees who are not

registered on the update service.

**6 TRAINING FOR VOLUNTEERS**

6**.1 Long-term volunteers**

The Head of the Trustees will make sure every volunteer:

· Receives a copy of the Safeguarding Policy.

· Understands the Code of Behaviour (Appendix 1)

· Receives training and guidance in relation to children.

All volunteers will be provided with an adequate level of supervision, support and review of work practice.

**6.2 One off or sessional volunteers**

Writers, artists and volunteers doing one-off or sessional work will be issued with an information pack and required to sign a copy of the Code of Behaviour. All volunteers will agree to abide by The Story Works Safeguarding Policy.

**7. DISCLOSURES**

Children, young people and vulnerable adults can be abused either through someone

inflicting harm, or failing to act to prevent harm. It is not always easy to recognise abuse,

which can take many forms. Appendix 2 provides guidance on what to look for. However, if

you have any concerns relating to the treatment of a child your first point of contact should

be the Designated Safeguarding Lead.

The Story Works has a Designated Safeguarding Lead to deal with disclosures of abuse.

However, if a child or young person discloses abuse to you, you have certain responsibilities and guidance on how to deal with such situations is detailed in Appendix 2.

**8. BULLYING**

The Story Works promotes an environment where all children and young people are

treated appropriately and with respect and does not condone bullying inflicted on or by

children or young people. This is classed as emotional abuse. Incidents of bullying are

managed through the same process as all other forms of abuse.

**9. PHOTOGRAPHY & FILMING**

All photographs and film footage of children and young people participating in The Story Works projects will be obtained with the school/parent/carer’s permission. The images will

be kept securely on a password-protected server, only accessible by members of the

The Story Works staff team.

Photography and filming in public events with large numbers of participants will only be

allowed with clear signage in place to inform the public that if they enter the space they are

agreeing to the possibility of being photographed or filmed.

Photography and filming when chosen for publication should provide a respectful image of

children and vulnerable adults. Imagery chosen should always be clear, dignified, authentic

and balanced.

Any photographers taking photographs of children for The Story Works must have signed a

self-disclosure form and an agreement regarding ownership, use and storage of photos.

**10. INTERNET AND IT-BASED PROJECTS**

Where initiating digital projects involving children, special care should be taken to minimise

the risks of:

· bullying

· exposure to inappropriate or harmful content

· involvement in illegal content

· posting of personal information that could identify or locate the child offline

· theft of personal information

· sexual exploitation or abuse through exposure to strangers online

·

"Children should be just as clear about what is expected of them online as offline".

Protective action to minimise these risks could include using child-friendly filters on search

facilities, ensuring that site’s clearly signpost their content and who it is appropriate for,

ensuring that site advertising is suitable for children, limiting opportunities for posting

personal details or photos, restricting personal information given for registration purposes,

ensuring safety advice is prominent and available in a child-friendly format, confirming that

content moderation is in place on interactive sites, chatrooms etc and checking that there

are clear procedures for reporting incidents or complaints. Further guidance and advice can

be sourced through http://www.childnet-int.org or http://www.chatdanger.com/resources.

Incidents of online abuse are managed through the same process as all other forms of abuse.

**11. WORKING WITH PARTNERSHIP ORGANISATIONS**

The Story Works often works in partnership with external organisations such as schools. All partner organisations visiting The Story Works writing centre will be issued with a policy outlining Health & Safety, safeguarding and good practice in the space.

When working in partnership, the school are responsible for the protection of the children in their care and must follow their own Child Protection policy**.** The ‘supervising adult’, usually a teacher, is therefore the Designated Safeguarding Lead for the participantsand should always be present at the sessions at The Story Works.

**12. PREVENT**

Prevent is part of the UK’s Counter Terrorism Strategy known as CONTEST. Even very

young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour. If a child shows changes in behaviour which could indicate that they may be in need of help or protection that indicates they may be at risk of radicalisation, volunteers should refer this to the DSL. See governmental guidance for more details.

**13. LOST CHILD POLICY**

If a child is separated from their parent/carer or supervising adult onsite, not collected at the

end of the visit, or unsure where to meet their parent/carer, the following procedures

should be followed. A child should never be left alone at The Story Works centre, and

no child should be allowed to leave at the end of a session unless parental permission has

been given for the child to travel alone.

**13.1 Management of out of school sessions**

A nominated volunteer is on duty at all times by the entrance, to welcome

children, sign them in and establish what time they will be picked up and by whom. When

adults arrive to collect children, the nominated volunteer will check that they are the named adult and fetch the child. If it is a different adult, the child should be asked to identify them. If there is doubt, a volunteer will phone the child’s parent or carer to check.

**13.2 School visits**

A contact mobile phone number for the lead teacher will be taken in case of any child from

the group being missing. School staff remain responsible for the children in their care, and

for contacting parents and carers.

**14. DATA AND RECORD KEEPING**

The Head of Trustees is responsible for the management of data relating to volunteers. They will also oversee management of records of DBS disclosures for volunteers as well as personal details for

children participating in The Story Works’ activities.

**14.1 Management of DBS disclosure information**

The Story Works complies fully with the DBS Code of Practice, Data Protection Act

2018 and other relevant legislation pertaining to the correct handling, use, storage, retention

and disposal of Disclosures and Disclosure information.

· **Storage and access:** Disclosure information is kept securely, in lockable, nonportable,

storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

**· Usage:** Disclosure information is only used for the specific purpose for which it

was requested and for which the applicant’s full consent has been given.

**· Retention:** The Story Works does not keep Disclosure information for any longer than is

necessary. This is generally for a period of up to twelve months, to allow for the

consideration and resolution of any disputes or complaints.

· **Disposal:** Once the retention period has elapsed, The Story Works will ensure that all copies of Disclosure information are destroyed by secure means. While awaiting destruction, Disclosure information will be kept secure. The Story Works may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

**14.2 Management of personal information on children**

All personal information relating to children participating in The Story Works projects must

be kept securely in a password-protected folder that only designated members of the

The Story Works team can access. Personal information will be kept in line with our GDPR

Policy.

**15. BREACHES OF THE CODE OF BEHAVIOUR BY VOLUNTEERS**

**15.2 Allegations involving volunteers**

In the case of volunteers, serious breaches of the code or policy will be dealt with under the

complaints against volunteers procedure in the Volunteer Policy and could result in

disciplinary action up to and including a termination of the volunteering relationship.

**15.3 Procedure for Allegations involving a volunteer:**

If you have a complaint that is related to the Safeguarding Policy or Code of Behaviour you

can speak to the primary Designated Safeguarding Lead. The Designated Safeguarding Lead

will seek advice from Children’s Social Care, and follow up any further referrals or actions

as agreed. If the allegation relates to the Head of Trustees, the nominated Safeguarding Champion

trustee should be informed.

Any allegation will be investigated confidentially in order to protect the rights of the person

against whom allegations have been made. Investigations will be carried out quickly to see

whether a prima facie case is established. If so, the issue will be handled according to the

disciplinary procedure.

If not, the complainant will be told the outcome of the investigation and that the matter will

not be taken any further. The individual will retain the right to pursue the matter under the

complaints procedure, or grievance procedure as appropriate.

Following a complaint, the handling of the complaint will be subject to a review by an

independent, external third party to ensure that all complaints are dealt with in line with

best possible practice. During the course of such a review, all names and identifying details

will be removed.

**APPENDIX 1: CODE OF BEHAVIOUR**

We expect everyone working with children and young people in a voluntary capacity

for The Story Works to look at the way they operate and to take every possible

precaution to avoid situations that could be misinterpreted or lead to false allegations of

abuse.

By setting out appropriate and inappropriate behaviour, this code helps to protect children

and volunteers.

· Respect a child’s right to personal privacy.

· Encourage children to feel comfortable enough to point out attitudes and

behaviour they do not like.

· Be aware of situations that present risks and manage these situations to minimise risk.

· Ensure that language, conversation and materials are appropriate when working with,

talking to or within hearing distance of children or young people.

· Remember that the child or young person might not know the context of a flippant,

overheard remark.

· Always treat children and young people equally and with respect and dignity. Their

welfare must always be put before achieving the goals of the project, performance or

placement.

· Recognise that caution is required for one-to-one situations, even in sensitive situations

such as dealing with bullying or when children are very upset.

· Avoid being left alone with a single child or young person. Plan your time with them to

be in open plan space, or with other colleagues; avoid private or unobserved situations.

· Where it is possible, ask parents/guardians/carers and/or nominated volunteers to be

responsible for children.

· Provide feedback that is constructive and, where possible, enthusiastic.

· Do not initiate any physical contact with children or young people. If a child or young

person initiates any physical contact (e.g. approaches you for a hug) deflect them where

possible (e.g. offer them a hand to shake).

· Only physically restrain a child or young person if it becomes absolutely essential in

order to prevent the infliction of injury to the child or young person or others

· Do not make sexually suggestive comments even in fun.

· Never shout at a child or young person.

· Avoid being drawn into inappropriate attention-seeking behaviour, such as tantrums or

crushes.

· Avoid showing favouritism to any individual and never give gifts.

· Avoid doing things of a personal nature that children could do for themselves. If you

have to, make sure another adult is present.

· Do not permit abusive youth peer activities such as bullying.

· If you suspect that a child or young person is being abused in any way (including if they

make a disclosure of abuse to you, or you suspect abuse) immediately report this the

Designated Safeguarding Lead.

· When working on a project with a child or young person, do not give your personal mobile phone number or other personal details, or exchange social networking contacts (e.g. Facebook friends).

· The Story Works may have signed permissions to photograph / record certain children

or young people within good practice guidelines. Please refer to the lead staff member at

The Story Works if you are considering this.

· The Story Works will find a structured way to keeping contact with the child or young

person after the project is over and communicate it to all involved. If a child or young

person makes contact with you after the project, or you want to get in touch with them,

please discuss this with The Story Works staff.

The above guidelines apply equally to any offsite visits or activities with children and young

people.

**APPENDIX 2 – RECOGNISING ABUSE**

**AND HOW TO DEAL WITH A DISCLOSURE**

**Recognising Abuse**

Children and young people can be abused either through someone inflicting harm, or failing

to act to prevent harm. Any child from any culture, faith or background can be at risk from

abuse. Abuse can take place in a family, in an institution or community setting, by telephone

or on the internet. Abuse can be carried out by someone known to the child or by

complete stranger.

It is not always easy to recognise abuse and many of the indicators listed can have

reasonable explanations and are not necessarily down to abuse.

**Physical Abuse**

May involve hitting, shaking, throwing, burning, scalding and suffocating as well as other

forms of physical abuse. It can also result when a parent or carer deliberately cause ill health

of a child. This is described as fabricated or induced illness.

Symptoms that indicate physical abuse include:

- Bruising in or around the mouth, eyes, back or buttocks

- Scars of different sizes and ages or large scars from untreated injury

- Fractures to arms, legs or ribs in a small child

- Burns and scald marks with clear outlines, small round burns that might be caused by

a cigarette

- Bites

- Finger mark bruising or grasp mark on the limbs of a small child

**Emotional Abuse**

Emotional abuse happens when a child’s need for love, security, praise and recognition are

not met. It usually co-exists with other forms of abuse, but can occur alone. Emotionally

abusive behaviour occurs if a parent, carer or authority figure is consistently hostile,

rejecting, threatening or undermining. Children who witness or experience domestic abuse

are subject to emotional abuse.

Symptoms include:

- Excessively clingy or attention seeking behaviour

- Very low self esteem

- Fearfulness or excessively withdrawn behaviour

- Despondency

- Constantly seeking to please

- Lack of appropriate boundaries with strangers

- Anxiety

- Eating disorders/various mental health problems

**Neglect**

Neglect is the persistent failure to meet a child’s basic physical and or psychological needs,

causing damage to their health and development. It may include a parent or carer failing to

provide adequate food, warmth, shelter, clothing or stimulation. It includes failure to protect

a child from harm or danger or failure to seek medical care where needed. Symptoms can

include:

- Inadequate supervision, being left alone for long periods of time.

- Lack of stimulation, social contact or education

- Inadequate nutrition

- A child who is constantly hungry, stealing or gorging food

- Failure to provide adequate standards of personal hygiene, clothing and comfort in the

home.

- Failure to seek or follow medical advice so that a child’s life or development is

endangered.

**Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual

activity whether or not the child is aware of what is a happening. This may also include

physical contact, from inappropriate touching to full penetration, and also non-contact

activity such as looking at pornography. Under the Sexual Offences Act 2003, sexual activity

with any child under the age of 16 is a crime.

Symptoms of sexual abuse include:

- Allegations or disclosure

- Genital soreness of discomfort

- STDs, urinary infections

- Sexualised play or behaviour

- A child who is sexually provocative or seductive towards adults

- Nightmares or other disturbances

- Eating disorders

- Going missing from home / school

- Self harm

- Drug or alcohol abuse

- Depression and other forms of mental health problems

Some members of communities hold beliefs that may be common within particular cultures

but are against the law. The Story Works does not condone any practices that are

harmful to children and employees should contact a DSL if they are aware of any of the

following:

- Forced Marriages: No faith supports the idea of forcing someone to marry without

consent. This should not be confused with an arranged marriage between two

consenting adults.

- Under-age Marriages: In the UK a young person cannot legally marry or have sexual

relationship until they are 16

- Female Circumcision / Female Genital Mutilation: This is a form of physical abuse and

is against the law, although some communities see it as a cultural requirement. This is

an extremely harmful and dangerous practice that carries a severe penalty of

imprisonment. It is also illegal for someone to arrange for a child to go abroad with

the intention of having her circumcised.

- Ritualistic Abuse: Some faiths believe that sprits and demons can possess children and

that they need to be driven out. What should never be condoned is the use of

physical violence or other abusive practices to get rid of the spirit.

**Sexual Harassment**

Sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment,

which may be stand-alone or part of a broader pattern of abuse.

Upskirting, which typically involves taking a picture under a person’s clothing without them

knowing, with the intention of viewing their genitals or buttocks to obtain sexual

gratification, or cause the victim humiliation, distress or alarm.

Sexting (also known as youth produced sexual imagery) and initiation/hazing type violence

and rituals.

**Serious Violence**

This policy focuses emphasis and awareness on the requirement to refer children to the

joint targeted area inspection team (JTAI)

● who are at risk of, or who are experiencing sexual exploitation

● who are at risk of, or who are experiencing criminal exploitation

**Contextual Safeguarding**

Contextual safeguarding is about considering an individual or cohort of children and

identifying who may be influencing them and the degree of that influence at any given stage

of their development.

**1. WHAT TO DO IF A CHILD DISCLOSES ABUSE**

· Keep calm

· Look at the child directly.

· Listen to the child and closely observe their presentation and behaviour

· Accept what the child says.

· Be aware that the child may have been threatened.

· Reassure the child and tell them they are not to blame.

· Do not press for information.

· Reassure the child they are right to tell you and that you take what they say very

seriously.

· Do not attempt to question or interview the child as this could jeopardise a

police investigation.

· Do not promise to keep the information they have disclosed a secret.

· Let them know what you are going to do next, who you are going to tell and

why, and roughly what will happen.

· Finish on a positive note.

· As soon as possible afterwards, make hand written notes of exactly what the

child said and the date and time and sign this record. Where possible, you

should use the Incident Reporting Form.

**2. WHAT YOU SHOULD DO NEXT:**

Inform the Head of Trustees or Designated Safeguarding Lead of your concerns immediately.

Reporting suspicions or disclosures of abuse:

a) **The Story Works-led activity**

If at a The Story Works-led activity, the first point of contact will be the Session Leader or The Story Works Designated Safeguarding Lead.

**b) School settings**

If in a school setting then the school’s Designated Safeguarding Lead will be the first point of

reference, usually via the Session Leader.

In ALL cases, any suspicions or disclosures must ALSO be reported to:

Dee Hughes – Designated Safeguarding Lead:

deescribe71@gmail.com

07766 260276

**3. WHAT WILL HAPPEN NEXT**

The Designated Safeguarding Lead will consult with the relevant bodies to discuss what

action, if any, should be taken. This may include a decision to inform Children’s Social Care

of the disclosure. Children’s Social Care will liaise with the relevant departments on a need-to-

know basis and will, if appropriate, inform the police. It is the responsibility of the

authorities to determine whether abuse has occurred.

If you suspect that a child/young person is being abused or neglected then contact the BCP First Response Hub to request support, or to report a concern about a child or young person.

* Call 01202 735046 from 8.30am to 5.15pm, Monday to Thursday and 8.30am to 4.45pm on a Friday. Or e-mail childrensfirstresponse@bcpcouncil.gov.uk
* Out of Hours – 5pm to 9am from Monday to Friday, all day Saturdays and Sundays and all bank holidays, including Christmas Day and New Year’s Day: 01202 738256 ChildrensOOHS@bcpcouncil.gov.uk

Local online information on reporting a concern is available at https://pdscp.co.uk/working-with-children/applying-thresholds-and-reporting-concerns/

Other organisations that could help Pan-Dorset Safeguarding Children Partnership https://pdscp.co.uk , East Team: 01202 458873.

Keeping children and young people safe in the voluntary and community sector (NSPCC) https://learning.nspcc.org.uk/safeguarding-child-protection/voluntary-community-groups NCVO Safeguarding https://knowhow.ncvo.org.uk/safeguarding/

NSPCC Helpline on **0808 800 5000**

Police **999** (emergency). **101** (non-emergency)

**Whistleblowing**

In the event that any trustee or volunteer suspects any other trustee or volunteer of abusing a child or young person, it is their responsibility to bring these concerns to the Designated Safeguarding Lead.

Should there be a concern while on the University premises trustees or volunteers can also

contact the NSPCC's helpline: NSPCC's website. Staff can also call 0800 028 0285 from 8am

to 8pm Monday to Friday or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**4. SUMMARY OF THE COURSE OF ACTION:**

**If there are any concerns that a child may be at risk of immediate**

**harm, the police should be contacted by dialing 999**.

In all other instances, the course of action is:

**1. Record Incident or Concern (see Appendix 3 – Incident Reporting)**

Who? > Staff member or volunteer.

**2. Report incident to Designated Safeguarding Lead (School)**

**AND Designated Safeguarding Lead (The Story Works – Dee Hughes 07766 260276)**

Who? > Staff member or volunteer.

**3. Contact Bournemouth’s multi-agency safeguarding hub (01202 458101 or 01202 458102) or that of the relevant Local Authority**

Who? > Designated Safeguarding Lead (School or The Story Works)

**4. No further action required OR advised to refer to relevant body (Social**

**Services, Police, Health Professional etc)**

Who? > Designated Safeguarding Lead (School or The Story Works)

**APPENDIX 3: INCIDENT REPORTING FORM**

Date:

Time:

Place:

Type of incident, e.g. disturbance, theft, accident:

Staff and/or volunteer involved:

Persons involved in the incident:

Description of incident – include the time, those involved, clearly and logically:

Name and addresses of witnesses:

Action taken:

Prepared by:

Date:

Signature:

**CODE OF BEHAVIOUR**

We expect everyone working with children and young people in a voluntary capacity

for The Story Works to look at the way they operate and to take every possible

precaution to avoid situations that could be misinterpreted or lead to false allegations of

abuse.

By setting out appropriate and inappropriate behaviour, this code helps to protect children

and volunteers.

· Respect a child’s right to personal privacy.

· Encourage children to feel comfortable enough to point out attitudes and

behaviour they do not like.

· Be aware of situations that present risks and manage these situations to minimise risk.

· Ensure that language, conversation and materials are appropriate when working with,

talking to or within hearing distance of children or young people.

· Remember that the child or young person might not know the context of a flippant,

overheard remark.

· Always treat children and young people equally and with respect and dignity. Their

welfare must always be put before achieving the goals of the project, performance or

placement.

· Recognise that caution is required for one-to-one situations, even in sensitive situations

such as dealing with bullying or when children are very upset.

· Avoid being left alone with a single child or young person. Plan your time with them to

be in open plan space, or with other colleagues; avoid private or unobserved situations.

· Where it is possible, ask parents/guardians/carers and/or nominated volunteers to be

responsible for children.

· Provide feedback that is constructive and, where possible, enthusiastic.

· Do not initiate any physical contact with children or young people. If a child or young

person initiates any physical contact (e.g. approaches you for a hug) deflect them where

possible (e.g. offer them a hand to shake).

· Only physically restrain a child or young person if it becomes absolutely essential in

order to prevent the infliction of injury to the child or young person or others.

· Do not make sexually suggestive comments even in fun.

· Never shout at a child or young person.

· Avoid being drawn into inappropriate attention-seeking behaviour, such as tantrums or

crushes.

· Avoid showing favouritism to any individual and never give gifts.

· Avoid doing things of a personal nature that children could do for themselves. If you

have to, make sure another adult is present.

· Do not permit abusive youth peer activities such as bullying.

· If you suspect that a child or young person is being abused in any way (including if they

make a disclosure of abuse to you, or you suspect abuse) immediately report this the

Designated Safeguarding Lead.

· When working on a project with a child or young person, do not give your personal mobile phone number or other personal details, or exchange social networking contacts (e.g. Facebook friends).

· The Story Works may have signed permissions to photograph / record certain children

or young people within good practice guidelines. Please refer to the lead staff member at

The Story Works if you are considering this.

· The Story Works will find a structured way to keeping contact with the child or young

person after the project is over and communicate it to all involved. If a child or young

person makes contact with you after the project, or you want to get in touch with them,

please discuss this with The Story Works staff.

The above guidelines apply equally to any offsite visits or activities with children and young

people.

Signed

Dated