

ARDERSIER WAR MEMORIAL HALL

Good Practice for Staff and Volunteers

General Points:

- Treat everyone with respect.
- Always respect a child/protected adult's right to personal privacy.
- Never make salacious, suggestive or demeaning remarks/gestures towards a child/protected adult.
- Avoid any physical horseplay with a child/protected adult or any actions another adult may misinterpret, no matter how innocent and well intentioned your actions may be.
- Always encourage children/protected adult to feel comfortable and confident to point out to you attitudes or behaviours they do not like (including your own).
- If you suspect that a child, young person or protected adult is becoming inappropriately attracted to you (or another volunteer), you must share your concerns with a member of senior management.

One-to-One Situations:

- It may be important for you to be alone with a child/protected adult. In these circumstances try to ensure that others are within earshot and preferably within vision.
- If you are on your own with a child/protected adult NEVER have the door locked.
- Where possible maintain a gap/barrier between you and the child/protected adult.
- Do not isolate yourself from the rest of the group.
- Try to find a room with a window in the door, or use a ground floor room with windows.
- If possible consider leaving the door open or ajar.
- Ask a colleague to carry out random spot checks.

Behaviour to Avoid

- General behaviour, avoid the following:
 - Losing your temper
 - Raising your voice unnecessarily
 - Inappropriate language or behaviour

NEVER:

- Raise your hand
- Threaten a child/protected adult
- Hit a child/protected adult
- Strike or use an implement on a child/protected adult
- Grab or pull at a child/ protected adult's clothing
- Have inappropriate touching or contact with a child/protected adult whether 'invited' or not.

Physical contact, avoid the following:

- Hitting
- Inappropriate restraint
- Throwing objects

Emotional comments, avoid the following:

- Sarcasm Isolation
- Unfavourable comparisons
- With-holding praise
- Threats/Intimidation
- Berating
- Scapegoating
- Criticism

Sexual behaviour, avoid the following:

- Inappropriate touching
- Suggestive remarks/gestures/materials
- Flattery
- Innuendo
- Sexual harassment

Special situations.

Transporting children/protected adults and trips away:

If it is necessary to transport children/protected adults other than by use of hired transport e.g. bus company, minibus etc then the following good practice should be implemented:

- Drivers should be vetted, in accordance with these guidelines and should not be left unaccompanied with a child or with adults who lack capacity to assess risk for themselves.
- Vehicles should be roadworthy and appropriately taxed and insured.
- Written consent should be obtained from the child's parent/carer, the protected adult or, if they lack the capacity to consent, their guardian.
- Always plan and prepare a detailed programme of activities, undertake a risk assessment and ensure copies are available for other members and parents/carers.
- A collection point and drop off point should be identified and all parents/carers notified of these points.
- Ensure an adequate adult-child/protected adult ratio and, where possible, both male and female staff should accompany mixed groups of children/protected adults. Ensure the accommodation and sleeping arrangements are suitable.
- Always have a list of emergency contacts and medical information available.
- If the return time is not certain then a 'phone round' system should be set up to inform parents/carers when the children/or any adults who lack capacity to assess risk for themselves will be returned to the drop off point.
- Children and adults who lack capacity to assess risk for themselves should not be left alone at the drop off point; at least two adults should remain until the parents have collected ALL the children/protected adults.

Photographing, videoing and filming:

Publications and websites are a great way to promote the achievements of children, however, there is evidence that some people have used activities as an opportunity to take inappropriate photographs or film footage of children. Some children may be subject to statutory Protection measures or may be living with parents or carers who have had to flee domestic abuse or other threatening situations. To reveal their whereabouts may place them at risk. The same may apply to some protected adults.

The following measures are recommended as good practice and will contribute to safe participation in your organisation:

- Consent should always be obtained from the parent/carer and child/any adult whose picture may be taken or used and, in the case of adults who lack capacity to consent, the guardian.
- Anyone wishing to photograph or film children/adults who lack capacity to consent must obtain permission from the Designated Protection lead for the organisation.
- No unsupervised access or one-to-one sessions are to be permitted unless this is absolutely necessary and has been approved in advance by the child, parent/adult, guardian and Designated Protection lead.
- The organisation reserves the right at all times to prohibit the use of photography, film or video at any event or activity with which it is associated.
- People are made aware where they can report concerns about the use of photographs and films, i.e. the Designated Protection lead for the organisation and/or the Police.

Publications and Websites:

- Always obtain consent before displaying pictures or information.
- Never include personal information that could identify a child/adult or place them at risk e.g. full name, home address, e-mail address, telephone number, dates, place and times activities take place. Instead give the contact details of a group leader who can deal with requests for information about the organisation.
- Never depict children/protected adults in a provocative, demeaning or tasteless manner.