

# Crystal Clear Creators

## Policies and Procedures

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## **CRYSTAL CLEAR CREATORS' STATEMENT OF PURPOSE TARGETS PROCESSES AND CORE PRINCIPLES**

Crystal Clear Creators operates with many partners to train and offer broadcasting opportunities to up and coming, and emerging writing talent. In some instances this involves working with young people (those under the age of 19).

We believe very strongly in the need to engage and involve young people in our activities and each young person is encouraged to develop at their own rate and to explore their creative expression to the full.

In the spirit of Child Protection, Crystal Clear Creators takes reasonable and sensible precautions. We will try to do all we can to protect the young people in our care. Crystal Clear Creators' staff and volunteers have a duty to uphold our commitment to child protection.

### **Policy Statements**

#### **CHILD ABUSE AND SUSPECTED ABUSE**

Where allegations of Child Abuse are brought to the attention of Crystal Clear Creators, the social services should be informed

#### **CHILD PROTECTION PROCEDURES**

Child Protection means protecting children and young people against abuse and non accidental injury. It applies to young people under the age of 18.

Child abuse includes	Physical injury
	Emotional abuse
	Sexual abuse
	ILL Treatment and
	Neglect

It is the duty of all those employed within Crystal Clear Creators and those directly involved with the organisation to prevent the physical, sexual or emotional abuse of all children with whom they come into contact.

### **Guidelines**

- If you have a concern that a child has been mistreated, either physically, emotionally, sexually or by neglect, you must report the matter immediately or as soon thereafter as reasonably possible to a Management Committee Member of the organisation. If the child is in serious and immediate danger then the police must be informed.
- Keep the matter confidential to as few people as need to know. Confidentiality is important but there is a clearly understood principle in child protection work that says where the information shared suggests danger, the over-riding priority is to provide safety. No one can undertake a commitment to absolute confidentiality where failing to share the information may prolong, or place another young person in peril.
- Write a dated note of what has been noticed, said and done, and give this to a member of the Management Committee. It is not your job to investigate the matter but it is your duty to pass on your concerns to the appropriate person to take the matter further.

## **General Advice**

For the protection of both adults and young people, all adults (whether committee members, staff, or volunteers) should ensure that they are not alone with a young person wherever possible.

Staff and adult volunteers are well placed to notice possible signs of abuse in children and young people because of their regular contact.

Signs of abuse might be obvious and sudden (e.g. an injury), or part of a picture over a longer period – perhaps including behaviour which is unusual for the child or its age, work falling off, or lack of interest, isolation or introversion.

You might become concerned when a child tells you about ill treatment which has happened to him/her or to a friend or brother or sister, or when an adult claims that a child has been mistreated.

In all these cases there are things you should do:

1. Treat the matter seriously and reassure the child if necessary
2. React to what the child or young person tells you with belief
3. Make it clear that you will probably have to inform other people
4. Tell only those who need to know
5. Seek advice if in doubt
6. Keep a careful watch on the child

7. Keep an accurate record of what you have noticed, what has happened and what you have done
8. If a child has made a disclosure to you, tell the child what action you will take.

There are things that you should not do:

1. Do not promise to keep things a secret
2. Do not contact parents: this is the job of the social services department
3. Do not interrogate children or ask leading questions
4. Do not speak with anyone about whom allegations are made, even if the allegations are about a colleague or another adult. This is the responsibility of Crystal Clear Creators' Management Committee. If there are circumstances where you feel you cannot refer to a committee member then pass the information to the police.

If in doubt at any stage ask for advice from any of the following:

- Your immediate Manager.
- The most senior person in the establishment

Ultimately you have the right as a citizen to contact the Social Services Department.

## **CHILD PROTECTION INDUCTION TRAINING**

All staff that are new to Crystal Clear Creators should go through an induction process. For staff or volunteers who will be working with young people, part of their induction process will be in relation to child protection issues.

The induction process will include information in relation to the following areas:

For staff:

Their roles responsibilities and accountability. This supports the information from the job description and concerns expectations of the new staff. It should include:

- The person to whom they will be accountable for their work, their line manager, supervisor
- The person(s) they will supervise (if any)
- A description of the work they will undertake with young people.

- The duty to prevent the abuse of all young people in contact with the organisation, and reference to the action to be taken if abuse is discovered or disclosed.

For Volunteers:

The information should contain a list of the tasks and responsibilities and make reference to the expectations Crystal Clear Creators has of the volunteers. It should also contain reference to:

- The person to whom they will be accountable for their work, their line manager, supervisor
- The person(s) they will supervise (if any)
- A description of the work they will undertake with young people
- The duty to prevent the abuse of all young people in contact with the organisation, and reference to the action to be taken if abuse is discovered or disclosed.

## **COMPLAINTS PROCEDURE**

Crystal Clear Creators will acknowledge all written comments within five working days. They will then attempt to resolve the issues informally and a further response will be given within a further ten working days.

If you are not totally satisfied with this response, further action will be taken to resolve any outstanding issues; this may involve meeting with Crystal Clear Creators to discuss the issues raised. A further written response will be forwarded from Crystal Clear Creators within a further fifteen days.

### **For the young people**

If they have a complaint about Crystal Clear Creators or a member of it, the young people are encouraged to tell an adult they trust who will then inform a Director. If the complaint is about Crystal Clear Creators, then the Managing Director should be informed.

## **EQUAL OPPORTUNITIES STATEMENT OF INTENT**

**Crystal Clear Creators aims to make its policies and practices applicable and available to all users, staff and volunteers.**

Crystal Clear Creators intends that the opportunity to access and participate in Crystal Clear Creators exists for all and that the work of Crystal Clear Creators supports the development of a safe and supportive environment which understands diversity, fosters mutual respect and promotes harmony to enable

Crystal Clear Creators and all involved in it an opportunity to meet their full potential.

## **HEALTH AND SAFETY**

### **General Policy**

In recognition of the benefits to the young people that trips or visits can bring, we would like to provide the opportunity for all young people to have the opportunity of participating outside of the centre's environment. Crystal Clear Creators aims to provide a range of opportunities accessible for all.

Trips and visits should provide a benefit to the young people and should cause minimum disruption to the on-going business of Crystal Clear Creators. Planning for trips should be done as far in advance as possible so that the maximum benefit can be achieved.

### **Risk assessment**

Under the Health and Safety at Work Act 1974 employers are responsible for the health safety and welfare at work of their employees. Employees are also under a duty to ensure as far as reasonably practicable the health and safety of anyone else on the premises, including participation in off site visits.

The management of Health and Safety at work regulations 1992, made under the 1974 Act require employers to conduct risk assessments.

It is essential before any visit or trip is arranged that thought is given so that young people "are not placed in situations which expose them to an unacceptable level of risk. Safety must be the prime consideration."

### **Requesting permission for a trip.**

When planning trips liaison with the parents of guardians of the young people is important,

Minimum notice	For residential trips abroad	6 months
	For residential trips in the country	4 months
	For day trips	2 weeks

In certain circumstances it will be difficult or impossible to plan well in advance; requests for these trips will be judged on their merit.

### **Requirements for mixed groups**

Mixed groups require two adults, one of each sex. It is important that we ensure that planning of trips and activities are organised so as to ensure situations where the young people aren't put at risk.

All guidance involving working with young people recommends the needs for safe-guards in adult-children relationships. Situations where a single adult is in the company of a lone child and where there is little or no possibility of the activity being supervised or observed by others should be minimised. It is important that opportunities for the abuse of duty of care are reduced and that staff and volunteers are mindful of the need to ensure that they are taking reasonable steps to safe guard themselves and the welfare of the children with whom they work.

### **Letter to parents**

Once the plans for the trip have been confirmed a letter to the parents or guardian of the young people (under 18) must be sent. If organising a trip during school time permission from the school is also required.

The letter must contain information relating to the:

Aims and purpose of the trip

Date and times

Destination and accommodation where appropriate

Cost if appropriate what is covered and what is not

Details of the programme activities

Name of the organiser or leader

### **RECRUITMENT**

The need to recruit people to support the work of Crystal Clear Creators will be important from time to time. It is important that any recruitment is made in line with the anti-discriminatory practices and in line with Crystal Clear Creators equal opportunity policy.

#### **Member of staff**

The normal recruitment procedure will be followed at all times:

- Full name, current and recent addresses and date of birth
- Details of previous experience, voluntary or paid, or working with children.
- Permission to contact in writing and in person at least one person who has experience of their work or contact with children and who may be asked for a reference
- Details of any convictions for criminal offences against children, including any 'spent' convictions under the Rehabilitation of Offenders Act 1974



- Permission to check for any criminal record through the Criminal Records Bureau

## **Volunteers**

As appropriate Crystal Clear Creators will involve the use of volunteers to support or enhance their work.

It is expected that the normal recruitment procedure will be followed as above:

- Full name, current and recent addresses and date of birth  
Details of previous experience, voluntary or paid, or working with children.
- Permission to contact in writing and in person at least one person who has experience of their work or contact with children and who may be asked for a reference
- Details of any convictions for criminal offences against children, including any 'spent' convictions under the Rehabilitation of Offenders Act 1974.
- Permission to check for any criminal record through the Criminal Records Bureau

The Education (teachers) (amendment) Regulations 1998 was made law with the aim of preventing people who are barred by the Secretary of State from being employed within education to get round the ban by working as a volunteer. This amendment means that List 99 checks should be carried out on all volunteers and staff.

## **Web Site Privacy Policy**

We are conscious of the need for website operators to make sure child privacy is protected while they are online, without reducing their enjoyment and freedom.

As an International site we have voluntarily adopted a Privacy Policy which follows the principles embodied in the American 1998 Children's Online Privacy Protection Act in law since April 21st 2000.

We encourage young people not to give out any information, whether personnel or otherwise.