

Policy Handbook
Unscene Suffolk
Registered Charity No. 1164019

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Comments, Complaints and Compliments Policy

Introduction

Unscene Suffolk, hereinafter referred to as the Organisation, is committed to providing its members and service users with the best possible services which meet their needs and to ensure that they are treated fairly and with respect.

Comments, complaints and compliments provide feedback about what our members and service users think of our services and this feedback will be used to assist the Organisation in continually improving its services.

Comments

A comment is defined as being an idea, suggestion or opinion on how the Organisation could improve its services.

If an individual wants to make a comment on the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received, it will be recorded by the organisation's Secretary, or a staff member appointed by the Secretary to ensure it is tracked and responded to within the specified timescales.

The Secretary will pass the comment to the appropriate person who will reply to the person making the comment within ten working days. The reply will include details of any action which the Organisation is to take as a result of the comment.

Complaints

A complaint is defined as being any expression of dissatisfaction with the service that the Organisation provides, whether it is justified or not.

If an individual wants to make a complaint about the Organisation's work, this must be done in writing and the complaint should be sent to the Secretary and the Chair of the Trustee Board.

When a complaint is received, it will be recorded by the Secretary to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

- The Secretary will acknowledge receipt of the complaint in writing within ten working days and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.
- The Secretary will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.
- The Chair of the Trustee Board will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Chair of the Trustee Board, then the Secretary will arrange for the investigation to take place.

Once the investigation is complete the Chair of the Trustee Board, or the Secretary if the complaint is about the Chair of the Trustee Board, will write to the complainant.

This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

Compliments

A compliment is defined as being feedback which informs the Organisation that it has provided a service well.

If an individual wants to offer a compliment about the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.

When a compliment is received, it will be recorded by the Secretary to ensure it is tracked and responded to, if appropriate, within the specified timescales.

The Secretary will pass the compliment to the appropriate person who will reply to the person making the compliment, if appropriate, within ten working days.

Monitoring

A report on Comments, Complaints or Compliments received since the last meeting will be presented to the Organisation's Board of Trustees at each of its meetings.

Equal Opportunities Policy

Introduction

Unscene Suffolk, hereinafter referred to as the Organisation, strives for high standards both as an employer and as a provider of services. In so doing, we wholeheartedly support a policy of equal opportunities in all areas of our work and responsibilities.

STATEMENT

The Organisation is an equal opportunities employer and promotes equality of opportunity through all of its activities. It aims to ensure that no job applicant, employee, volunteer, trustee, member or service user receives less favourable treatment on the grounds of race, gender, marital and civil partnership status, sexual orientation, religion or belief, age, physical, sensory or learning disability, gender reassignment, pregnancy and maternity, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The principle of Equal Opportunities will apply to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment. The Organisation is committed to reviewing this policy on an annual basis, and will ensure that its personnel are regularly reminded of these statements of policy.

POLICY

Introduction

This policy has been produced to provide guidance, which will enable the Trustees, Committees, staff, volunteers, members and service users of the Organisation to comply with anti-discrimination legislation. The policy will also address anti-discrimination issues involving any other people who currently fall outside any legislation. Failure to follow the procedures in the policy may lead to disciplinary or other appropriate action.

Definitions

The Equality Act (2010) describes nine “protected characteristics”.

Discrimination - a situation where a person is treated less favourably on the grounds of:

- race, colour, nationality, ethnic or national origin
- gender
- marital and civil partnership status
- sexual orientation
- age
- physical, sensory or learning disability
- gender reassignment
- religion and belief (including lack of belief)
- pregnancy and maternity.

In addition to the nine “protected characteristics”, the Organisation would not discriminate against people, because of:

- mental health
- caring responsibilities
- class
- HIV status
- employment status
- unrelated criminal convictions
- union activities.

Associated Discrimination is direct discrimination against a person because they associate with another person who possesses a protected characteristic.

Discrimination by Perception is direct discrimination against a person because it is perceived that they possess a particular protected characteristic.

Indirect Discrimination is the imposition of a requirement or condition, which has disproportionate and / or adverse effect e.g. only recruiting people with English qualifications.

Victimisation means subjecting a person to detrimental treatment because they are or are believed to be bringing proceedings under the Equality Act; giving evidence or information in connection with proceedings under the Equality Act; doing any other thing for the purposes or in connection with the Equality Act or making an allegation that a person has contravened the Equality Act.

A person must be able to act against unlawful discrimination without fear of reprisals or being subjected to a detrimental effect.

Harassment means unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment.

Harassment by a third party means unwanted, repeated conduct by a third party based on a protected characteristic, which has the purpose or effect of violating the dignity of a person or creating an intimidating, hostile, degrading, humiliating or offensive environment for a person and where the employer does nothing to prevent it from reoccurring. A third party is defined in law as not being the employer or employees of the employer, but people such as customers or clients.

Aims

- To ensure equal access to jobs, volunteering and services
- To ensure compliance with legislation on discrimination and equality (including the Equality 2010 Act and any other legislation which becomes law)
- To create environments free from harassment and discrimination
- To maximise the use of resources in the best interests of staff, volunteers and service users.

Objectives

- Trustees, staff, volunteers, members and service users will be encouraged, by example and guidance, to challenge discrimination where and whenever it

arises, whether it be between colleagues, or in any other area relating to the Organisation's work.

- Trustees, Committees, staff and volunteers of The Organisation will be made aware of this policy. A necessary qualification for any position in The Organisation will be a willingness to accept and implement this policy.
- Positive action will be taken to ensure so far as is reasonably practicable that all the Organisation's premises and services are accessible to all people.
- The Trustees will monitor and review annually equality of opportunity relating to the Organisation's services.
- Recruitment and selection procedures will be monitored and reviewed annually by the Trustee Board.
- In order to address discrimination and disadvantage within the workplace, the Organisation will ensure that employment and advancement within the Organisation is determined by objective criteria and personal merit. Recruitment and employment practices will reflect a commitment to Equal Opportunities.

Implementation

- Responsibility for implementing and developing the policy rests with the Trustees.
- Any staff member or volunteer who feels they have been unfairly treated in a way contrary to the intention of this policy should raise the issue with the Trustees.
- Any service user who feels they have been unfairly treated in a way contrary to the intention of this policy should make a complaint to the Trustees.
- Any member of staff found to be in breach of this policy will be subject to disciplinary action.
- Any volunteer found to be in breach of this policy will be counselled on their actions and may, where necessary, be removed from the register of accredited volunteers.
- Any member of the Trustee Board, any committee or working party of the Organisation found to be in breach of this policy will be counselled and may, where necessary, be asked to leave the organisation.
- Any service user found in breach of this policy will be counselled on their actions and may, where necessary, be referred back to their organisation.
- Any job applicant who believes that they have been treated unfairly and contrary to the intention of this policy should raise the issue with the Trustees.

Recruitment and Promotion

- The Organisation will strive to ensure that trustees, staff and volunteers reflect the wider communities.
- Clear and accurate information regarding vacant posts should be available through advertisement, job or role descriptions, person profiles and the interview. Vacancies should be advertised sufficiently widely in order to reach,

within reason, the widest possible range of candidates, either internal and/or external.

- Unless a genuine occupational qualification exists which limits a post to a particular group, advertisements and recruitment literature should not imply any preferred group.
- Applicants will be informed, through advertisements, job or role descriptions and application forms, of the Organisation's commitment to equal opportunities and the existence of an Equal Opportunities Policy.
- Person specifications should only include requirements, which are necessary and justifiable. Requirements, which are convenient rather than necessary, may be discriminatory.

Interviewing and Short listing

- An interview panel will be selected for each vacant post as and when necessary. The size and composition of this panel may vary according to the vacant post. Care should be taken to reflect the gender, disability and ethnic make up of the Organisation when selecting the panel.
- The short-listing panel will not select candidates on the basis of the gender, name, possible disability or age of the candidate. They should record reasons for rejecting any candidate at the shortlisting stage.
- Interviews must be undertaken on an objective and equitable basis. Common core questions should be asked of each candidate and suitable evaluation criteria should be used. The interview must only deal with the applicants' suitability and ability to do the job applied for.
- The interview panel must take extreme care not to ask discriminatory questions unrelated to the requirements of the job, e.g. Personal circumstances, gender, race, disablement, sexual orientation, politics, religion, care responsibilities etc.

Training

- In line with the intentions of this policy, The Organisation will not discriminate in the provision of training courses / opportunities wherever possible.
- Briefing on this policy will form part of any Induction Procedure for Trustees, staff, volunteers and committee members.
- The Organisation will strive to ensure that all training will be accessible to all people.

Monitoring and Review

All aspects of personnel policies and procedures shall be kept under review to ensure that they do not operate against the Equal Opportunities Policy.

If it is found that the policy is excluding or discouraging Trustees, staff, volunteers' development or restricting service users, the Trustee Board, through the Manager, should take positive action to re-adjust the policy.

END OF POLICY – UPDATED MARCH 2017

Code of Conduct – Staff and Volunteers

Driving as part of your work or volunteering

Before giving lifts as part of your work or volunteering, please ensure

- you have DBS clearance which Unscene Suffolk has approved
- you have informed your insurance company that you are driving as part of your work or volunteering

Personal care

Group members will only ever be expecting you to show them to the door of the toilet, and possibly if it is a new building to explain where things are in the cubicle. Staff and volunteers are not expected to give personal care.

Social Media

Many of our staff, volunteers and members use social media which can be helpful when we are promoting shows and events. Please remember that if you accept friend requests from people you meet through Unscene Suffolk, you are inviting these people into your personal network and should therefore only do this if you plan to represent yourself on social media in the same way that you would at a workshop. If you prefer not to have to worry about this then you are absolutely entitled to reject the friend requests or to edit your privacy settings for those individuals so that they do not see all of your activity/information.

Data protection and communication

It is up to you to decide whether to share personal details such as phone numbers with our adult members. Please do not pass other people's details on without asking first.

Photography

Please check with Jenni before taking photos, in case of any consent issues.

Personal belongings

Everyone is responsible for their own possessions, and our insurance does not cover the theft of personal belongings. We would therefore encourage you to only bring what you need, and not to leave your bags unattended.

END OF POLICY – UPDATED DECEMBER 2015

UNSCENE SUFFOLK

Safeguarding adults vulnerable to abuse or neglect policy

This policy should be read in conjunction with our Safeguarding Procedure documents.

1. Purpose

Safeguarding and promoting the welfare of adults at risk of abuse or neglect.

This policy defines how UNSCENE SUFFOLK operates to safeguard adults at risk of abuse or neglect.

We have a duty of care and are committed to the protection and safety of adults at risk involved as visitors and as participants in all of our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

Definitions

Adult at risk of abuse or neglect

For the purposes of this policy, adult at risk refers to someone over 18 years old who, according to paragraph 42.1 of the Care Act 2014:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be an adult at risk

2. Persons affected

- All staff, paid and unpaid, this includes volunteers
- All service users
- All visitors and contractors

Safeguarding is everyone's responsibility. All members of staff (paid and unpaid) are required to report any suspected abuse and be aware of the appropriate reporting and support procedure for safeguarding. It is important that Staff are also aware of the Government's PREVENT strategy. The aim of this is to stop people becoming terrorists or supporting violent extremism in all its forms. This can also be a safeguarding issue but has different reporting mechanisms.

The Safeguarding Officer(s) will discharge their safeguarding functions in a way that ensures that children are safeguarded from harm, and promotes their welfare. They are responsible for following up any suspected reports of abuse and for informing the Police or other appropriate external bodies.

3. Policy

UNSCENE SUFFOLK has a zero tolerance approach to abuse. UNSCENE SUFFOLK recognises that under the Care Act 2014 it has a duty for the care and protection of adults who are at risk of abuse. It is committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised. Adults will be included in swift and personalised safeguarding responses

It is also committed to inter agency collaboration on the development and implementation of procedures for the protection of adults vulnerable from abuse, it has a duty and responsibility for making arrangements to ensure all its functions are discharged having regard to safeguarding and promoting the adults at risk of abuse. The policy is about stopping abuse where it is happening and preventing abuse where there is a risk that it may occur.

There can be no excuses for not taking all reasonable action to protect vulnerable adults from abuse, exploitation, radicalisation and mistreatment. All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998. People who are eligible to receive health and community care services may be additionally vulnerable to the violation of these rights by reason of disability, impairment, age or illness.

This policy and procedure is supported by UNSCENE SUFFOLK's Recruitment practices which embed the Key Safeguarding Employment Standards.

This policy and operational guidance references the Suffolk Safeguarding Adults Board ['Suffolk County Council Safeguarding Adults Policy and Operational Guidance 2015 - 2017'](#)

Key six key principles that underpin safeguarding adults work*

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – accountability and transparency in delivering safeguarding

*From Suffolk County Council Safeguarding Adults Policy and Operational Guidance 2015-17

Making Safeguarding Personal

Making Safeguarding Personal is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about seeing people as experts in their own lives and working alongside them in a way that is consistent

with their rights and capacity and that prevents abuse occurring wherever possible.

Safeguarding should be person-led and outcome focused, engaging the adult at risk in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. In most cases this can only happen by making sure people get the care and support that they need. It is also important that the people who care for them also get this support and recognition. Most importantly it is about listening and providing the options that permit individuals to help themselves.

It is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that all organisations recognise that Safeguarding Adults arrangements are there to protect individuals, bearing in mind different preferences, histories, circumstances and lifestyles.

In order to evidence that the Safeguarding process is personalised, it is necessary to collect information about the extent to which this shift has a positive impact on people's lives.

Whilst every effort must be made to work with adults experiencing abuse within the present legal framework there will be some occasions on which adults at risk will choose to remain in dangerous situations. It may be that even after careful scrutiny of the legal framework, staff will conclude that they have no power to gain access to a particular adult at risk. Staff may find that they have no power to remove the adult from a situation of risk, investigate the adult's financial affairs, or intervene positively because the adult refuses all help or wants to terminate contact with the professionals.

It may not always be possible to provide satisfactory solutions. At the age of 18, people are legally entitled to adult status regardless of any disability or impairment they may have. It is, therefore, essential that wherever possible it is the adult at risk who will decide on the chosen course of action, taking into account the impact of the adult at risk's mental capacity where relevant. However, the people and organisations caring for, or assisting them, must do everything they can to identify and prevent abuse happening wherever possible and evidence their efforts.

In these extremely difficult circumstances, staff will be expected to continue to exercise as much vigilance as possible.

Safeguarding Managers will give full support to staff over problems when handling cases

of adults remaining in high-risk situations, provided that:

- It is evident from case records that Safeguarding Adults procedures have been properly followed;

- Every effort has been made, on a multi-agency basis, to intervene positively to protect the adult at risk;
- Legal advice has been obtained and acted upon
- And ultimately that the adult at risk has been fully consulted and involved as far as practicable in every decision relating to their situation.

UNSCENE SUFFOLK is committed to the following:

- The welfare of the adult at risk is paramount;
- All adults at risk have the right to protection from abuse
- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- All suspicions and allegations of abuse must be properly reported to the relevant internal and external authorities and dealt with swiftly and appropriately
- arrangements which set out clearly the processes for sharing information procedures with other professionals and with the Local Safeguarding Adult Board;
- Staff, contractors and volunteers must be clear on appropriate behaviour and responses. Where appropriate, failure by staff to maintain standards may be dealt with using UNSCENE SUFFOLKS Disciplinary Procedures
- clear whistleblowing procedures are suitably referenced in staff training and codes of conduct, and a culture that enables issues about safeguarding and promoting welfare to be addressed;
- All staff are aware of the policy and procedures for the protection of adults at risk through appropriate safeguarding training, supervision and support for staff and for creating an environment where staff feel able to raise concerns and feel supported in meeting their safeguarding role;
- staff are given a mandatory induction, which includes familiarisation with safeguarding responsibilities and procedures to be followed if anyone has any concerns;
- all staff should have regular reviews of their own practice to ensure they improve over time in their work with vulnerable adults and families
- a clear line of accountability for the provision of safe services exists
- a senior board level sub-committee (named at the bottom of this document) to take leadership responsibility for UNSCENE SUFFOLK's safeguarding arrangements;
- a designated lead for safeguarding at UNSCENE SUFFOLK (named at the bottom of this document).
- safe recruitment practices are in place including policies on when to obtain a DBS check;

UNSCENE SUFFOLK will ensure that staff understand;

- What they need to do, and what they can expect of one another, to safeguard adults at risk of abuse using this policy. The policy is available at Induction and on the Shared drive under policies/ safeguarding.
- Core legal requirements, making it clear what individuals and UNSCENE SUFFOLK should do to keep vulnerable adults safe. In doing so, UNSCENE SUFFOLK seeks to emphasise that effective safeguarding systems are those where:
 - That all staff who come into contact with vulnerable adults and their families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose;
 - The requirement to share appropriate information in a timely way and can discuss any concerns about an individual adults with colleagues and local authority adult's social care;
 - The necessity to use their expert judgement to put the adult's needs at the heart of the safeguarding system so that the right solution can be found for each individual;
 - The necessity to contribute to whatever actions are needed to safeguard and promote a person's welfare;
 - All staff working with vulnerable people are afforded a position of status and authority in relation to service users. Services will be provided in an environment which lessens the imbalance of power and encourages independence and self-advocacy for service users. All working practices will minimise the risk of abuse by being sensitive to individual, gender and cultural needs
 - We recognise that abuse is a symptom of social, institutional and individual discrimination. Disabling attitudes and practices allow for the belief that it is somehow acceptable to treat vulnerable people with little respect and for people not to be informed, consulted, included or empowered in order to exercise choice and take decisions which affect their lives. Preventing discrimination is essential to abuse prevention. We are committed to work within our organisation, the services we provide, and in partnership to promote the rights of service users.
- The importance of capacity, consent and decision making – see below

Capacity, Consent and Decision Making

The consideration of capacity is crucial at all stages of Safeguarding Adults procedures. For example determining the ability of an adult at risk to make lifestyle choices, such as choosing to remain in a situation where they risk abuse; determining whether a particular act or transaction is abusive or consensual; or determining how much an adult at risk can be involved in making decisions in a given situation.

The key development affecting this area of work is the implementation of the Mental Capacity Act 2005, which provides a statutory framework to empower and protect adults at risk who may not be able to make their own decisions. It makes it clear who can take decisions in which situations and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. It

applies to anyone aged 16 years and over therefore appropriate liaison needs to occur for young people aged 16 to 18 years with Children's Services where relevant as part of Safeguarding Adults work.

The whole Act is underpinned by a set of five key principles:

- **A presumption of capacity** - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise;
- **The right for individuals to be supported to make their own decisions** - people must be given all appropriate help before anyone concludes that they cannot make their own decisions;
- That individuals must retain the right to make what might be seen as eccentric or **unwise decisions**;
- **Best interests** - anything done for or on behalf of people without capacity must be in their best interests; and
- **Least restrictive intervention** - anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms.

For full guidance refer to the Safeguarding Adult Board guidance on their website.

Current Safeguarding Officers

Lead Officer Jenni Elbourne – 07528189865 / jenni@unscenesuffolk.co.uk

Deputy Officer Steve Giddings – 07717 816301

Safeguarding Committee – Lorna Owen, Steve Giddings, Briony Golding

END OF POLICY. LAST UPDATED ON 30 NOVEMBER 2017

Safeguarding Children Policy

This policy should be read in conjunction with our Safeguarding Procedure documents.

1. Purpose

Safeguarding and promoting the welfare of children

UNSCENE SUFFOLK recognises that, under the Children Act 1989 and 2004, it has a duty and responsibility for making arrangements to ensure all its functions are discharged having regard to safeguarding and promoting the welfare of children/young people in their care – this includes all services directly provided and commissioned by the local authority. A child is anyone up until their 18th birthday.

“Safeguarding and promoting the welfare of children” is defined in Working Together 2015 as:

- protecting children from maltreatment
- preventing impairment of children’s health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

2. Persons affected

- All staff, paid and unpaid, this includes volunteers
- All service users
- All visitors and contractors

3. Safeguarding policy

UNSCENE SUFFOLK is committed to the importance of safeguarding and promoting the welfare of children. It has:

- a clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of children;
- a senior board level sub-committee (named at the bottom of this document) to take leadership responsibility for UNSCENE SUFFOLK’s safeguarding arrangements;
- a culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services;
- clear whistleblowing procedures which reflect the principles in Sir Robert Francis’s Freedom to Speak Up review and are suitably referenced in staff training and codes of conduct, and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed;
- arrangements which set out clearly the processes for sharing information procedures with other professionals and with the Local Safeguarding Children Board (LSCB);
- a designated professional lead (named at the bottom of this document) for safeguarding at UNSCENE SUFFOLK. Their role is to support other professionals

in their agencies to recognise the needs of children, including rescue from possible abuse or neglect. Designated professional roles should always be explicitly defined in job descriptions. Safeguarding leads should be given sufficient time, funding, supervision and support to fulfil their child welfare and safeguarding responsibilities effectively;

- safe recruitment practices for individuals whom UNSCENE SUFFOLK will permit to work regularly with children, including policies on when to obtain a DBS check;
- appropriate supervision and support for staff, including safeguarding training:
- ensuring that staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role;
- staff are given a mandatory induction, which includes familiarisation with safeguarding responsibilities and procedures to be followed if anyone has any concerns about a child's safety or welfare;
- all staff should have regular reviews of their own practice to ensure they improve over time in their work with children, young people and families.
- clear policies in line with those from the LSCB for dealing with allegations against people who work with children. Such policies make a clear distinction between an allegation, a concern about the quality of care or practice or a complaint. An allegation may relate to a person who works with children who has:
 - behaved in a way that has harmed a child, or may have harmed a child;
 - possibly committed a criminal offence against or related to a child; or
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

UNSCENE SUFFOLK will ensure that staff understand;

- What they need to do, and what they can expect of one another, to safeguard children.
- Core legal requirements, making it clear what individuals and UNSCENE SUFFOLK should do to keep children safe. In doing so, UNSCENE SUFFOLK seeks to emphasise that effective safeguarding systems are those where:
- The child's needs are paramount, and the needs and wishes of each child, be they a baby or infant, or an older child, should be put first, so that every child receives the support they need before a problem escalates;
- That all staff who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;
- The requirement to share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues and local authority children's social care;
- The necessity to use their expert judgement to put the child's needs at the heart of the safeguarding system so that the right solution can be found for each individual child;

- The necessity to contribute to whatever actions are needed to safeguard and promote a child's welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes;
- **Key principles will be communicated that;**
- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

This policy and related guidance will be monitored by the Board of Trustees on a regular basis for compliance and will be reviewed at least annually.

Current Safeguarding Officers

Lead Officer Jenni Elbourne – 07528189865 / jenni@unscenesuffolk.co.uk

Deputy Officer Steve Giddings – 07717 816301

Safeguarding Committee – Lorna Owen, Steve Giddings, Briony Golding

END OF POLICY. LAST UPDATED ON 30 NOVEMBER 2017

Data Protection Policy

This Policy has been drafted following guidance from the National Council for Voluntary Organisations.

Definitions

This policy applies to the following two types of data

Personal data is data which can identify an individual, such as a name and address, data of birth or email address.

Sensitive personal data is data which could create a significant risk to an individual's rights and freedoms, for example by putting them at risk of unlawful discrimination. This includes data relating to race, religion, health and sexual orientation.

The key types of data processed by Unscene Suffolk are:

Participant, staff and volunteer contact information and medical / next of kin details.

Names and email addresses of people signed up to our e-newsletter.

Names and addresses of supporters.

Unscene Suffolk Limited is committed to the safe and legal handling and processing of all data, in accordance with the General Data Protection Regulation 2018 (GDPR).

Unscene Suffolk recognises the following data protection principles:

Personal data shall be processed fairly and lawfully.

Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Personal data shall be accurate and, where necessary, kept up to date.

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Personal data shall be processed in accordance with the rights of data subjects under the General Data Protection Regulation.

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Unscene Suffolk will ensure that:

1. All staff and volunteers are aware of relevant Data Protection law and how it affects their work.
2. All personal data collected by Unscene Suffolk is documented via a data map.

3. Appropriate Privacy notices are issued whenever Unscene Suffolk collects personal data.
4. Unscene Suffolk's data processing procedures are adequate in the event of an individual exercising his or her rights as outlined by the GDPR.
5. All data processed by Unscene Suffolk will be on a lawful basis.
6. Where consent is required by law it will be on an opt-in basis and will be freely given, specific, informed and unambiguous.
7. Parental consent will be required for the processing of personal data of anybody under the age of 16.
8. Procedures will be in place to detect, report and investigate any data breach.
9. A 'Privacy by Design' approach will be taken to the creation of any new system involving data processing.
10. A Data Protection Officer shall be named in the Procedures, with overall responsibility for data protection compliance.

Data Protection Procedures

Unscene Suffolk's Data Protection Officer is Jenni Elbourne

Data collection

When personal data is collected this will be done privately e.g. in person, by telephone or by email directly to the organisation. Where an intermediary is required (for example to assist a visually impaired person with form-filling), s/he will be given appropriate data protection training and understand the confidential nature of the data.

All forms, whether digital or physical, will include a Privacy Notice explaining how the data will be used, and an opt-in consent field.

Data storage and Processing

Personal data is stored and processed as described in our data map.

All storage platforms are assessed to ensure they provide sufficient protection according to the type of data being stored.

All new categories of data, new storage systems and new processes will be approved by the trustees who will ensure that they give an appropriate level of security and comply with data protection law.

Data destruction

Data will be destroyed when it is no longer required.

In the case of staff, volunteers, participants and supporters, personal data will be held for no longer than five years after the individual ceases to have active involvement with Unscene Suffolk.

Email addresses of individuals who unsubscribe from our mailing list will be stored securely on Mailchimp for the purpose of ensuring that they do not receive communication from Unscene Suffolk, however if a request to delete information is received this will be implemented manually.

Destruction of data means the shredding of paper records, and the permanent deletion of electronic records including deletion of all backup copies and emptying of electronic trash folders.

Data Access Requests

Unscene Suffolk will respond to any data access request within one month of receiving it.

Data will be located by examining each area described on our data map, using both manual and electronic search functions, and will be shared with the individual in an appropriate accessible format.

If repeated requests are received from the same individual, Unscene Suffolk may charge a fee for the administrative cost of supplying the data, or refuse to respond. Any refusal to respond must be agreed by the Trustees with responsibility for Data Protection.

Data Breach Procedures

All staff with access to personal data will inform the Data Protection Officer immediately in the following circumstances:

Loss or theft of computer(s) or physical papers containing personal data

Staff member has reason to believe that unauthorised persons may have accessed personal data via any means.

Staff member becomes aware of a security breach on any platform used by Unscene Suffolk for the storage of personal data.

The Data Protection Officer will investigate all potential breaches and will inform the Trustees if a data breach cannot be ruled out.

If the Trustees consider it likely that individuals' rights and freedoms could be at risk, they will instruct the Data Protection Officer to inform the Information Commissioners Office of the breach. This will take place within 72 hours.

If the Trustees believe there is a high risk to individuals' rights and freedoms, the individuals will be notified without undue delay.

All data breaches and the organisation's response will be documented regardless of whether or not the ICO and the individuals are informed.