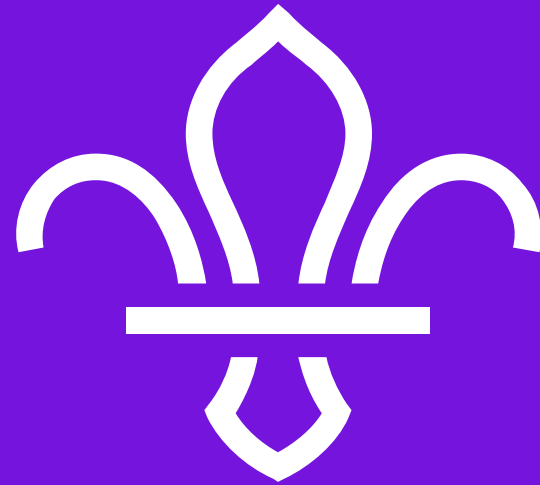


Tonight's online call will be recorded and shared on Keeping Everyone Safe webpages on www.scouts.org.uk

The webinar will last approximately 60 minutes.

Please wait before asking questions - hopefully they will be answered in the presentation.



Scouts

Keeping Everyone Safe

Knowing where to turn if you have a concern

15 July 2020

On the call

- Kester Sharpe, Deputy UK Chief Commissioner
- Jack Caine, Head of Volunteer Journey
- Graeme Hamilton, Deputy UK Chief Commissioner
- Peter Moody, Head of Governance
- Janet McIntyre, Safeguarding Operations Manager
- Gordon Weston, Safeguarding Committee Member
- Matt Cobble, Head of Training
- Mo Amin, Resolutions Manager



Agenda

- Where to raise a concern
- Safeguarding Policy
- Intimate and Personal Care Policy
- Informal Resolution
- Complaints Policy
- Volunteer Anti-Bullying and Harassment Policy
- Whistleblowing Policy

Do more. Share more. Be more.



The Purpose of Scouting

Scouting exists to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

The Scouts are committed to ensuring that all volunteers do so in an enjoyable and safe environment.

Our duty of care to volunteers and our high standards of transparency and accountability are in everything we do including our values, policies and procedures.

Do more. Share more. Be more.

The Values of Scouting

Integrity - We act with integrity; we are honest, trustworthy and loyal.

Respect - We have self-respect and respect for others.

Care - We support others and take care of the world in which we live.

Belief - We explore our faiths, beliefs and attitudes.

Co-operation - We make a positive difference; we co-operate with others and make friends.

Scouts 



Keeping Everyone Safe – Where to raise a concern

Where to raise a concern - from September 2020

- One webpage to guide you through the process.
- It will be clear which policy an individual should use.
- Where an individual has raised a concern or several concerns (which could be classified under more than one of The Scouts' policies) it may be decided to consider them all under the same policy.
- The Scouts has complete discretion to decide which policy a concern should be considered under.

Safeguarding Policy



It is the policy of The Scouts to safeguard the welfare of all children, young people and adults at risk by protecting them from neglect and from physical, sexual and emotional harm.

If any adult is unable to understand and/or uphold the safeguarding policy and the Code of Practice set out on the “Yellow Card” or is unable to safeguard children or young people then they cannot be considered for adult appointments.

Safeguarding policy

- The Safeguarding Policy is for everyone - all volunteers and staff
 - Leader, manager, supporter, Network member, executive committee member or trustee
 - Employee, contractor, consultant, agency worker
- Safeguarding is everyone's responsibility and it is embedded across our organisation.
- Leaders should provide a safe space for all activities and events to run safely for all. Their role is also to be alert, question behaviours, seek advice, support and report allegations or concerns.
- Everyone must attend training to enable them to do this and follow the Code of Behaviour - Young People First (Yellow Card)



Keeping young people safe
It's everyone's responsibility

All adults in Scouts follow our code of behaviour

- Do remember that you are a role model at ALL times, inside and outside Scouting. Set a good example for others to follow
- Do treat everyone with dignity and respect in line with the Scouting Values
- Do treat all young people equally - do not abuse their trust
- Do follow the rules for young people issues at all times
- Do remember that you have been placed in a position of trust - do not abuse this
- Do report all allegations, suspicions and concerns immediately
- Do remember that concerns may impact your actions
- Do respect a young person's right to privacy online
- Do set and enforce appropriate boundaries, make difficult conversations
- Do encourage an open and transparent culture, where people can challenge inappropriate attitudes or behaviours
- Do make everyone (young people, parents and carers, Young Leaders and other helpers) aware of our safeguarding arrangements and share our Yellow Card - our Code of Behaviour
- Do create an environment where young people feel safe to voice their concerns
- Do have separate ongoing communication for young people, adults and Young Leaders working with a young person
- Do give attention that includes more than one other person being present or at least within sight and hearing of others

Do not

- Do not be alone with a young person
- Do not drink alcohol when you are directly responsible for young people and when other young people are Scouting activities to which you're
- Do not touch or physical contact games with young people
- Do not override the boundaries between yourself and young people by engaging in friendships or social relationships
- Do not allow activities that encourage bullying behaviour including inappropriate comments, gestures or looks
- Do not use inappropriate, suggestive or threatening language whether verbal, written or online
- Do not rely on your reputation or position to protect you

If a young person is at immediate risk of harm call the police on 999 and then tell your Group Scout Leader or District Commissioner.

Young people
We want everyone in Scouts to be safe and happy. If an adult has made you feel bad or uncomfortable, either inside or outside of Scouts, please tell a leader or your parent/carer. We will listen to you and take you seriously.

Parents
If you are worried about a young person, or if you have concerns about an adult involved in Scouts, please tell a Leader or District Commissioner immediately.

If you are unsure what to do contact:
Scout Information Centre
0345 300 1838
Safeguarding Team
safeguarding@scouts.org.uk
18300
0800 900 5000
help@scouts.org.uk

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scouts.org.uk/safeguarding

Scouts 

New areas of the *Safeguarding* policy

Adults at risk

Adults at risk

“An adult, who is, or may be, in need of community care services (e.g. adult social services), because of mental health, disability, age or illness, and/or who is unable to care for themselves or unable to protect themselves from significant harm or exploitation.” (definitions vary across the nations)

- Although adults at risk can experience the same types of harm (and the causes are often similar) as young people, but unlike with young people, adults have a right to make a choice regarding the action taken by The Scouts.
- Sometimes adults at risk may not wish for statutory agencies to be informed. Therefore concerns about adults at risk that reach the safeguarding threshold for reporting must be referred into the Safeguarding Team and they will assess the concern, liaise and take appropriate action.
- Statutory agencies will always be informed when a young person has suffered harm or is at risk, whether they and parents/carers are in agreement or not

Adults at risk – our responsibilities

As we do for young people, to support adults at risk, we must:

- Follow the safeguarding arrangements and procedures, and address any failure to comply, including responding to and reporting all suspected or alleged abuse.
- Promote and prioritise the safety and wellbeing of adults at risk.
- Ensure everyone is clear about their roles and responsibilities, and are provided with appropriate training to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to adults at risk.
- Ensure all adults undertaking roles with adults at risk are appropriately checked through the National Vetting Process.
- Ensure all adults are provided with opportunities to disclose any relevant details about their circumstances, and that this information will be treated with appropriate confidentiality, with appropriate support being discussed and implemented.

New areas of the Safeguarding policy

Pre-existing relationships

Pre-existing relationships

- The Yellow Card states “Do not overstep the boundaries between yourself and young people by engaging in friendships or sexual relationships”.
- However, there are particular circumstances where a **pre-existing relationship** will be accepted:
 - An 18 year old has **recently** become an adult volunteer or Network member
 - They are in a relationship with a young person who is in Scouts who is **aged over 16, the start of which pre-dates the individual taking on the adult role**, and
 - The relationship is **consensual**
 - The adult volunteer must **inform** their line manager of the pre-existing relationship prior to taking their appointment

Pre-existing relationships

- The District Commissioner must satisfy themselves that these conditions are in place.
- Meeting must be held with the young person under 18 and their parent/carer to ensure there is full understanding of the situation and any restrictions being put in place.
- The adult volunteer must agree not to volunteer in the Group or Unit, or at any event, that the under 18 who they are in a relationship with, attends.
- This exception to the Yellow Card can only be used in the specific circumstances stated, and it must be monitored to avoid abuse in the guise of a pre-existing relationship.
- A framework for conversations regarding pre-existing relationships is available

New areas of the Safeguarding policy

Mental wellbeing

Mental wellbeing

- Anyone can experience good or poor mental wellbeing at any point in their lives.
- Mental health problems take many forms.
- Supporting others in Scouts with mental wellbeing and assessing any risk to them or others is part of our wider safeguarding duties.
- Anyone facing mental wellbeing challenges should talk to their leaders or volunteer line managers about how Scouts can best support them.
- Scouting have a legal duty under the Equality and Diversity Act to ensure accessibility for all.
- Scouts can help build tolerance and empathy amongst young people.

New areas of the Safeguarding policy

Radicalisation

Radicalisation

- Radicalisation can occur within any community or setting if extremist views are left unchallenged.
- Protecting children from the risk of radicalisation is part of The Scouts' wider safeguarding duties (like protecting children from other grooming behaviours).
- Adults in Scouting should be able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified.
- Scouts seek to build young people's resilience to radicalisation by promoting our Scouting values and enabling them to challenge extremist views within the youth programme.
- Groups should provide a safe space in which young people can have open discussions of potential issues, to understand radicalisation and develop the knowledge and skills to be able to challenge extremist arguments.

Safeguarding policy - line manager responsibilities:

- Ensure safe spaces are provided for all activities and events to ensure inclusion for all
- Be alert, question behaviours, seek advice, support and report allegations or concerns, or where further support is required
- Understand how to report concerns to the Safeguarding Team, and your role in managing the situation
- District Commissioners must satisfy themselves the conditions for any pre-existing relationship are in place

Intimate and Personal Care Policy

Intimate and Personal Care Policy

- Intimate and Personal Care policy coming in autumn to support and protect young people who have specific care needs

Informal Resolution

Informal Resolution

- Most complainants do not want to raise a formal complaint. They simply want to have their questions answered, their concerns dealt with, or their opinion noted.
- We ask that complainants try an informal attempt at resolution whenever possible.
- Informal resolution includes:
 - Referring volunteers back to our values, discussion with a manager (or a member of their team), mediation or finding a mutual solution.
- Guidance and training will be available to support informal resolution.

Complaints Policy

Complaints Policy – Why does it need updating?

- Last formal update was August 2012.
- Changes in society – mental health and litigation.
- Feedback gathered from Managers, those complained about, complainants and legal advice over a year.
- Key changes relate directly to the feedback received.
- Values driven.
- Just an update, more work to do.

Complaints Policy – Key Changes

Complaints

- Compulsory informal resolution attempt
- Allowing Deputies and Assistants to lead on dealing with complaints
- Initial complaint to be no longer than 1000 words
- Complaints managed at the same management level if there is a conflict of interest
- Multiple complaints from the same person can be combined
- Multiple complaints about the same issue can be combined
- Clear definitions
- Collecting statistical information

Appeals (as above plus)

- Any party identified in a complaint can appeal

Complaints Policy - Guidance

- Supporting the Wellbeing and Mental Health
- Informal Resolution Advice
- Litigation Support
- Complaint Template
- Acknowledgement Letter Template
- Investigating a Complaint (ACAS)
- Response Letter Template
- Appeal Template
- Complaints handling and GDPR (ICO)

Mutually agreed restrictions

- Restrict a role without suspending
- Flexibility on what aspects of a role can be restricts (ie. Beavers on a Tuesday or access to Young People)
- Up to 4 weeks
- It is an informal process, but suspension and cancelation are the alternatives
- Applied by Commissioner roles in conjunction with their line manager (same as suspension)
- Can be used for training compliance (transition period for Wood Badges)
- Live in September 2020 at the latest but hoping to move this to August 2020

Volunteer Anti-Bullying and Harassment Policy

Volunteer Anti-Bullying and Harassment Policy

- New policy to support our volunteers
- Policy for young people has existed for a long time – now called ‘youth member anti-bullying policy’
- Supports volunteers who want to raise a concern about potential bullying and/or harassment of a volunteer via the Complaints Policy

Whistleblowing Policy

Whistleblowing: what it is and why do we need it Scouts

- A way for **serious concerns** about Scouting to be raised
 - e.g. collusion at a senior level to enable fraud or theft,
 - or, serious misconduct such as happened within Oxfam
- A disclosure of information that the volunteer reasonably believes falls into one of the relevant categories on the next slide, that they reasonably believe is in the **public interest** (i.e. affecting the general public or a group of people).

Whistleblowing Policy

- Provides guidance, support and advice to adults in Scouting who wish to raise a concern about a potential wrongdoing (breach of our standards or conduct) that is in the public interest.
- Sets out what constitutes a whistleblowing complaint (officially known as a “protected disclosure”) and how we will manage such concerns.
- Ensures volunteers with a serious concern know how to raise it, that it will be investigated and the appropriate action taken.
- A volunteer raising a serious concern will have confidentiality protected and be protected from victimisation, discrimination or being in any way disadvantaged because of raising their concern

Whistleblowing: categories

- A criminal offence has been / is being / is likely to be committed
- The health and safety of an individual has been / is being / is likely to be endangered
- The environment has been / is being / is likely to be damaged
- A miscarriage of justice has / is / is likely to occur
- A person has / is likely to fail to comply with any legal obligation to which they are subject
- Information to show any matter failing within any of the above categories is, or is likely, to be deliberately concealed.
- Conduct which is likely to seriously harm the reputation of The Scouts, which doesn't appear above (e.g. serious breach of the "Yellow Card" code of conduct that hasn't been reported or dealt with).

Whistleblowing: what it isn't

- It's not somewhere to escalate a complaint to, when you're not happy with the outcome or appeal.
- It's not a way to complain about a line management decision, the way you are being line managed, or for reporting disagreements.
- It's not something that will cause managers and their teams any additional work, or that they will be required to manage - it is a process managed entirely by Headquarters.

How does someone make a whistleblowing disclosure?

- Using the online form available on the website when Reporting a concern webpages go live in September 2020.
- Form automatically sent to Deputy UK Chief Commissioner.
- Deputy UKCC will assess if it fits the criteria for whistleblowing, manage the investigation, which may include appointing an independent investigator or referring the matter to a relevant external body
- Dealt with in confidence.

Executive Committees

How this affects you

Executive Committees – how this affects you

- Raising of Serious Incidents
 - Not Safeguarding (reported nationally)
 - Any actual or suspected criminal activity
 - Any actual or suspected serious fraud or theft
 - Other significant loss (e.g. due to fire damage)
 - Someone disqualified as a trustee has been or is an Executive Committee member
 - Any local media coverage which has had, or is likely to have, a significant negative impact on reputation
- Executive Committee's responsibilities for Safety and Safeguarding
 - Appointments Process – Adults at Risk and Key Policies
- Document Storage
 - Clear process in place for document storage (up to 6 years)

In summary...

- Hopefully you will rarely need to put much of tonight's webinar content into action with good local management and governance of Scouting
- Full versions of policies will be shared with line managers and Chairs on 21 July in member email for early view
- New webpages live in September as the one place to go for all the guidance on these areas
- Take a look at the recordings of the other webinars for Keeping Everyone Safe – one on having the knowledge you need (training changes) and how we do things safely (practical changes to managing and planning activities with young people)

Questions

**Thank you for everything
you are doing**