



the friendship project  
for children

# Project Guidelines

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Signed

Cheryl Rawbone  
Chairman

Friendship Project for Children

[www.friendshipproject.co.uk](http://www.friendshipproject.co.uk)

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## Introduction

The Friendship Project for Children was established in 1986. Since its inception there have always been guidelines to help our Older Friends, but frequent changes to legislation and change in attitude have required that these are updated from time to time.

These Guidelines are a wealth of information, including advice on friendships and ideas for possible activities that children might enjoy.

If you have any problem with their interpretation, please speak to your Area Coordinator or Project Administrator for assistance.

## Mission Statement

It is our mission to improve the social opportunities and emotional well-being of vulnerable children in need of support due to family circumstances.

## Our Aims

- To improve the child's confidence and self-esteem
- To enable the child to have fun
- To build a trusting relationship between an Older Friend and a Younger Friend

## Our Objectives

- To provide regular 1:1 support by an Older Friend
- To provide activities (currently) lacking in the child's life
- To provide the child with access to 'learning opportunities'
- To provide guidance and direction to the child
- To be a positive influence/role model to the child

## What We Are

The Project was founded in 1986 and began in Warwick, Leamington Spa and Kenilworth. It has since been expanded to include Atherstone, Nuneaton, Rugby, Stratford and Southam. The idea was drawn from the very successful Big Brother, Big Sister charity in the USA. We are a small voluntary organisation, and a registered charity (number 517684).

We are an independent body and are supported by Warwickshire County Council Children's Services. We are financed by grants from certain charities, by local business and individual donations.

## What We Do

We recruit volunteers through advertising and publicity. The volunteers must be over 18. We take up two character references, and complete an Enhanced check with the Disclosure and Barring Service (DBS), as well as other lists and sources to ensure they are suitable to work with Young Children. Volunteers ideally should live in Coventry or Warwickshire, or otherwise as agreed. These aspects are carefully considered before acceptance or rejection. We have a duty of care to do what is best for all parties, in particular to safeguard the children in order for the partnership to be a success. We undertake rigorous checks on all applicants and reserve the right to refuse applications on any number of grounds, at any stage, if we feel there is a justified reason to do so. This will be communicated to the applicant by the Line Manager at the earliest opportunity. We ask that you be respectful to our staff at all times during the process and understand that we have a duty of care to protect our staff and the children within our care at all times. If a volunteer is advised that their application will not be taken forward and wish to appeal this decision, they should contact our Chair of Trustees who will investigate the matter accordingly (contact details can be found on our website).

We provide guidance, support and cover certain expenses.

We arrange for each volunteer an individual friendship with a child of 6 to 16 years of age, whose family does not, or cannot, provide the support the child needs for full development. We do not take on children who already have a severe problem, as they need professional help. Our aim is to prevent problems arising, not to cure them. We work closely with the Children's Services, who refer most of the children to us.

## Why The Project is Needed

The need for help is great and growing. There are many social reasons why more children are in need of our kind of support. These include all families as well as the extended family members being geographically further away.

Hundreds of children in Warwickshire are referred to Children's Services every year and need professional help. Beneath this "tip of the iceberg" are many more youngsters needing help, but not so severely as to receive it. It is these children that The Project seeks to help. Some have mentally or physically disabled siblings who demand almost all of their parent's time. Others are being bullied at school and have become withdrawn. Some are neglected and left to fend for themselves too much of the time. Some have lost a parent for whatever reason, and feel the loss deeply. Some have some form of impairment. Some of our children have no other opportunity to go out and have some fun.

By providing an individual friend to give them support and take an interest in them, we can ease many of these problems. Experience has shown that a weekly visit by someone who cares can make all the difference.

Since 1986 we have helped well over 1500 children in Warwickshire. We know The Project is successful and what we offer is effective.

## Who We Are

The Project is managed by a group of Trustees, all of whom collectively are responsible for:-

- Overseeing every aspect of the Project
- Acquiring a good knowledge of operational aspects
- Effective communication between members
- Ensuring an equitable work load for members of the Management Team (Trustees and Operations Staff)
- Attending quarterly meetings, plus AGM.

## Trustees



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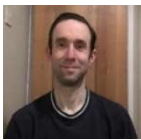
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Your Area Coordinator is always your first point of contact for general queries about your friendship. For queries about your expenses, please contact the Project Administrator.

## Emergency Contact Numbers

Hopefully there will never be an emergency concerning the child that you are matched with, but it is best to always be prepared. The nature of the emergency will determine who you feel it is best to contact.

When out with your Younger Friend, ensure you have the parent/carer's address and phone number, the telephone numbers for the Area Coordinator, Group Supporter, the Warwickshire Children and Families Front Door (previously MASH) and the Out of Hours Emergency Duty Team number. If you call the Emergency Duty Team an Operator will take a message for the Duty Officer and they will call you back. Also be prepared to call an ambulance or the police if you have concerns.

Generally, your first port of call should be to contact the Area Coordinator. However, in the event of a serious concern, explained in greater detail during training and as detailed in the Guidelines, it may be necessary to call the Warwickshire Children and Families Front Door (previously MASH) team or the Police on the emergency numbers below.

## If you have Safeguarding Concerns about a child

Please refer to our 'What to do if you have a Safeguarding Concern about a Child' flow chart in the appendix.

### Key Contacts

Area Coordinator Contact Numbers	Other Friendship Project Contacts
Fiona Roche – 07828 078015 Harriet Crawford – 07922 400945 Kate Meek – 07496 670321	Karen Hoy (Project Administrator and DBS Manager) – 07516 527144 Cheryll Rawbone (Chairman) – 07769 727418 Esther Jones (Safeguarding Trustee) – 07977 409805
Warwickshire Children and Families Front Door (previously MASH)	Warwickshire County Council Emergency Duty Team
01926 414144 - includes options for FIS (Option 1), EH Support Line (Option 2) and Safeguarding (Option 3) Monday to Thursday: 8.30am – 5.30pm Friday: 8.30am – 5.00pm	01926 886922 You will need to leave a message with the call centre operator and an Emergency Duty Officer will call you back.

If a Younger Friend is at immediate risk, contact the Police immediately on 999.

In these guidelines 'Warwickshire Children, Young People and Families Directorate' has been simplified to 'Children's Services'. This Directorate was formed by the joining together of Education & Children's Social Services.

In the latest Local Authority reorganisation, Children's and Adult's Social Services, plus Education, are housed within the People Directorate.



## Code of Conduct/Work Ethics and Values



Have a positive attitude, be tolerant and understanding



Take pride in your job and be a good role model



Value, support and respect each other



Confidentiality is of paramount importance



Work together for the good of The Project



Honesty and integrity underpin everything we do

## 1. General

The children that are part of the Project have all been referred to us by Social Services or via the Early Help system in schools. These children are referred to us for a reason. They are children who are in need due to: extended family that do not live nearby, disability in the family, siblings with special education needs, siblings that can be disruptive at home and affect other children's behaviour, schools noticing a change in behaviour or learning ability, difficult family situations, mental health issues in the family, etc. **Even if you think the children do not need your time and support, we can assure you, they do!**

We call the volunteer the **Older Friend**. The referred child is called the **Younger Friend**. These Guidelines are to help and assist Group Supporters, and the Older Friends in their role of becoming a friend to a Younger Friend. This involves:-

- Relating to the Younger Friend in an appropriate way, given his or her age, level of understanding, past experience, and present situation.
- Building a one to one relationship based on trust and mutual respect.
- Acting as a positive role model for the Younger Friend.
- Primarily you are a friend who listens, supports and has outings with the Younger Friend, which you should both enjoy.

Your Friendship will have the aims of developing confidence and self-belief, widening interests, encouraging skills (however simple) and giving the Younger Friend an outing they enjoy. It may well be that if you achieve all this, the Younger Friend will no longer feel that you are needed, but often friendships endure for a number of years.

The first and basic requirement is a weekly meeting with your Younger Friend of about 2-3 hours. This can be at any time, outside of school hours, and can be varied to suit both of you and what you want to do. But it should be weekly unless circumstances make it impossible. In this case, it should be explained, in advance if possible. The Friendship depends on mutual trust that cannot be built if the Younger Friend is 'let down'. The place of meeting should more often be away from the homes of both the Younger Friend and Older Friend. You should not normally have more than one meeting a week although this can be relaxed for special occasions such as birthdays or religious occasions.

These Guidelines cannot apply to all situations, and in most situations 'common sense' will prevail. The relationship will be a developing one and activities will vary depending on the stage of the relationship. Nevertheless, some aspects must be observed as part of the rules and discipline of The Project and these Guidelines cover these points. Your Group Supporter or Area Coordinator will be able to provide advice and guidance at any stage if you are uncertain about what is expected of you.

In this document we use, as a way of explaining what we do and how we operate, a 'model' where the Younger Friend is referred by a Social Worker. However, in some cases the referrer may be from another organisation, such as the Head Teacher at a school or somebody at a children's home. These would be via Early Help (formerly CAF) system.

In our years of operation we have had very few problems. However, if an incident arises it must be reported. An incident is anything which happens which might harm the child, might be misrepresented or might damage the reputation of The Project. Examples are any possible allegations of abuse, any situation involving use of force, if a Younger Friend or an Older Friend is injured; if a Younger Friend runs off or if there is difficulty with parents or the referrer. In any of these situations, the Older Friend must report it to the Area Coordinator who will, in turn, report it to the Trustee for Operations and Chairman of Trustees. The Area Coordinator would also inform any other agencies needed.

## 2. You and the Younger Friend

You will have discussed the Friendship with your Area Coordinator and/or the Social Worker or other referrer, prior to meeting your Younger Friend. You will be introduced to the Younger Friend and parents or carers by the Social Worker or other referrer, either at the Younger Friend's school or home. The Area Coordinator will attend the initial matching meeting. You should arrange to have a short chat alone with your prospective Younger Friend, having planned what you are going to say, to establish a friendly relationship. Be prepared for lack of response. This may be due to shyness, mistrust or lack of confidence. If you need time to consider the Friendship, then explain this your Area Coordinator. There is no commitment on either side until after this first meeting.

Friendships take time to develop. Be patient and don't expect too much too soon. Don't expect achievements beyond the child's capacity. Not all Younger Friends can master chess, but most can manage noughts and crosses. Do things together that will interest you both and which you both enjoy. Your Area Coordinator may be able to advise on suitable activities in your area.

### Your Behaviour

Without being officious, set a good example, but be yourself, without pretence. Be careful to observe the law, for example speeding and parking. Stick to your own standard of integrity and behaviour but allow for children from different backgrounds. **Keep promises however unimportant they may seem to you.**

Don't 'buy' friendship with gifts, money or expensive outings. You can mark your Younger Friend's birthday and religious occasion with a small gift, card or letter, but do not undermine any family celebration or give expensive presents. A card or letter if you are away works wonders.

We do ask that if any of our Older Friends smoke or vape that they don't do this in front of their Younger Friend.

Appreciate progress, improvements or achievements, however small. Always praise and never criticise.

Do not criticise or run down your Younger Friend's home or parents, even by implication.

Our policy, in line with Children's Services, is that Corporal Punishment is not allowed. If, at any time on an outing, an incident arises where the use of physical force occurs, whether it is protection, restraint or whatever, you should document the event and report it immediately to your Area Coordinator.

Your objective is to help the child, by:

- Not being drawn into discussions about politics, religion, race, sex or whatever. You will not solve anything, and it will detract from the time you can give to helping the child.
- Not interfering with any problems of the family or parents. You might be intruding on the responsibility of the Social Worker or other referrer.
- Not assisting with money matters. Neither lend nor give. If you need an excuse then say The Project does not allow it.
- Not becoming a convenience for the parent, for example, babysitting for them.
- Avoiding taking or appearing to take a parental role.

The parents or carers will have agreed with the Social Worker or other referrer that a Friendship will be good for the child. However, their attitudes may vary from lack of interest to enthusiastic support and the Social Worker or other referrer will tell you what to expect.

Children referred to The Project are primarily in need of an Older Friend and this must be the foremost consideration. Building a relationship with an Older Friend provides a positive influence and counters low self esteem. Please refer to later section regarding social media.

If a child is lacking in social skills, does not make friends easily or is being bullied at school, it could be beneficial, on occasion, for that child to be matched with an Older Friend who has a child or children of their own, so that the Younger Friend can interact with other children in a happy and safe environment. The Younger Friend may have a disabled parent or sibling, possibly having to care for that person, therefore having little opportunity to play, then a couple of hours respite each week to be a child, is invaluable.

A difficult situation can arise where the Younger Friend has a sibling who has not been referred to The Project and who also wants to go along on an outing. The parent or carer may ask the Older Friend to take out a sibling with the Younger Friend because the non-referred child feels left out. It is also possible your Younger Friend may wish to bring along another friend or sibling. This may be because they wish to 'show off' their new Older Friend or may be for reassurance. **Siblings/friends must not be taken out under normal circumstances**, unless agreed by the Project for special occasions (eg. Christmas Event). Older Friends cannot be responsible for any child other than the registered Younger Friend and their own family. If an Older Friend were to take a non-referred child out without written consent then in the event of an accident, the child will not be covered by The Project's insurance.

Older Friends should distance themselves from close contact with the family of the Younger Friend. Examples of close contact include, but are not limited to:

- Setting up social arrangements with family members outside of regular outings with Younger Friends.
- Becoming a listening ear for family members to talk about their problems and/or providing advice and guidance on problems the family is encountering (please refer to the safeguarding policy if you have concerns about the family's situation).
- Any form of romantic involvement or overtures.
- Joining social media groups (such as whatsapp, Facebook messenger) with family members in, outside of those groups used purely for arranging outings (please refer to the mobile phone policy).

These Guidelines state that the Older Friend must not get involved with their Younger Friend's family as they could be drawn into their problems, which they are not equipped to deal with and they could be taken advantage of.

If the Older Friend has the slightest cause to feel uncomfortable about the expectations of the parent or carer of the Younger Friend, especially if the parent or carer expects the Older Friend to take out a non-referred child, this must be reported to the Group Supporter and Area Coordinator as soon as possible.

The involvement of your family needs careful consideration. If you are considering including your own child /children it is essential to discuss this with your Group Supporter or Area Coordinator. The Older Friend must be fully aware that they may not claim expenses for their own child or children as expenses may only be claimed for the Younger Friend.

Over everything else you must remember – the welfare of the child is paramount and the aim of The Project is to provide one to one quality time with the Younger Friend. If common sense is applied with this in mind, you will handle most situations. You are not alone. You can turn for help to the Social Worker or other referrer, Group Supporter and your Area Coordinator. The vast majority of friendships are successful and do not have major problems.

**Friendships grow and the participants change as time goes on, therefore constant monitoring of Friendships is vital, and you must submit your monthly report to the Administrator, as this is part of our monitoring and safeguarding procedures. Plus, the Group Supporter will monitor the friendship with you and send their reports to the Area Coordinators too.**

You are giving the children your total attention and letting them know that someone cares for them. Evidence of this is when one of our Younger Friend's said to his Older Friend: "You are just there (for me)". A child may not communicate verbally how they feel about being with you, this can be seen by their non-verbal signs: Eye contact, smiling, looking happy to see you and maybe waiting for you by the door before you arrive! A child may also look unhappy to see you, but have great fun out of their home with you.

### **Gender Awareness**

It is a good idea to research this, in case it is a situation that you may come across (both in and away from The Friendship Project.) Some useful websites to take a look at are:-

[www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

[www.warwickshirepride.co.uk](http://www.warwickshirepride.co.uk)

### **COVID-19**

There are currently no coronavirus (COVID-19) restrictions in the UK but if you or your Younger Friend have COVID-19, you should avoid meeting up until you/they are well again. If you wish to wear a mask then this is fully acceptable. We can provide these if required. Although there are no legal requirements for hand washing or use of hand sanitizers, we recommend that you continue to take sensible hygiene precautions.

## **3. Guidelines on mobile phone communication between Older and Younger Friends**

The project recognises that many young people now have mobile phones and that this is primary method of communication for most people. Furthermore, parents of our younger friends may feel that their teenage children should be responsible for arranging their own outings with their older friends. The project, therefore, supports contact between older and younger friends via mobile phones as long as the following guidelines are adhered to:

### **Parental/Carer Consent**

Parents must give written consent for contact to be made between older and younger friends. Permission will be sought as part of the signing up process and it will be for the parent to determine when they are happy for mobile phone contact to start. Parents will be made aware that concerns regarding mobile phone contact should be reported to the area co-ordinator.

### **Sharing of mobile phone numbers with Volunteers**

Mobile phone numbers will not be shared with older friends until they have completed all stages of the induction process.

### **Purpose of communication**

Contact via mobile phone should primarily be for the purpose of arranging outings. However, it is recognised that as the relationship is a 'friendship' there may be occasions where the younger or older friend wish to make contact outside of this e.g. to share some good news, to ask how an important event went, to check-in if sad news was shared, to send birthday greeting etc. Older friends should limit these sorts of communications. When on an outing, both Older Friend and Younger Friend (if applicable) should only use their mobile phones for photographs, or for emergency use to contact the carer etc.

### **Parents/Carers must be informed of outing arrangement**

Although these guidelines support older and younger friends to make arrangements for their outings between themselves, Parents/Carers must be provided with details of the outings e.g. times/dates/locations. The specific arrangement for how parents/carers are kept in the loop should be agreed in advance between the parent/carer, younger and older friend. An approach used by a number of older friends is to set up a WhatsApp chat group to which both the younger friend and their parent/care is invited: this ensures the parents have access to information regarding the outing without the need for a separate communication.

### **Messaging Groups**

Many people use messaging platforms such as WhatsApp, which allow for the creation of 'chat groups' as their preferred platform for sending text messages. Volunteers are free to use such platforms and may wish to set up a group that includes the younger friend's parents to ensure they are in the loop regarding planned outings. Where such a platform is used, it should only be used for communication with the Younger Friend, and if desired, the Younger Friend's parent. No other people should be invited into the group e.g. other family members or friends of either the older or younger friend and should this occur we ask that the Older friend leave the group immediately.

### **Style of communication**

To avoid misunderstanding, text messages should use clear and unambiguous language and avoid abbreviations that could be mis-interpreted.

### **If there is a concern**

Concerns may arise for several reasons:

- Sharing of information that makes the older friend worry about the younger friend's wellbeing or safety
- Inappropriate contact or comments that could be misconstrued – whether from the older friend or young friend

In these instances, the safeguarding procedure should be followed: the area co-ordinator should be contacted, and a decision will be made regarding the most appropriate course of action.

## **4. You and your Younger Friend's Parents**

The 'Notes for Parents/Carers' and 'Friendship Agreement' are discussed at the matching meeting. The Agreement is usually completed by the Area Coordinator and distributed to the Parents/Carers and Older Friend when all concerned have signed it. Try to ensure the parents read the 'Notes for Parents/Carers' and understand our objectives.

You need to get and keep the parent's confidence and trust, by:

- Informing the parent where you are going; what you intend to do, and when you will return.
- Be punctual in returning your Younger Friend home
- Always ensure you have contact details in case you need it
- Be friendly and courteous, do not criticise or blame
- Show you want to help the child, but do not undermine or the parent
- Respect reasonable requests by the parent and any racial or religious beliefs

## Social Media

In today's environment, social networking is the norm and you may be asked to become a 'friend' on a social media site, for example, Facebook, in order to share photographs or content with the Parent/Carer about your Young Friend. **Under no circumstances is this allowed.** Your relationship with the Parent/Carer is always to be kept on a business footing and in the interests of the Younger Friend, and for data protection, no photographs must be shared in this way. Similarly, you are not to add yourself to your Younger Friend's social media page either.

## 5. You and your Group Supporter/Area Coordinator

Group Supporters are there to advise, guide, monitor and encourage a small group of Older Friends, and to be able to support them with any problem that may arise.

Your Group Supporter is your friend and advisor in any difficulty. If you have a problem with your Younger Friend, or Parent/Carer, and are unsure about how to proceed, consult your Group Supporter. He or she may not know the answer immediately, but will be able to get the necessary advice.

The Area Coordinator may allocate a matched Older Friend to a Group Supporter after a friendship has been 'up and running' for about a month or more. Where no Group Supporter is available your Area Coordinator will act as your Group Supporter.

Your Group Supporter/Area Coordinator will undertake a review of the friendship every two months. The Older Friend, however, may contact the Area Coordinator at any time if they are in need of advice or guidance.

Your Group Supporter/Area Coordinator will encourage you to submit monthly reports in the agreed format. This regular feedback is essential to know how the friendship is progressing.

## 6. You and the Project Administrator

**A monthly report form must be submitted to the Project Administrator, regardless of whether expenses are being claimed or not,** detailing the meetings you have had and what activities there have been. This is essential to ensure that the friendships are operating, that the activities are suitable, and so that we can monitor the friendship. The report form is required in order to claim, and review expenses. It also enables us to have a picture of how the Project is operating and to record all 'outings'. It can also help us to build up a record of activities to help other Older Friends and these reports are very useful when the Project applies for funding.

## 7. You and the Social Worker or other Referrer

Your first contact with the Social Worker or other referrer will be to enable you to learn more about the child before you agree to proceed. Your Area Coordinator may ask the referrer any questions you may have so first contact may be at the matching meeting.

We need to keep the cooperation of the Social Workers and others who refer children to us. They need to be satisfied that it is right to set up each friendship, and later that it is working well. It is possible they may decide to withhold some information about the child if they feel

this is in the best interest of the child. Please welcome any enquiries or suggestions they make.

Both you and the Social Worker or other referrer have a common objective in helping the child. Nevertheless, as part of an independent body, you should not accept instructions from those that are outside the guidelines of the Project. The relationship is one of cooperation. It is unusual for you to have contact with the Social Worker/Referrer following the matching meeting but if you have any discussions with the Social Worker or other referrer, you should inform your Area Coordinator or Group Supporter.

All information about your Younger Friend or their Family/Carers is strictly confidential. However, it may be discussed with the referrer or your Area Coordinator or Group Supporter if it is relevant to a problem on which you need help or advice, or which they raise with you.

## 8. You and the Friendship Project

Though the most important thing you can do for the Friendship Project is to help the child you have as a friend, you can help the Project in other ways:-

- Spread awareness of The Project and try to get others to volunteer
- Join in any functions The Project arranges
- Influence someone to donate money or tell us of some useful source that would help too

Many of our friendships last a number of years and the Older Friend may not need support from The Project during that time. However, it is still essential we have the monthly report so we do have an understanding and an overall picture of each and every friendship.

Lastly, but very importantly – have fun and enjoy the friendship, and your Younger Friend will derive the most benefit.

## 9. Procedure to become an Older Friend

From a safeguarding point of view, it is essential that there are strict measures and definite procedures for a project involving direct relationships with children. We have kept them as simple as possible, but they must be observed.

On expressing an interest, prospective volunteers will receive an application form together with an information sheet about the history of The Project and what being an Older Friend involves. The application form, besides giving relevant personal information, requires two character references and agreement to let us do an Enhanced DBS check. Completing the form does not commit you but enables us to give you more information. As the checks may take some time, the prospective volunteer will receive an acknowledgement to confirm that the application has been accepted and checks are in process.

Upon receipt of the application form and satisfactory references, volunteers will then be given a Briefing by an Area Coordinator that lasts about 2 hours which is in the volunteer's home. This is designed to provide you with further information and guidance on the operation of a friendship, including problems that might arise, and to enable The Project and the volunteer to get to know one another. At the initial briefing, we will show you some information slides on PowerPoint, complete a Briefing Interview Report, do a DBS ID check, complete a Safeguarding Agreement, go through our Guidelines and complete a Training at Interview form.



The interview process involves meeting with two members of the Friendship Project before being accepted.

At the end of the initial interview, the forms to allow the Enhanced DBS checks to be made are completed at this time and volunteers will be asked to provide:-

- An indication of any preferences they have as regards choice of child (age and gender).
- Two passport sized photographs, or digital photograph, as once we receive confirmation that satisfactory Enhanced **DBS** clearance has been granted, a Photo ID card will be issued.
- Original copies of your Driving Licence, MOT certificate (if applicable) and Motor Insurance certificate.
- Their signature on a checklist to confirm that all training and information has been received.

A second meeting will be arranged called a Safeguarding and Induction meeting. In this, we will cover a second set of PowerPoint slides, view your DBS Certificate, detail our Incident Report form, talk through our Mental Health document and Worried about a Child sheet. We will also need to collect your signed Safeguarding Agreement and Guidelines sheet.

At the matching meeting the volunteer will then have the opportunity to ask any questions of the Social Worker or other referrer either directly or via the Area Coordinator. Each must be satisfied to take the next step. If not, we start again with a new matching suggestion.

- The referrer will have previously cleared in principle that the Parent(s)/Carer and child want a friend, so this meeting is for all to be satisfied with one another. **This will only be done if all parties are satisfied with the proposed friendship and it is only at this point that you become committed to the friendship.**
- Do not feel under pressure to agree to a friendship you are not happy about.
- Whatever is decided the volunteer must inform the Area Coordinator and the completed Agreement form returned if the friendship is to go ahead.
- Please be aware that it is the intention that this information relating to the matching and friendship will be held for at least 50 years, in secure confidential data storage, both electronically and on paper.
- Approximately two months after the friendship is agreed a Group Supporter will be allocated to the Older Friend. If a Group Supporter is not available then the Area Coordinator will continue to be the Older Friend's contact with The Project. The two should then meet to get to know one another, and decide how and when to contact one another. It is important to establish a friendly, cooperative relationship.
- Contact with the Group Supporter/Area Coordinator can be face to face, by text, email or phone. What is essential is that the Group Supporter and the Older Friend make contact at least once every two months to discuss how the friendship is going.
- You will be expected to attend a Safeguarding Training Session as soon as possible after becoming an Older Friend. Sessions are held 2-3 times a year. You are then required to attend Training Sessions every 3 years after that to update your knowledge.

## 10. Questions to ask at matching

At all times remember you are a friend to the child not a Social Worker.

In discussion with your Area Coordinator you may ask as many questions as you need of the referrer, so you feel comfortable that you understand the situation. You may find the Area Coordinator already has some answers to these questions from the referral or discussions with the referrer. Being prepared will give you more confidence.

Some ideas on the questions you might ask are listed below:-

### Questions to ask about the child

- How are the child's relationships with Parents/Carers, siblings and other children?
- If there is physical disability or learning difficulty – how does it limit activities?
- What school does the child attend and how is the child doing at school?
- Are there other adults involved with the child – in or outside of the family?
- Are/have other Professional Workers been involved, and if so, what for?
- Any thoughts on good activities or interests the child would like to try/continue?
- What is the child's likely reaction to involvement with Older Friend's own family/home/children?

### Questions to ask about the family

- What is the family composition? Does the child have parents that live outside of the family?
- Are there any health, physical or mental health problems in the family?
- If a parent is absent, are they involved?
- Are other family members absent or only periodically on the scene?
- What are the current issues for the family needing support?
- Are uncles, aunts, grandparents etc, involved?
- Are the Parents/Carers reliable and what will they be like to work with?
- What is the attitude of Parents/Carers to the idea of the friendship?
- Does the family have a car?
- 

### Questions to ask the Social Worker

- Why are Children's Services involved with the family?
- What are the Children's Services' aims for the family and child?
- How long have Children's Services been involved?
- Are other support organisations involved?
- Any particular thoughts on good/bad activities?
- Are there areas of the town that should be avoided?
- What is the child's likely reaction to involvement with Older Friend's own family/home/children?

## 11. Meeting your Younger Friend's Parent/Carer

Before the first meeting with the Parent/Carer, consider what information you would like from them. You will have had a discussion with the Social Worker or other referrer, or had the opportunity to ask any questions they could answer, so now consider information that maybe only the Parent/Carer can provide you with.

The following is a list of suggested questions. You might find that it is not appropriate to ask some of the questions, and there may be others that you feel you must ask. The list is not exhaustive.

- Does the child have a nickname?
- What are their interests/hobbies?
- Is the child on medication – what and when – to treat what?
- Does the child have pet hates or loves?
- How are they in busy areas?
- Has the child ever run off?
- How do they react to pets/animals?
- Any allergies or phobias?
- Are there any foods or drinks they're not allowed to have?
- Do they get car sick?
- Does the child belong to any clubs/teams?
- What times are best?

Your Area Coordinator will be at the matching meeting so will help you ask some of these questions.

Remember you are not committed until you have met the Younger Friend. Do not undertake a friendship if you feel it would be too challenging.

## 12. Rules on using the homes of Older Friends

At the briefing we make clear that the Older Friend's home may not be used until Disclosure and Barring Service (DBS), Children's Services and Protection of Children Act List checks are completed on **all** the adults residing there. If you or anyone in your household is being investigated for any offence by the police, you must inform your Area Coordinator immediately. It is the applicant's duty to inform The Friendship Project if they, or their cohabitor (if they have a DBS check through us,) have a conviction after the clear DBS was issued to us.

**Students, or those living in houses of multiple occupation (HMO) will not use their home or lodgings.** If it is felt there is any justification, refer the matter to the Area Coordinator, as DBS clearance will have to be obtained for everyone.

If the Older Friend's home is used, then the Younger Friend is the prime responsibility of the Older Friend whilst in their home. Any disciplinary issues must be dealt with sensitively and by the Older Friend in person and not by anyone else in the home. These matters may be referred to the Group Supporter or Area Coordinator for advice if needed.

**Overnight stays, weekends away or holidays are not allowed and disclaimers for these purposes will not be granted in any circumstances.** A copy of the Guidelines is provided to Children's Services and to our insurers and are a material fact in relation to acceptance of full Public Liability cover. The idea of overnight stays, weekends away or holidays extends beyond

the concept and basis of The Project and what is intended within our Constitution and practice.

### **IMPORTANT**

We ask if Older Friends intend or do not intend to use their home. If they undertake not to do so in writing, no further action is necessary. If they do intend to do so, they are required to provide the agreement of the other adult residents to the above checks on them, and undertake not to use the home until these have been cleared. This situation will be reviewed periodically but it is **incumbent on the Older Friend to alert their Group Supporter or Area Coordinator if there is a change in who lives at their home.**

The DBS Officer must visit the Older Friend's home to assess its suitability for child visits. This risk assessment is often part of the briefing session.

## **13. Guidelines on the use of an Older Friend's home**

It is natural and reasonable, especially in bad weather that Older Friends with their own homes may want to invite their Younger Friends there. This may be done, if all checks are complete.

Also, the Older Friend should have a period to get to know the child, before using their own home.

Certain safeguards need to be observed. Here are a few guidelines:-

- ✓ Do not make it the only or even the main place of meeting (remember the aim of widening interests).
- ✓ Make sure other members of the household understand the purpose of the meetings and accept any difficulties caused
- ✓ Do not use the Younger Friend as 'cheap labour' though joining in interesting jobs may well be helpful
- ✓ Have a definite programme of activity or interest for each visit
- ✓ Ensure a safe return to the Younger Friend's home at the prescribed time
- ✓ Do not delegate responsibility for the Younger Friend to anyone else

## **14. Use of the Younger Friend's home**

You are not permitted to use the Younger Friends home.

## **15. Public Houses**

Older Friends must observe the law, which is that alcoholic drinks must not be supplied to those less than 18 years of age. Apart from this, the advice is that a Harvester type restaurant/pub, or family restaurant/pub with pool table is satisfactory to visit on an outing. We ask that you do **not** take any Younger Friends to any other type of pubs because they can be unsuitable venues for children, and do not promote the 'widening of interests'. There are of course now also many children's activity play areas set in a separate building to a pub which can be ideal on a wet afternoon.

## 16. Activities

You should do anything that both the Older and Younger Friend will enjoy doing together and which will further the general aims of developing confidence, widening interests and encouraging some skills which the Younger Friend can pursue. Your Area Coordinator or Group Supporter may be able to suggest activities in your area. Also, there are lots of ideas and links to websites on The Project's website at [www.friendshipproject.co.uk](http://www.friendshipproject.co.uk) under Documents/Older Friends. There is also an 'Incident Report Form' under this section of the website. The form is to be used for any accidents or incidents that occur whilst you are out with your Younger Friend which would need reporting to the child's Parents/Carers, and the Area Coordinator. This would include any head injury, or other injury sustained by the Older or Younger Friend from falls, or in situations where the Younger Friend gets lost. **If in doubt – fill it out.** A copy of both the activity ideas and incident report form are also available in the appendix of the Guidelines.

The Project does not lay down what should be done or set any programme. It is for the Older Friend, with the Younger Friend, to decide what is most likely to be interesting and enjoyable for them both.

However, bear in mind the following:-

- ✓ Age, health, physical and mental capabilities of the Younger Friend
- ✓ The weekly meeting should be for about two hours and preferably away from the homes of either friend
- ✓ Be willing to listen to the Younger Friend's suggestions and adapt them if practicable
- ✓ Plan each meeting, but be flexible to adapt to circumstances
- ✓ Even though you plan, let it seem spontaneous
- ✓ When a particular interest is aroused, try to develop it progressively
- ✓ Listen and let the child talk and ask questions. Answer them simply, but if you do not know the answer say so, but you will find out. Then, make sure you do. A good answer might be 'I don't know, let's go to the library next week and find out' and then do so
- ✓ Though occasional visits farther afield are useful, try to encourage interests the Younger Friend can pursue near home
- ✓ Keep within your own capabilities, but perhaps extend them together
- ✓ Avoid compromising situations that could lead to allegations of child abuse.

We do not encourage collecting your Younger Friend from Primary School, but, if you feel that this is needed in certain situations, you must talk to your Area Coordinator first.

Remember – you should do anything that you both will enjoy doing together and which will further the general aims of developing confidence, widening interests and encouraging some skills which the Younger Friend can pursue. Visit the Tourist Board offices for information and activities in your local area. Here are some ideas:

Arts and Crafts	Model building
Boat trips	Museums
Cinema	National Trust properties/activities
Computer/Computer games	Nature Trail
Cooking	Painting
Crazy Golf	Park (with activities)
Cycling	School activities and clubs
Drop in Childrens Centres	Sports – watching and playing
Farm Visit	St Johns Ambulance/Red Cross
Fishing	Swimming (qualified lifeguard must be present) <i>*Hot Tubs are not permitted</i>
Gardening	Ten pin bowling
Horse Riding (must be registered riding school)	Train rides
Ice Skating	Trampoline Park
Kite flying	Walking
Library	Youth Clubs
McDonalds	
Mini Rigby	

Please see our more detailed activities list in our appendix.

## 17. Expenses

Because our finances are limited and because to spend large sums would not be in the interests of the children, we need to keep expenses as low as possible. However, we do not want or expect Older Friends to be out of pocket.

We have set an average of £14 per contact per Younger Friend thus allowing more to be spent in one week if less is spent in another. Up to £15 extra may be spent at Christmas (for example) and at birthdays. This does not mean however that this maximum should always be spent. If activities suitable for the child cost less, then less should be spent. Mileage at 45p per mile or travelling expenses may also be claimed, plus parking.

These expenses are to cover payments for the Younger Friends for admission fees, the occasional gift or card, travel costs, handicraft materials etc. On the basis that Older Friends are sharing an activity or might incur at least as much on an alternative activity, we think it reasonable that at least some of the similar costs should be borne by them. For example, if both go swimming the cost of the child's admission is the main chargeable expense.

Additional costs arising out of an emergency will be borne. For example to get the child home, or phone calls, or if your car breaks down. When filling in your report/expense form these emergency costs should be explained.

In addition, if the Older Friend has exceptional costs in contacting the Younger Friend, for example exceptionally long travel, or higher expenses for some special event of extra benefit for the child, these may be met if approved by the Group Supporter or Area Coordinator.

We do not expect Older Friends to be out of pocket in meeting expenses incurred on their Younger Friends but if they wish, and feel able, to make no claim for such expenses as a contribution to The Project, we gladly accept this, as it will enable us to help more children. Monthly reports or meetings held and activities carried out would still be required.

Expenses are paid on or about the 20<sup>th</sup> of each month. The Older Friend should send their report/expenses form direct to the Project Administrator by the 10<sup>th</sup> of the month who, after extracting the expenses detail, will forward the report to the Area Coordinator to insert in the Older Friend's file.

## 18. Child Protection

Please also see the section later on **Safeguarding and Child Protection Policy and Procedure**.

Remember, we want the child to feel you are his/her friend. It can sometimes help to distance oneself from Children's Services and stress our independence and that you are a volunteer. To be his/her friend you need to carefully consider how you relate to the whole family. The parents should see you as the child's friend, not as a Social Worker, not as someone who is replacing them, and not as someone they control. You need to co-operate and value a child's background and heritage.

You may be in a unique position to detect a problem. It is essential that you follow the Guidelines. Do not try and sort the problem yourself. You must inform your Group Supporter/Area Coordinator immediately who will inform the Operations Chairman and the Project's Child Protection Officer. -It may be necessary to contact the Duty Social Worker directly. The Friendship Project contact numbers are printed on the back of your ID card. The Warwickshire Children and Families Front Door (previously MASH) details are on page 8 of these Guidelines.

The Area Coordinator will contact Children's Services and in conjunction with the Trustee or the Project's Child Protection Officer, will carefully monitor the situation. The Older Friend will receive the full support of the above Project members and will be involved with, and kept abreast of, developments as far as possible.

The Social Worker or other referrer might well be aware of neglect and emotional abuse. However you should be worried about unexplained injuries that occur frequently. Similarly any preoccupation or detailed knowledge of sexual activities should alert you.

Please also look at the **Worried about a Child Poster** in the Appendix.

## 19. To Safeguard Yourself

As an Older Friend you are in a unique and privileged position of caring for children and young people who may be vulnerable. As they are not children or young people that are related to you or are children of your friends then this can place you in a vulnerable position too. This is because you are caring for children usually on a one to one basis and you will not know all of history or experiences. Therefore, children or their families may misinterpret your well intentioned actions and be concerned.

This advice is to help avoid these situations and advise of the Projects guidelines in relation to situations you may find yourself in. It is always useful to do a quick risk assessment of a situation and think what could this look like to someone else, i.e., a parent or member of the public. However, in all cases the child's safety must always be paramount.

It is not possible to cover all these situations on occasions you may need to use your judgement, bearing in mind false allegations are made. Always remember the child is not your child or the child of anyone you know well, so always exercise caution to protect yourself.

### General

1. We encourage you to adopt a professional approach with the family of your Younger Friend, and ideally collect from the door rather than entering the house. In the event that a child

wishes to show you their room, make sure that Parent/Carer is there, get their permission, and make sure doors are left open.

2. Avoid discussions of a sexual nature, though you may well get direct questions which are sensible to answer – the child is growing up. Be careful where the conversation leads, you might try “I’ll answer it another day” and then consult your Area Coordinator.
3. Do not get involved in inappropriate physical activity such as play fighting and tickling.
4. If any requests arise that require care of a personal nature please discuss with your Area Coordinator and have agreement from the child’s family.
5. Avoid entering a room if the child is not fully dressed, though see note re swimming below.
6. Go at a child or young person’s pace regarding showing affection and hugs. You may be a ‘huggy person’ but the child may not and so go at the child’s pace, but if you are not comfortable talk to the child about what you are ok with without rejecting them.
7. During your time with your Younger Friend any adults that may accompany you must have been interviewed and had a Friendship Project DBS check, and we have the authority of the Parent/Carer for this too. Any children that may accompany you must first be discussed with your Area Coordinator, and prior agreement made with them and the Parent/Carer and potentially referrer agreed too.

### **In an Emergency**

1. If a child is ill and has sickness or diarrhoea and make a mess of themselves, try and clean them up the best you can without removing any underwear, and make contact with their families to arrange drop off as soon as possible. If any further cleaning up is required before taking them home, please discuss with the family.
2. If the child disobeys you try and talk them around, negotiate with them or ask whether they would prefer to go home. If none of these actions help resolve the issue then perhaps consider taking them home early and if needed, call the family to advise or speak to the child.
3. If the child runs off and you can’t find them within a couple of minutes seek help. If you are in a public place and there are staff to report a missing child, please do so (i.e., café in the park etc....) if not, then call 999 and contact the Police.
4. If you lose a child, follow the same actions as if a child runs off above.
5. As your friendship develops it may be useful to discuss with the child what to do if you do get separated.

### **Outings**

- On outings, try and be in areas where other people are around.
- If a child wants to go swimming discuss with their family to ensure a child can manage their own personal care needs i.e., getting dressed and undressed and what aids they may need to swim. Always discuss where you are planning on swimming and what the changing arrangements are i.e., separate cubicles, same sex changing etc.... This may also apply for any other sports where changing may be needed before or/and after.
- Always supervise younger children in public toilets and wait directly outside public toilets for those over 8. If children may be untrustworthy in public toilets without supervision then consider using those in a coffee shop where there is a single toilet rather than a group arrangement.
- Never do any activities that would be considered dangerous for you or the Young Person. Ensure all activities with organisations who would have their own public liability insurance i.e., not in your or a friend’s home or garden.
- Make sure all appropriate safety equipment is worn, e.g cycle helmets, helmet, knee and elbow pads if boarding/scooting, riding hat etc.
- The child should always be collected and dropped off at a pre-arranged address with the parent or carer over the age of 18. If the house is empty consider contacting the Social Worker or other referrer, or Area Coordinator to see if this can be avoided in the future.



- Younger children who need to use a booster seat should be placed in the back of the car as this is the safest place for them. For Older Children where a booster seat is not needed, please use your judgement and discuss with the child and their carer if you intend for the child to be seated in the passenger seat as this may be easier for chatting whilst travelling.

**If a situation arises like any of the above, which you feel could be misinterpreted or misrepresented, then make a note and send this to your Area Coordinator as soon as possible. We then have a record of what actually happened.**

The Project commits to also taking a statement from the volunteer if relevant.

Finally, if you feel that any of the above is not in your Younger Friends best interest then please discuss with your Area Coordinator and we can discuss with the child's carer. If you have any concerns at all about your Younger Friend please discuss with your Area Coordinator or Group Supporter as soon as possible. This advice is to try to protect our Older friends and not be prescriptive: we still want you to enjoy being an Older Friend and have some fun!!

## 20. Child/Young Persons Behaviour

You may well find the child behaves in a different manner with you, than with their parents. You will have a different relationship. Generally children behave better with Older Friends than with parents!

Children are very good at hiding and not showing us what they really feel. Some may be holding their feelings inside; others may need to vent their feelings loudly, some may simply not know or understand 'how to feel or communicate'. We know that this can sometimes feel overwhelming when you are dealing with the sort of children that we have referred to us. These children need a stable influence in their lives, as they do not have one at home. Living in a nurturing environment is essential to the physical and mental development of children.

A child's behaviour is learnt from their environment. Therefore, if a child is surrounded by a chaotic or traumatic environment, their behaviour may follow the same path. Or, they may totally withdraw into themselves to be able to cope with their home life. Children learn from the day they are born. They adapt to their surroundings as they see fit and this will affect their thoughts, feelings and actions. For some children, being asked a question and expected to reply, may bring huge anxiety, for many reasons.

The children may not be getting the appropriate parenting at home. This maybe for many reasons: parents not being parented effectively themselves, they may have no experience of what a 'good parent' should be, mental health issues, illnesses, mobility issues, other siblings that need higher levels of care, siblings that have issues or siblings that are looked after by grandparents or other members of the family.

In the age range we help, the children are going through an immense amount of development. From 6 to 10 years children are trying to gain more understanding of life outside the family -

- Developing greater reasoning skills
- Gaining new physical skills
- Beginning to see a sense of order in the world
- Developing a sense of right and wrong

From 11 to 16 years children are often trying to establish who they are and where they fit into the world -

- Developing a need to make stronger relationships outside the family
- Coming to terms with stronger emotional feelings
- Questioning adult values and changing their views
- Being more adventurous
- Building a greater sense of identity

All of these changes can sometimes result in behaviour that can be difficult –

- Being bossy
- Withdrawn
- Telling lies
- Being led by older children, acting 'street-wise'
- Aggression and challenging adults
- Rejecting adults
- Action to get attention
- Actions which test 'the system'

In most cases the behaviour is normal and acceptable, even if very annoying. If you feel it is beyond the acceptable then discuss with your Area Coordinator **as soon as possible** or the involved Social Worker or other referrer. You must report any behaviour that is against the law.

Potential unexpected behaviours may include: Not saying thank you, not speaking when spoken to, not answering a question, being shy, being slightly disruptive, not doing as they are told, telling you that they go out on lots of outings to theme parks (things they would like to do, but do not), showing inappropriate behaviours and not 'opening up' to their Older Friend. A friendship may be working well and then experience an unexplained 'blip'. There is always a reason for this change. Perhaps their family situation has changed, they may have moved schools or moved to high school; and changes in friendships can all affect a Young Person's behaviour. The Area Coordinators work closely with our Older Friends, the children's Parents/Carers, social and pastoral workers, so that we can manage these situations and help to find ways to resolve them.

Try to manage their bad behaviour:-

- Quietly show your disapproval, explain why it was not acceptable and suggest more acceptable ways the child could have expressed him/herself.
- Try always to be positive and praise the child, and stay calm.
- Avoid sarcasm and do not threaten.
- Listen and try to understand why the child is behaving this way.
- Give yourself time, and maybe change the subject, and come back to the problem later.
- Try very hard not to finish an outing on a 'bad note'.

This is where your job is so vital to their development. You are showing them how relationships should work. Communication, forgiveness, compromise, what is right and wrong, how to behave and much, much more. Once a trusting relationship has been achieved, and this may take time, positive behavioural changes may become evident.

## 21. Mental Health

### What is Mental Health?

Mental health problems affect around one in four people in any given year. Mental and emotional health issues are disturbances in the way in which people think, feel and behave. Emotional and mental health issues can cause disability to the person who is experiencing them, to a point often not appreciated by people who have no such experiences of their own. People of all ages can experience poor mental health. It is important to realise that the majority of people do recover or learn to lead meaningful and fulfilled lives. Children and young people are at an increased risk where there is family disruption and breakdown. This can be shown in a number of ways:

- Unclear and inconsistent discipline
- Difficulties by the family adapting to a child's changing needs
- Parental mental illness, criminality, alcoholism, substance misuse or personality disorder
- Bereavement
- "In an average classroom, ten children will have witnessed their parents separate, eight children will have experienced physical violence or neglect, one child will have experienced the death of a parent and seven children will have been bullied".  
Faulkner.J Class 2011 Yearbook Doncaster.

### How a mental illness of the family/child may affect the Older Friend

Possible issues when dealing with the child's family include:

- Child may not be ready when you call or parent may not open the door to you
- Poor communication with parents
- Parent may try to talk to you about their problems
- You might be worried about the parent or other family members because of their behaviour, presentation or the standards in the home.

Possible issues related to the Younger Friend include:

- The child may talk to you about how they are feeling
- Child may be a young carer and doing a lot around the house and/or for their parent
- Child may be worried about their parent and/or family member or other things at home
- Child or young person may become quieter or preoccupied and you may become more worried about them.

If you are experiencing these problems with a family, please contact you Area Coordinator to report the details and to get some support for yourself. We will consider whether these issues need to be discussed with the professional who referred the child or Children's Services.

**Remember, your role is to support the child and do fun things together.** For children who have a lot to deal with for their age, the opportunity to be a child and have some fun is so important and that is your role as an Older Friend.

### Ways of helping the child or young person

- Worrying or difficult behaviour might be short-lived, so give it some time. All children go through stages of feeling anxious or angry and they can show this in lots of ways, for example: tantrums, crying, sleeping problems or fighting with friends or siblings. They might be adapting to a change in the family or in their school life, or just trying out new emotions, and will generally grow out of worrying behaviour on their own or with family support.

- Talk to the child: Even young children can understand about feelings and behaviour if you give them a chance to talk about it.
- With older children, they might not want to talk at first. Let them know you are concerned about them and are there if they need you.
- Ask your Younger Friend what they think would help - they often have good ideas about solving their own problems.

### **How having a parent with Mental Health issues may feel for the child**

Having a parent with a mental health issue can be difficult for children and young people and they may experience feelings of worry and confusion. They may be a young carer for their parent. These issues and feelings can mean their life is difficult and they struggle to be a child because of the responsibilities they have. Their role in their parents' life may be very different from usual parent/child relationships and they may have to help with the following – encouragement and support for parents, household chores, going out and doing things outside of the home, caring for siblings, helping with treatment, medication and supporting with appointments. Children who have parents with mental health problems can experience a lot of ambivalent feelings and may blame themselves for their parent's illness or their parent's difficulties in staying well.

### **Questions children and young people may ask include:**

- Why can't I make you feel better?
- Why can't you stay better for me?
- Is it my fault?
- Should I have done/not done something?
- Why our family?

Children and young people may have unrealistic expectations regarding their parents getting well and may not understand their parent's illness and what it means for the parent. Children and young people may not feel they have anyone to talk to who can understand what they are going through as they can have mixed feelings about their parents and their illness which are difficult to talk about. It is important for children to get support around these difficult feelings and have support to help them cope.

### **What mental health problems commonly occur in children?**

Here are some of the mental health problems that can affect children and young people:

#### **Depression**

Depression is a feeling of low mood that lasts for a long time and affects your everyday life. It can make you feel hopeless, despairing, guilty, worthless, unmotivated and exhausted. It can affect your self-esteem, sleep, appetite and your physical health.

#### **Anxiety problems**

Anxiety is what we feel when we are worried, tense or afraid – particularly about things that are about to happen, or which we think could happen in the future.

Occasional anxiety is a normal human experience. But if your feelings of anxiety are very strong, or last for a long time, they can be overwhelming.

#### **Eating problems**

Eating problems are not just about food. They can be about difficult things and painful feelings which you may be finding hard to face or resolve. Anyone, regardless of age, gender or weight, can be affected by eating problems.

#### **Self-harm**

Self-harm is when you hurt yourself as a way of dealing with very difficult feelings, painful memories or overwhelming situations and experiences. Some people have described self-harm as a way to:

- express something that is hard to put into words

- turn invisible thoughts or feelings into something visible
- change emotional pain into physical pain
- reduce overwhelming emotional feelings or thoughts
- have a sense of being in control

After self-harming you may feel a short-term sense of release, but the cause of your distress is unlikely to have gone away.

#### **Attachment disorder –**

The term attachment disorder is used to describe emotional and behavioural problems of young children (arising from a failure to form normal attachments to primary care givers in early childhood; and are also applied to school-age children, teenagers and adults). The specific difficulties implied depend on the age of the individual being assessed and a child's attachment-related behaviours may be very different with one familiar adult than with another.

#### **ADHD**

Children who are consistently overactive (hyperactive), behave impulsively and have difficulty paying attention, may have attention deficit hyperactivity disorder (ADHD). Many more boys than girls are affected, but the causes of ADHD are thought to be genetic and environmental factors.

#### **Professional help for children**

If a child is having problems at school, a teacher, school nurse, school counsellor or educational psychologist may be able to help. In some areas, counselling for children is available through Early Help Services. Otherwise, children should be referred to their GP.

#### **Your Role as an Older Friend**

Remember your role as an Older Friend, is to listen to your Younger Friend's concerns, offer support and advice if you can and if you are concerned about them or their family tell them you will need to tell someone ie, your Area Coordinator. The Project is here to support you so please discuss any concerns with your Group Supporter or Area Coordinator.

## **22. Drugs and Alcohol**

Practically all secondary school children will have an awareness and possible access to drugs and alcohol and Older Friends may have encountered this with their own children. The vast majority of children will not end up having a problem. However, our society does send out very mixed messages to children and your Younger Friend may well wish to discuss drugs and alcohol with you. One in four of 11-16 year olds will have tried an illegal drug and more will have consumed alcohol in excess. Because of the availability of drugs in and around schools and clubs and the school's education programmes, children will have a good knowledge of the drug scene.

If you believe your Younger Friend is misusing drugs or alcohol on a regular basis, then it is essential that you follow the Guidelines. Do not try and sort the problem yourself. You must inform your Group Supporter/Area Coordinator immediately who will inform the Operations Chairman and the Project's Child Protection Officer. It may be necessary to contact the Duty Social Worker directly.

The Area Coordinator will contact Children's Services and in conjunction with the Trustee or the Project's Child Protection Officer, will carefully monitor the situation. The Older Friend will receive the full support of the above Project members and will be involved with, and kept abreast of, developments as far as possible.

The internet has a host of information, with [www.talktofrank.com](http://www.talktofrank.com) being useful, and 'Frank' is available on 0800 776600 for free and confidential advice.

## 23. Safeguarding and Child Protection Policy and Procedure

### 1. The purpose and scope of this policy statement

The Friendship Project is a Warwickshire-wide charity that matches children and young people (who are in need, for a variety of reasons) with volunteers, for friendship and fun.

The purpose of this policy statement is:

- to protect children and young people who receive the Friendship Project's services from harm.
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of The Friendship Project including the board of trustees, paid staff and volunteers.

### 2. Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England including:

- **The Children Act 1989**, which provides the legislative framework for child protection in England and established the paramount nature of the child's welfare and the expectations and requirements around duties of care to children.
- **The Children Act 2004**, which encourages partnerships between agencies and creates more accountability, by placing a duty on local authorities to appoint children's services members who are ultimately accountable for the delivery of services and by placing a duty on local authorities and their partners to co-operate in safeguarding and promoting the wellbeing of children and young people.
- **Working Together to Safeguard Children** (Department of Education, 2018) - statutory guidance for anyone working with children, which sets out how organisations and individuals should work together.
- **What to do if you're worried a child is being abused: advice for practitioners** (Department of Education, 2015) which describes the indicators of abuse and neglect and the actions to take if you think a child is being abused or neglected.

### 3. Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents as set out in the Project Guidelines.

### 4. We believe that:

- Children and young people should never experience abuse of any kind.
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

### 5. We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

## 6. We will seek to keep children and young people safe by:

- valuing, listening to and respecting them.
- appointing a lead trustee/board member for safeguarding.
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
- developing and implementing effective safeguarding procedures.
- providing effective management for staff and volunteers through supervision, support, training and quality.
- assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance.
- sharing information about safeguarding and good practice with children and their families.
- making sure that children, young people and their families know where to go for help if they have a concern.
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
- using our procedures to manage any allegations against staff and volunteers appropriately.
- ensuring that we have effective complaints and whistleblowing measures in place.
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

## 7. Contact details

Trustee/Senior lead for safeguarding and child protection

Name: Esther Jones

Phone/email: 07977409805/

[esther.jones@friendshipproject.co.uk](mailto:esther.jones@friendshipproject.co.uk)

Chairman

Name: Cheryll Rawbone

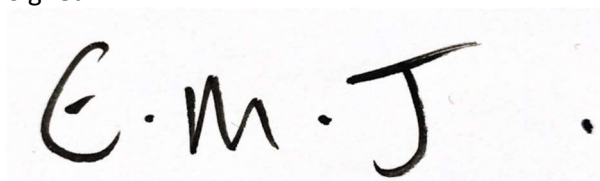
Phone/email: 07769 727418/

[cheryll.rawbone@friendshipproject.co.uk](mailto:cheryll.rawbone@friendshipproject.co.uk)

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 23 May 2023

Signed:

A handwritten signature in black ink, consisting of the initials 'E.M.J.' followed by a period.

Date: 26 September 2024

## Procedure for what do if you have a concern about a Younger Friend

The child's welfare is paramount and this means that the child's safety and protection must be the most important consideration and take priority over everything else. These procedures outline what action should be taken if you have concerns about a child's safeguarding including child protection.

The procedures apply to anyone working on behalf of The Friendship Project including the board of trustees, paid staff and volunteers.

Throughout this procedure there are a range of terms used interchangeably to describe concerns about protection and welfare of a child. For clarity:

- Safeguarding children is the action we take to promote the welfare of children and protect them from harm.
- Child protection is part of the safeguarding continuum. It focuses on the activity that is undertaken to protect individual children identified as suffering or likely to suffer significant harm.

### 1. The 4 Rs

There are key principles known as the 4 'Rs' for referring concerns:

- Recognise concerns that a child is being harmed or might be at risk of harm.
- Respond appropriately to a child who is telling you what is happening to him or her.
- Refer the concerns in line with the guidance set out below.
- Record the concerns appropriately and any subsequent action taken; do not delay in passing on concerns.

### 2. Recognition of abuse

Child abuse is any action by another person/adult/child that causes significant harm to a child. It can be physical, sexual or emotional but just as often be lack of love, care and attention. Abused children often experience more than one type of abuse as well as other difficulties in their lives. It often happens over a period of time rather than a one-off event. It can happen online too. Child abuse falls into 4 main categories: -

- Physical Abuse – Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts.
- Emotional Abuse - Emotional abuse is the ongoing emotional maltreatment of a child. It is sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them.
- Sexual Abuse – A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact and it can happen online.
- Neglect - Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical or mental harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Types of abuse below may fall into the above categories or standalone but are current issues for children, young people and their families:

- Child Sexual Exploitation – Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power or status.
- Female genital mutilation (FGM) – Female genital mutilation (FGM) is the partial or total removal or external female genitalia for non-medical reasons.
- Domestic – Witnessing domestic abuse is child abuse and teenagers can suffer domestic abuse in their relationships.



- Online Abuse – Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones.
- Bullying and cyberbullying – Bullying can happen anywhere – at school, at home or online. It’s usually repeated over a long period of time and can hurt a child both physically and emotionally.
- Child Trafficking – Child trafficking is a type of abuse where children are recruited, moved or transported and then exploited, forced to work or sold.
- Grooming – Children and young people can be groomed online or in the real world, by and stranger or someone they know – a family member, friend or professional.
- County Lines - Drug gangs using children to transport drugs out of the immediate area, by train or public transport.
- Harmful Sexual Behaviour – Children and young people who develop harmful sexual behaviour harm themselves and others. Harmful sexual behaviour includes using sexually explicit words or phrases, inappropriate touching, using sexual violence or threats, full penetrative sex with other children or adults. Sexual behaviour is also considered harmful if one of the children is much older – particularly if there is more than two years difference in age or if one of the children is prepubescent and the other isn’t. However, a younger child can abuse an older child, particularly if they have power over them – for example if the older child is disabled.

### 2.1 Background factors influencing the Vulnerability of Children

- Social exclusion, for example poverty, racism, unsuitable housing, food or education.
- Domestic violence.
- Mental ill health in a parent/carer.
- Drug and alcohol misuse.
- Disabled children may be unable to communicate their problems.

### 3. If you have some concerns about a Younger Friend

As a volunteer for the Friendship Project for Children you are in a good position to notice changes in social behaviour or worrying marks or bruises, and to hear children talking about things which may give cause for alarm. Recognising and coping with child abuse is a very stressful experience, but your first responsibility is to the child. It is not safe to assume that someone else will take action.

A concern about a child’s safety and welfare might arise as a result of:

- A child saying that s/he is being abused or telling you about an experience or event that has happened to them that you think would be harmful.
- You notice signs or indicators of abuse or neglect.
- The child’s behaviour gives cause for concern.
- You directly witness a child being harmed by an adult or another child.
- Somebody tells you, either face to face or by any other means of communication, that a child is being harmed or is at risk of harm, for example a service user, another child, a supporter/donor or a member of the public.
- The behaviour of an adult who has contact with the child gives you cause for concern.

### 3.1 What to do if you are worried - Older Friends

- If you are worried about a Younger Friend, you must inform your Area Coordinator (A/C) – we would encourage you to talk to your A/C about any worry, big or small. We believe it’s better to have the conversation than not.
- The Area Coordinator will discuss the concerns with you and make a decision as to whether to contact the Children and Families Front Door – either to seek further advice or to refer the concern on for an assessment.
- If your concern is urgent and you are unable to contact anyone within the Project, you must ring the Children and Families Front Door and refer your concern to them. Please

ensure you contact your Area Coordinator to inform them of this at the earliest possible opportunity

- You will receive the full support of the Project and will be involved with, and kept abreast of, developments as far as possible.

### 3.2 Responding to concerns expressed by a child

If you're in a situation where a child discloses abuse to you, there are a number of steps you can take:

- **Listen carefully to the child.** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the child to 'shut down', retract or stop talking.
- **Let them know they've done the right thing.** Reassurance can make a big impact to the child who may have been keeping the abuse secret.
- **Tell them it's not their fault.** Abuse is never the child's fault, and they need to know this.
- **Say you will take them seriously.** A child could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person who will listen to and support them.
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the child's told you could make the situation a lot worse for the child.
- **Explain what you'll do next.** If age appropriate, explain to the child you'll need to report the abuse to someone who will be able to help.
- **Don't delay reporting the abuse.** The sooner the abuse is reported after the child discloses the better. Report the conversation to your area co-ordinator as soon as possible so details are fresh in your mind and action can be taken quickly.

At an appropriate point in the conversation and depending on the age of the child, let the child know that s/he can also contact Childline for support and provide the Childline telephone number - 0800 1111.

### 3.3 What to do if you have concerns that a Younger Friend's life is threatened or is at risk of immediate harm

If it appears that a child is in need of urgent medical attention or in need of police protection due to imminent harm, then:

- Contact the emergency services on 999.
- Contact your Area Coordinator and inform them of what has happened.

### 3.4 Write it down

In the event you suspect abuse or abuse is alleged, try to record as soon as possible the information you have.

However, it is very possible you will not have all the information and you should not question the child, but some information or explanation may have been given.

#### **Record:**

- Names, addresses, phone numbers etc.
- When you were aware of the incident and where you were.
- What was said or what you saw.
- When the abuse might have occurred and where it might have happened.
- Who might have been involved.
- Was there any actual evidence - bruising, burns, soreness?

Children's Services have teams who are experienced in dealing with allegations of child abuse. It is essential they handle the matter and you do not take any action that could prejudice or interfere with their investigation. Your responsibility is to report.

### 3.5 Responding an Older Friend's Concern – Area Coordinators

Where a concern is received from an Older Friend the A/C must listen carefully and make a written record of the details shared. Next Steps will depend on the nature of the concerns being shared:

#### **Consult the Spectrum of Support document to aid decision making:**

- [Spectrum Of Support 2021.pdf \(safeguardingwarwickshire.co.uk\)](https://www.warwickshire.gov.uk/safeguardingwarwickshire.co.uk/Spectrum_of_Support_2021.pdf)

#### **The Younger Friend is at risk of or being abused:**

- a referral should be made to the Children and Families Front Door on 01926 414144 (option 3).
- the Younger Friend's parents/carers should be informed, unless it is deemed by doing so you might be placing the younger friend at further risk.

#### **It sounds serious but unclear if the younger friend is at risk of or being abused:**

- Consult the Spectrum of support document and either
  - contact the Children and Families Front Door on 01926 414144 (option 3) to seek advice and guidance.
  - Complete the [Multi-Agency Contact Form \(MAC\)](#) and send to [TriageHub@Warwickshire.gov.uk](mailto:TriageHub@Warwickshire.gov.uk)
  - If you plan to share details about the family (name, address etc), the parents/carers should be informed, otherwise, advice and guidance can be obtained anonymously.

#### **The Younger Friend doesn't sound like they are at risk of or being abused, but there are still some problems**

- contact the referrer/lead professional/school (as appropriate) to share the concerns, see if they can be addressed as part of any support package already in place.

#### **The concerns shared do no warrant further action**

- Ensure a record of the concern has been made.

At any stage, the A/C should contact another A/C, the Operations Lead or the Safeguarding Lead Trustee for a second opinion on the best course of action.

A/Cs must ensure records are kept of the concern and action taken together with any communication between professionals.

### 3.6 Allegations against Older Friends

Allegations or concerns about an Older Friend should be discussed with the Area Co-ordinator and may be shared by:

- The parent/carer.
- A professional involved with the family.
- From the child, via their named 'safe person'.
- The Older Friend's group supporter.

Concerns may be due to an Older Friend may having:

- Behaved in a way that has harmed, 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 that they may pose a risk of harm to children.
- Behaved in a way that indicates they may not be suitable to work with children.

Once the initial concern/allegation has been received the Safeguarding Lead Trustee must be informed. Where the Safeguarding Lead Trustee is not available, the Chairman should be contacted.

- The Safeguarding Lead Trustee will report it to the Warwickshire LADO (Local Authority Designated Officer) via the Positions of Trust Multi-Agency Referral Form [Allegations against people who work with children/young people \(safeguardingwarwickshire.co.uk\)](https://safeguardingwarwickshire.co.uk) which should be emailed directly to [lado@warwickshire.gov.uk](mailto:lado@warwickshire.gov.uk).
- Tarvinder Kalsi, the Support officer to the LADO should also be contacted on 01926 745 376.
- The allegation must not be discussed with the Older Friend although this course of action should be explained to them. A statement will be taken from the Older Friend in response to any allegations made by the Younger Friend against the Older Friend too.
- Action will be in accordance with the current requirements of the Disclosure and Barring Service and referrals may need to be made to this service and will be done in conjunction with the Area Coordinator and Safeguarding Trustee and Trustee Board.
- A Safeguarding Committee comprising of; Chair of Trustees, Safeguarding Trustee Officer and Operations Trustee will oversee all aspects of the management of the allegation, in line with guidance from the LADO and the and the West Midlands Child Protection procedure on 'Allegations against Staff or Volunteers'.

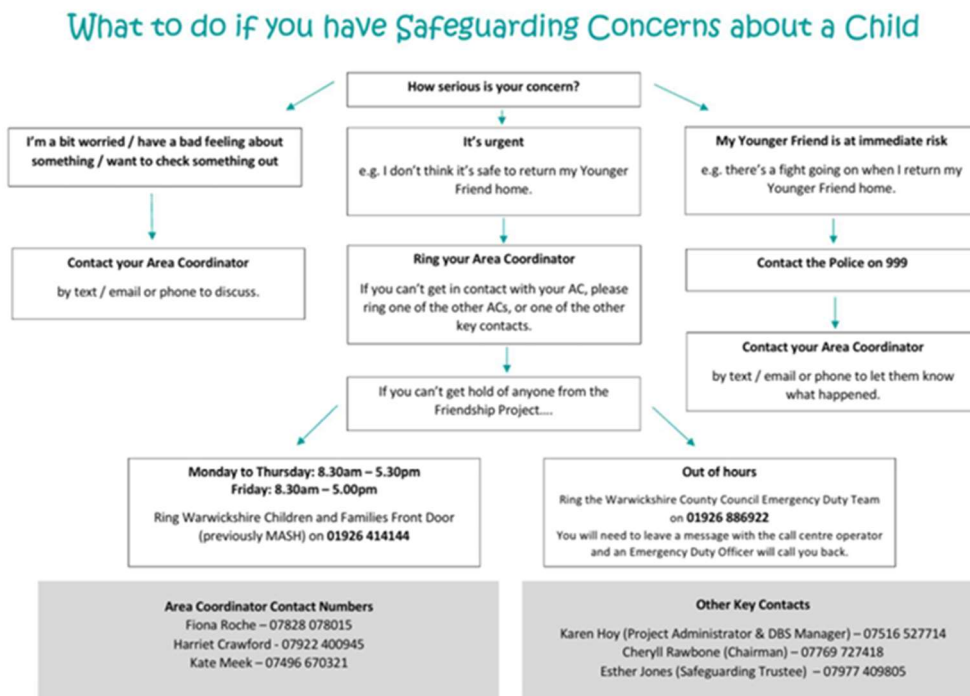
#### 4. Key Contacts

##### Key Contacts

Area Coordinator Contact Numbers	Other Friendship Project Contacts
Fiona Roche – 07828 078015 Harriet Crawford – 07922 400945 Kate Meek – 07496 670321	Karen Hoy (Project Administrator and DBS Manager) – 07516 527144 Cheryll Rawbone (Chairman) – 07769 727418 Esther Jones (Safeguarding Trustee) – 07977 409805
Warwickshire Children and Families Front Door (previously MASH)	Warwickshire County Council Emergency Duty Team
01926 414144 - includes options for FIS (Option 1), EH Support Line (Option 2) and Safeguarding (Option 3) Monday to Thursday: 8.30am – 5.30pm Friday: 8.30am – 5.00pm	01926 886922 You will need to leave a message with the call centre operator and an Emergency Duty Officer will call you back.

If a Younger Friend is at immediate risk, contact the Police immediately on 999.

## Flowchart



## 24. Ending a Friendship

There are many varied reasons for this:-

- You may be feeling discouraged for lack of progress or response
- Your circumstances may change
- You feel that the child no longer needs you

The decision to end a friendship must be taken very seriously. You may well have become very important to the child, so please do not just 'give up' on the friendship.

If you feel the friendship must end then we ask that you discuss it as soon as possible with your Area Coordinator or Group Supporter. The outcome of the decision may be that the Social Worker or other referrer needs to be involved in the decision. In any case the Area Coordinator will need to inform the Social Worker or other referrer.

If it is decided the friendship cannot continue then in most cases, you must tell the child, and try and explain why. Discussion with the Social Worker or other referrer, Group Supporter or Area Coordinator may also be useful.

We do appreciate that not all friendships will work out. We wish to ensure the friendship is finished as easily as possible. If desirable we will try to match the Older Friend with a new Younger Friend and find a new Older Friend for the child.

If appropriate, extra expense can be spent on a 'last' outing special treat. Discuss ideas with your Group Supporter or Area Coordinator.

There may be an occasion when we feel that the friendship must be terminated. We will not do this unless all other avenues have been explored and only after the matter has been considered by a Trustee. The details and reasons for dissolving the association with The Project will be confirmed to the Older Friend in writing.

## 25. Guidelines for Group Supporters

In the absence of a Group Supporter, the role will be carried out by the Area Coordinator. Group Supporters perform a key role in The Project. Experience has shown that when this role is properly carried out the friendships are more effective and last longer.

The functions of the Group Supporter are to:-

- Be a friendly support and encouragement to Older Friends in his/her group, bearing in mind that the Older Friends are lone workers
- Be the first line of support in any difficulty that may arise, calling on the Area Coordinator if needed. Direct contact to Children's Services should only be for urgent matters. On no account should the Group Supporter contact schools or other agencies or advise their Older Friends to do so. In an emergency, Children's Services should be contacted on the numbers given at the beginning of the Guidelines
- Once the friendship is established, the Group Supporter should contact the Older Friend at least once every two months and complete and submit a report of the contact to the Area Coordinator.
- Hold regular meetings (if possible) for their group to encourage contact between members and mutual support
- Ensure that the friendships are being conducted in line with these Guidelines and achieving satisfactory objectives
- Ensure that Older Friends understand the rules on expenses
- When a new Older Friend is allocated to the Group Supporter, he/she should be contacted as soon as possible to make him/her feel welcome. If at any time the Group Supporter has any doubts about the Older Friend's suitability to be a befriender then this should be made known to the Area Coordinator
- Group Supporters do not contact Younger Friends or their families. It is important to minimise the number of people with whom the family has to deal. Group Supporters will be provided by the Area Coordinator with a profile of the Older Friend's Younger Friend.
- Group Supporters do not normally get involved in the matching process.
- How Group Supporters arrange their contacts with their Older Friend is for them to decide. It can be face to face, phone, by text or email – the important thing is that contact is made.
- Confidentiality must be maintained in line with the Guidelines/Policies. Lock boxes are provided to secure any personal or sensitive data safely. These are to be returned in event you cease to be a group supporter, along with the records. You will need to respond quickly in the event an Area Coordinator or the Administrator asks for these too.
- **The written monthly report from the Older Friend is essential and must be insisted on even when expenses are not claimed.**

The Older Friend's monthly report will be sent direct to the Project Administrator. If there are any queries either regarding the activities undertaken or the amount claimed, this will be discussed by the Project Administrator first with the Group Supporter and if not resolved then with the Area Coordinator. The nominated Trustee with responsibility for Operations will be the final arbiter in financial issues.

Group Supporters should not feel isolated. If they need advice they should contact their Area Coordinator. On matters concerning general policy, the Chairman or Trustee with responsibility for Operations should be contacted.

## 26. IT and Internet Use

Employees are given access to The Project's email and internet resources to carry out the functions of their employment and to assist them in the performance of their work. The Project encourages the use of email for communicating with others, including volunteers; however emails should not be treated as a confidential means of communication and should not be used when a telephone call, meeting or letter would be more appropriate.

The Project's website is available as a source of information on activities, fund raising etc, and should be used wherever possible. Any queries or updates relating to the website should be directed to the Webmaster.

We also have social media accounts - @friendshipproj, which are kept up to date with useful events and information.

Where employees/volunteers post material on the web, they must at all times observe the following principles:

- Ensure that any material posted is factually correct and reflects well on The Project
- Ensure that postings are within your area of personal knowledge or expertise
- Ensure that postings are honest, relevant, courteous and appropriate
- Make it clear that any views posted are your own and not those of The Project
- Engage in constructive dialogue
- Remember that online activity is public, permanent and may be accessed at any time in the future by outside organisations including regulatory authorities and the press
- Change names of the Younger Friend and Older Friend

Do not:

- Engage in any online activity which may damage The Project's reputation
- Post material which is offensive, abusive or derogatory
- Disclose confidential information
- Publish any photographs online of the Younger Friend

If you are in any doubt whether a particular posting falls within these guidelines, you should discuss this with your Area Coordinator.

If you would like to know more about Cyber Safety, a good website for you to take a look though is:- <https://www.warwickshire.gov.uk/keeping-child-safe/cyber-safety/1>



## 27. Privacy Policy

The Friendship Project for Children is a Warwickshire based charity supporting disadvantaged children. It is a registered charity (charity no 517684) which is additionally registered as a Data Controller under the Data Protection Act 1998 (reg no ZA230554). This privacy policy explains how we use any personal information we collect about you, and reflects the provisions of the General Data Protection Regulations (GDPR).

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Changes to our privacy policy
- How to contact us

### What information do we collect about you?

We collect information about you when you apply to volunteer with us, or when you register a child with us. If donations are made to the charity from individuals or organisations, please refer to the Marketing section below.

### How will we use the information about you?

The Friendship Project for Children will not share your personal information with any external organisations or companies, other than specifically in relation to the volunteer or child within the matching process, where it will be necessary to interface with the referring professional of the Younger Friend. The latter, we may also share with statutory bodies who are authorised to request this information. Additionally, in the event of any case studies being used these will be appropriately anonymised. We will communicate via telephone, email, social media and post. We will retain the volunteer and child information in secure storage and on our secure database for up to 50 years, as required historically by our insurers.

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

## Marketing

### Individuals

We would use your information with your consent to provide you with updates and communication of what is going on within the Friendship Project. You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

### Organisations

We would use your information to provide you with updates, communication of what is going on within the Friendship Project plus, where appropriate, funding appeals and grant applications. We have undertaken a legitimate interest assessment, which confirms legitimate interest as the lawful basis of processing of your data. You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)



## 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 the information please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

We want to make sure that your personal information is accurate and up to date. You may ask us to remove or correct information that you think is inaccurate.

## Cookies

We do not use tracking cookies.

## Changes to our privacy policy

We will regularly review our Privacy Policy and will place any updates on our website and also update our Guidelines.

## How to contact us

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

## Complaints

If you have any questions or concerns about this privacy policy and our privacy practices or if you wish to file a complaint, please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR. You can do so by calling the ICO helpline on 0303 123 1113 or via their website: [www.ico.org.uk](http://www.ico.org.uk)



Cheryll Rawbone - Friendship Project Chairman

*Dated: 26 September 2024*

*Next review date: 25 September 2025*

## 28. General Data Protection Regulations (GDPR)

All employees, volunteers and others associated with The Project are required to ensure the confidentiality of all personal information and Project activity that they are responsible for is maintained at all times in accordance with the General Data Protection Regulations 2018. This is fully explained during our 121 training sessions and emphasised as part of our regular Safeguarding sessions too which are given to all employees and volunteers working directly with vulnerable children.

You must not use or divulge to any third party any confidential information which you obtain or have access to whilst working or volunteering for The Project except in the performance of your duties. This restriction continues to apply when you are no longer volunteering or have left the employment of The Project. Employees failing to comply with this legislation may be subject to disciplinary action, possibly including dismissal and in serious cases to criminal prosecution.

The Project will hold data relating to Volunteers, Older Friends, Younger Friends, Social Workers or other referrers, and Parents or Carers, who are or were or could be involved with The Project. The Project is regarded as a Data Controller for the purposes of the General Data Protection Regulations 2018.

The data recorded is the minimum required to operate the Project. The individual will have freely supplied and consented to the information by completion of our forms. Typically, information supplied to us will consist of names and addresses, dates of birth, contact details, next of kin, references, relevant dates, activities and similar data. Any changes to this information should be notified to The Project Administrator in writing as soon as possible on [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk).

All data, which may be in electronic and/or paper format, is held securely and in compliance with the General Data Protection Regulations 2018. Access is limited to Friendship Project employees and Trustees. Filing cabinets/boxes are locked when not in use. Electronic devices are password protected. If a computer professional is required to resolve a computer problem, then The Friendship Project will ensure they obtain a signed confidentiality agreement. Archive files will be stored offsite with a commercial storage company for a minimum of 50 years, or non relevant information destroyed by shredding. After employment ends, employee data is processed in compliance with the General Data Protection Regulations 2018.

Information held is categorised as either personal or sensitive personal data. Examples of personal data are address, next of kin and marital status. Examples of sensitive data include racial or ethnic origin, health or sexual orientation. Data may be used for recruitment, matching, payroll, providing employee references and Equal Opportunities monitoring.

From this information anonymous statistics will be extracted to allow Trustees and the Operations Committee to monitor The Project. Information held by The Project will normally only be available to employees, volunteers of The Project and Children's Service workers. However, The Project may make sensitive personal data available to any regulatory bodies, courts or tribunals. Additionally, in the event of any case studies being used these will be appropriately anonymised.

You are entitled to request access to any personal data concerning you which is held by The Project. If you wish to do so, you should make a written request to The Project Administrator on [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk). We must ensure we have seen original evidence of your identity prior to us commencing this process. We then need to provide you with the information within 1 month of receipt. We can extend the period by a further 2 months if the request is complex, but we must advise you within 30 days if we are going to do this, and this needs to be agreed with a member of our Trustee board prior to the extension request. No administrative fee will be required. Please refer to our Privacy Policy for more details.

## 29. Criminal Records and Disclosure and Barring Service

The Project carries out DBS checks on all its Trustees, employees, volunteers and others connected to The Project prior to them becoming involved with The Project. The checks are carried out every 3 years. We ask applicants to not sign up to the DBS renewal service, as it is important for us to visit the applicants home to complete this renewal check rather than it being done automatically.

It is the applicant's duty to inform The Friendship Project if they, or their cohabitor if they have a DBS check through us, have a conviction after the clear DBS was issued to us.

All information received will be treated confidentially and held securely in accordance with the General Data Protection Regulations 2018.

In exceptional circumstances it may be necessary for the Project to disclose personal and or sensitive information to the Police, UK border agency, local authority or similar third parties. Examples would be for the purposes of preventing and/or detecting crime, for the purposes of the assessment or collection of any tax or duty.

Under the Data Protection Act 1998 you have the right to access information that The Project holds about you. Should you require access to information held about you, you should contact The Project Administrator.

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, we comply fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. We also comply fully with our obligations under the General Data Protection Regulation (GDPR), Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information.

## 30. DBS Policy

### General Principles

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, The Friendship Project complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.

It also complies fully with its obligations under the General Data Protection Regulation (GDPR), Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

### Storage and access

Certificate information is kept securely, in a lockable, non-portable, storage container with access strictly controlled and limited to those who are entitled to see it as part of their duties.

### Handling

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

In exceptional circumstances it may be necessary for the Project to disclose personal and or sensitive information to the police, UK border agency, local authority or similar third parties. Examples would be for the purposes of preventing and/or detecting crime, for the purposes of the assessment or collection of any tax or duty.

## Usage

Certificate 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

Once a relevant decision has been made, we do not keep certificate information for any longer than is necessary. This retention will allow for the consideration and resolution of any disputes or complaints, or be for the purpose of completing safeguarding audits.

Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

## Disposal

Once the retention period has elapsed, we will ensure that any DBS certificate information is immediately destroyed by secure means, for example by shredding. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack).

We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

## Acting as an Umbrella Body

Before acting as an umbrella body (an umbrella body being a registered body which countersigns applications and receives certificate information on behalf of other employers or recruiting organisations), we will take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of certificate information in full compliance with the code of practice and in full accordance with this policy.

We will also ensure that any body or individual, at whose request applications for DBS certificates are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.

## 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 the information please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk).

We want to make sure that your personal information is accurate and up to date. You may ask us to remove or correct information that you think is inaccurate.

## Changes to our DBS Policy

We will regularly review our DBS Policy.

## How to contact us

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

## Complaints

If you have any questions or concerns about this DBS policy and our DBS practices or if you wish to file a complaint, please contact our Project Administrator on 07516 527714 or [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR. You can do so by calling the ICO helpline on 0303 123 1113 or via their website: [www.ico.org.uk](http://www.ico.org.uk)

### 31. Honesty and Integrity

As a volunteer of The Project you are required to act honestly and fairly at all times when dealing with everyone associated with The Project. You must also act with integrity in fulfilling the responsibilities associated with your role and to avoid any acts, omissions or business practices which could damage the reputation of The Project. You must observe any applicable laws, regulations and professional conduct standards when carrying out your duties and must also manage fairly and effectively, and to the best of your ability any relevant conflict of interest.

### 32. Anti-bribery Policy

Bribery is a serious criminal offence and corrupt acts expose an employer and its employees to the risk of prosecution, fines and imprisonment, as well as endangering The Project's reputation. We are committed to the prohibition of such conduct. This is not just a cultural and moral commitment on the part of The Project; it is a legal requirement.

The Project has a strict anti-bribery and corruption policy in line with the Bribery Act 2010. A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, accept or allow another person to accept a bribe this will be considered gross misconduct. In these circumstances you will be subject to formal investigation under The Project's disciplinary procedure, and disciplinary action up to and including dismissal may be applied.

### 33. Unauthorised Notices

You are not permitted to communicate information to others which may favour opinion/belief in relation to age/sex/religion etc.

### 34. Equal Opportunities/Diversity Policy

The Project is committed to equal opportunities to maintaining a working environment free from discrimination, victimisation, harassment and bullying.

It is The Project's aim is to ensure that all applicants, employees, volunteers, Older Friends, Younger Friends, and those associated with The Project receive equal treatment irrespective of their sex, pregnancy and maternity, marital or civil partnership, sexual orientation, gender reassignment, race, religion or belief, disability or age ("the 9 Protected Characteristics").

However, the Project does reserve the right NOT to accept children with complex special needs as our volunteers are not professionals in child welfare. Likewise, when recruiting volunteers to befriend a child there are naturally limitations on whom we can accept and in circumstances where someone is refused, an explanation will be provided.

All paid staff are part-time but will not be treated less favourably than if they were full-time employees. This policy has been approved by the Trustees who vigorously endorse the principles of non-discrimination. The policy applies to all persons working for us, whether as employee, self-employed or casual worker, full or part time, paid or unpaid or on any other basis.

Unlawful discrimination, victimisation, harassment and bullying will not be tolerated by the Project and those responsible for any such action or any other breach of this policy may be subject to disciplinary proceedings under the Project's disciplinary procedure and may also be personally liable for their unlawful conduct. In some cases, this may include a criminal liability.

## **Policy**

The laws prohibiting discrimination in the workplace affect all our employment decisions. We do not discriminate against any person working for us or involved with the Project. This includes but is not limited to decisions relating to job advertisements, recruitment and selection, transfers and promotions, training and development, salary, health and safety, benefits, disciplinary and grievance issues, termination of employment and severance terms.

When recruiting members of staff, we may also request and/or record data relating to the Protected Characteristics to assist compliance with this Policy.

All employees should treat each other with equal respect. You are responsible not only for your own actions but to ensure that the actions of others do not breach this policy. Any discriminatory act should be reported immediately to your Line Manager and failure to do so may render you liable to disciplinary action.

There are two broad categories of discrimination under UK legislation: direct and indirect discrimination.

Direct discrimination constitutes less favourable treatment because of one or more Protected Characteristics. Indirect discrimination occurs where a provision, criterion or practice, which may appear neutral and to apply equally to all, in fact puts a certain group of workers at a disadvantage in comparison to other workers.

It is also possible to discriminate against another because of a third party's Protected Ground (Associative discrimination) and on the ground of perception (for example, the perceived sexual orientation of another). Discrimination can still take place even after employment has ended.

## **Disability**

Disabled workers have special protection under the law, including an employer's duty to make reasonable adjustments to their job where appropriate. If you consider that you may be disabled within the meaning of UK disability legislation, you should notify your Line Manager. The Project will discuss with you whether you are able to fulfil your proposed duties and whether there are any adjustments that could reasonably be made to your job or working environment to enable you to carry out your proposed duties effectively. The Project may also ask a medical advisor to assist in these matters.

## **Religion and Other Beliefs**

Where you consider that your religious or other beliefs impact on your job or your ability to carry out your job in a particular way, you should discuss this with your Line Manager who will, where appropriate, ascertain whether your concerns can be accommodated.

## **Complaints Procedure**

This procedure contains an informal and formal route. The route you choose may depend on the seriousness of your complaint and how you would like the matter to be dealt with.

It is in your interests to present any complaint promptly, to enable action to take place as soon as possible. You will be asked to substantiate the complaint with any evidence or examples you have. Any complaint made under this procedure will be handled by The Project sensitively, discreetly and confidentially.

### **Informal procedure**

If you believe that you are suffering discrimination, victimisation, harassment or bullying, you should, if possible, attempt in the first instance to resolve the issue with the person whom you believe is responsible for such treatment. You may inform him or her in writing or verbally, that you consider his or her conduct is unacceptable and must stop. You are advised to keep a written record of the events, dates and any relevant documentation from the outset.

If for any reason, you feel you cannot raise the matter directly with the person concerned, you are encouraged to contact your Line Manager, who will discuss the matter with you. If your Line Manager is directly involved or you feel uncomfortable discussing this matter with him or her for whatever reason, you may prefer to approach the Project Secretary on an informal basis.

If the complaint is upheld even at this informal stage depending on the seriousness and the nature of the complaint, The Project may take disciplinary action in relation to the individual(s) responsible for the treatment.

### **Formal procedure**

If you wish to pursue the matter formally, you will be asked to make a formal complaint under The Project's grievance procedure. Even if you decide not to take the matter further, The Project may have a duty towards other employees to investigate the matter fully.

Where a complaint has been made, The Project will initiate an investigation as soon as practicable, and if your complaint is well founded, disciplinary action may be taken against the accused individual(s) in accordance with The Project's disciplinary procedure.

If your complaint is not well founded, The Project will advise you accordingly. If you have acted in good faith and with good reason, the fact that you have brought a complaint will not affect your position within The Project. If, however, your complaint has been made in bad faith or brought without good reason, you may be subject to The Project's disciplinary procedure (up to and including summary dismissal).

The Project Secretary will keep a record of your complaint, the investigation, conclusion and subsequent action taken.

### **Appeals**

If you are dissatisfied with the outcome of your complaint raised under this policy, or with the way in which it was handled, you may present an appeal in accordance with The Project's grievance policy.



Cheryll Rawbone - Friendship Project Chairman

*Dated: 26 September 2024*

*Next review date: 25 September 2025*

## 35. Health and Safety Policy

Our Health and Safety Policy has been prepared in line with The Health & Safety at Work etc Act 1974 (HASWA), subsequent legislation and associated regulations, codes of practice, and guidance notes. The policy has been endorsed by the Trustees and requires all those associated with The Friendship Project for Children (“The Project”) to help in complying with our legal and moral duties. The Trustees accept the overall responsibility for all operational matters. This policy explains the care and responsibility that each person must practice and the guidance everyone must follow.

It is the policy of The Project to ensure, so far as is reasonably practicable, the health, safety and wellbeing of all its employees, Older Friends, Younger Friends and volunteers who may be affected by our activities. The Project will identify potential risk to health, safety and wellbeing and take the necessary steps to minimise risks. This policy is evidence of The Project’s commitment to its duty of care to all associated with it, and heightens everyone’s health and safety awareness ensuring the smooth running of The Project’s day to day activities and one-off events.

Employees, Older Friends, Younger Friends and volunteers who are associated with The Project should take reasonable care for their own safety and for the safety of others who may be affected by their actions. They should report all concerns, accidents, incidents and any injuries so that appropriate investigations can be made and realistic actions taken to manage risks to an acceptable level as soon as reasonably practicable.

There are four reasons why charity and voluntary organisations are special. These are:

- The use of volunteer workers in addition to, or instead of, employed staff
- An extreme diversity in the range of work activities undertaken
- The unique nature of some areas of work, e.g. public fundraising events and activities to raise money

### Risk Assessments and Method Statements

A risk assessment is a technique for identifying and controlling hazards associated with an organisation’s activities.

- A **hazard** is anything that has the potential to cause harm, for example, a faulty electrical socket.
- **Risk** is the likelihood of it causing harm and the degree of harm it could cause, for example, an electrical shock that could lead to a fatality.
- **Risk assessment** involves identifying all hazards, assessing the risk and putting in place measures to control unacceptable risks, in this case, replacing the faulty socket.

The best people to identify the risks are the people who carry out the work. It is therefore very important that they are consulted in matters of health and safety.

Events, parties and outings undertaken by The Project will be the subject of a Risk Assessment. Where necessary, a specific risk assessment will be recorded and approved before the activity starts. It will identify potential hazards and appropriate control measures to ensure that those activities can be undertaken safely.



When it is planned to use contractors, a Method Statement and relevant risk assessments must be agreed before work can start. It will identify hazards and an agreed safe method to minimise the risk. Copies of Risk Assessments and Method Statements will be held by The Project Administrator.

All employees, volunteers and others associated with The Project must be made aware of any general site safety rules and procedures together with specific hazards before the event can begin. Risk Assessments and Method Statements will be available to all employees who must be conversant and comply with them.

### **First Aid**

When a large event is organised, The Project will employ the St John Ambulance to provide trained first aid personnel. Where the event is a smaller affair, and the need arises, employees are authorised to call 999 in a medical emergency to ask for medical help. If necessary, they will ask for help and follow relevant instructions to help injured persons until an ambulance or paramedic arrives. No-one is authorised to administer any medication, for example aspirin, creams, cough mixture etc.

### **Accidents Response, Reporting and Investigation**

An accident is defined as any undesired event that results in personal injury, damage to equipment etc. An incident is an accident that did not result in injury but reporting may prevent a serious event in the future.

All accidents and incidents must be recorded in the Accident Book on the day it happens. It is the responsibility of the person in charge of the event to ensure that each incident is correctly recorded and reported appropriately and to make sure that the site is not cleared before a thorough investigation has taken place. A RIDDOR reportable accident must be reported to The Project Chairperson or Deputy Chairperson as soon as is practically possible so that the accident can be reported in line with RIDDOR regulations.

RIDDOR reportable incidents are:-

#### **The death of any person**

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

#### **Specified Injuries to Workers**

- Fracture, other than to fingers, thumbs and toes;
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which covers more than 10% of the body and/or causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which leads to hypothermia or heat induced illness; or requires resuscitation or admittance to hospital for more than 24 hours

### **Over-seven-day incapacitation of a worker**

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

### **Over-three-day incapacitation of a worker**

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. An employer must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, and that record will be enough.

### **Non fatal accidents to non-workers (e.g. members of the public)**

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

### **Occupational Diseases**

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These include:-

- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Occupational dermatitis
- Hand-arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent

All incident records must be kept for a period of 40 years for reference.

### **Incident Procedure**

- Do not approach until it is safe to do so
- Only those needed should assist at the scene, keep all others away
- Arrange first aid, medical assistance and other emergency services if necessary
- Send a runner to find and liaise with ambulance crew, police etc
- Investigate cause and determine injuries
- Record information, conditions, statements
- Take photos if possible, measurements, samples etc.
- Report to RIDDOR if required

## 36. Health and Safety Guidance

### Manual Handling

Occasional tasks may require physical effort. So far as is reasonably practicable, this risk will be managed. Manual work will be automated or carried out using suitable equipment where practical.

All employees, volunteers and those associated with The Project must be aware that they must:-

- Not attempt physical effort if they are not confident of their capacity to do it safely
- Avoid unnecessary handling, by the use of mechanical aids provided
- Avoid lifting loads in excess of 25kg for men and 16kg for women
- Ask for help or guidance if necessary
- Adopt good lifting techniques
- Ensure good communication between all those involved in any shared lifts

### Lone Working

The majority of our employees and volunteers work alone. When working on behalf of The Project you must take sensible precautions for personal safety, for example parking in a safe area, meeting in a public place etc., and make sure that someone is aware of your activities and expected time of return and will respond to a call for help if necessary.

Working alone increases your vulnerability. Work related violence occurs when someone is abused, threatened or assaulted in circumstances related to their work. Violence can include verbal abuse, threats or physical attacks.

Although the risk of an attack is low, The Project can provide a personal attack alarm to Area Coordinators on request should they feel under threat and need to use it. It would be your responsibility to make sure that your personal attack alarm is fully operational and your mobile phone charged up before you leave on an appointment.

Report any incidents to the Chairperson or Deputy Chairperson as soon as practicably possible so that a full investigation can be carried out and procedures implemented to minimise the risk in future.

### Driving at Work

The Project's employees and volunteers frequently use their own vehicles whilst working on behalf of The Project. At the briefing, the volunteer will be asked to provide original copies of your Driving Licence, V5 documentation, MOT certificate (if applicable) and Motor Insurance certificate (if your own transportation will be used for volunteer purposes). You are responsible for ensuring that your Driving License, Motor Insurance and MOT is always up to date.

It is the volunteer's responsibility to minimise the risk by:-

- Checking the condition of their vehicle – it is roadworthy?
- Carrying out basic safety checks on the vehicle before starting a journey
- Being aware of the dangers of fatigue
- Being medically fit to drive the vehicle
- Exercising appropriate behaviour whilst driving
- Planning the route and allowing sufficient travelling time
- Being aware and taking account of adverse weather conditions
- Ensuring that safety equipment is appropriate and in good working order
- Ensuring that head restraints and seatbelts are fitted correctly and function properly

It is also your responsibility to ensure that you have a fully charge mobile phone and sufficient petrol for your journey.

Always park in a well-lit area, keep your vehicle locked at all times, and do not leave any valuables on display in the vehicle.

### **Seat Belt Regulations**

The law requires all children who are passengers in motor vehicles to use an appropriate child restraint. The full regulations can be read/downloaded from the Government's website at <https://www.gov.uk/child-car-seats-the-rules>

Extracted below are parts that we feel affect the transport of Younger Friends and you should read them carefully. The Project emphasise that you are responsible for the Younger Friend and need to ensure their safety whilst in your vehicle. The Project cannot accept any responsibility if you infringe these regulations.

The regulations affecting Younger Friends are:-

Children must normally use a child car seat until they are 12 years old or 135cm tall, whichever comes first.

#### Children over 1.35m in height who are 12 years of age

Either in a front or rear seat an adult seat belt must be worn.

#### Child Restraints

For children 15kgs to 25kgs – Rear or forward-facing child car seat (high-backed booster seat or booster cushion) using a seat belt, harness or safety shield. Group 2 type seat.

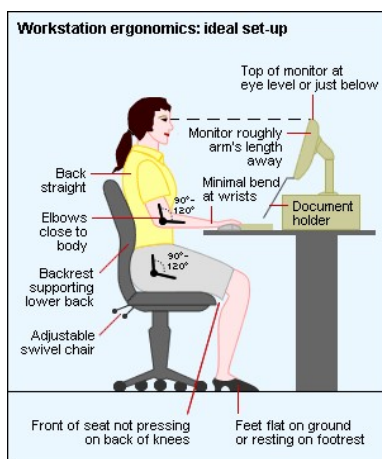
For children from 22kgs to 36kgs - Rear or forward-facing child car seat (high-backed booster seat or booster cushion) using a seat belt, harness or safety shield. Group 3 type seat.

A fixed penalty charge may be imposed on a driver breaking these regulations. If the case goes to Court then a further fine may be given.

**Please note that these are only our observations from reading the law and it is suggested that you either read the actual rules on the internet or obtain a leaflet from the Post Office.**

### **Computer Workstations**

All Project employees/volunteers work from home, some have home office facilities with access to a computer or laptop, monitor, workstation etc. All employees/volunteers are part-time and a minimal amount of time is spent at the computer workstation. However, the following precautions should be adopted:-



- Adopt the right posture (see diagram)
- Use an adjustable chair
- Position the monitor screen to minimise glare or reflection
- Keep everything within easy reach

## Electricity

There are few occasions when Project employees or volunteers come into contact with electrical items. However, there may be fundraising events etc., when this may occur and in these circumstances everyone must be provided with training and adequate controls so that they can work without putting themselves or others in danger.

When using electrically powered equipment, make sure that:

- The electrical equipment is suitable for its intended use, and is in good condition
- The electrical equipment is suitable for the electrical supply
- A circuit breaker is used between the equipment and electrical supply
- Those using the equipment are trained to use the equipment safely

## Working at Height

There may be very rare occasions when an employee or volunteer may work at height, for example, hanging bunting at an event. In these circumstances, the equipment used must be properly inspected before use and appropriate safe systems adopted, for example, a person must hold the step ladder whilst in use.

## Slips and Trips

Slips and trips are the most common cause of major injuries at work. There are several factors that can contribute to a slip or trip for example, uneven floors, trailing cables, areas that are slippery due to a spillage, poor lighting, weather conditions or footwear.

All employees and volunteers should be aware of these factors and taking appropriate measures to avoid injuries caused by slips and trips. At a fundraising event for example, a risk assessment must take into account hazards which may cause someone to fall and appropriate measures must be put in place to alleviate or reduce the risk.

## Stress

Stress is an individual's reaction to excessive pressure and other demands placed on them. Pressure can keep you motivated but too much causes stress. Non-work factors can also contribute to your levels of stress. Manage stress effectively, and if you feel that there is anything you need to bring to our attention, then please speak to the Project Chairperson or Vice Chairperson.

## 37. Insurance

The Friendship Project holds the following policies for the protection of the Trustees, employees, Older Friends and Younger Friends.

### **Employers Liability**

This insurance allows The Project to meet the costs of compensation and legal fees for employees who are injured or made ill at work through the fault of The Project.

Limit of Indemnity £10,000,000

### **Public Liability**

Liability at law for third party injury or damage claims arising during the course of activities directly linked to The Project.

Limit of Indemnity – any one loss £5,000,000

### **Personal Accident**

Cover has been arranged for the limits recommended by the Local Authority, which are:-

Death	£25,000
Loss of limbs/eyes	£25,000
Permanent total disablement	£25,000
Plus continental scale benefits	

### **Excluded activities**

Unfortunately, our Insurer has imposed the following excluded activities:-

- Adventure activities or outward bound courses not undertaken at activity centres registered with and licenced by the Adventure Activities Licence Authority, for example abseiling, assault courses, BMX cycling and mountain biking, mountaineering, cliff or rock climbing without the use of ropes
- Winter sports (other than curling or skating)
- Bungee jumping (BASE jumping, pole climbing, elastic rope sports or activities)
- Contact sports other than association football as an amateur
- Driving of a motor vehicle by anyone not licensed to drive such a vehicle on a public road (irrespective of whether or not the vehicle is being driven on a public road)
- Hang gliding or flying other than as a commercial fare paying passenger)

Continued/.....

- Horse riding (including pony trekking and equestrian sports) or other animal rides (unless the activity is undertaken with a riding school)
- Jet skiing, water skiing sub-aqua diving
- Martial arts (other than tai chi), boxing and other contact sports unless held at bona fide club with their own insurance
- Paintballing
- Use of fireworks, firework displays or bonfires (a public organised event is acceptable)
- Use of trampolines
- Shooting (other than clay pigeon shooting)
- Play inflatables (unless owned and operated by a Third Party and they have a current PIPA certificate)
- Mechanical fairground rides and amusements (unless owned and operated by a current Member of the Showman's Guild)
- Own fixed playground equipment
- Use of Swimming pool if no qualified lifeguard on duty who is also first aider qualified in a water environment

### **Motor**

You are reminded that it is your own responsibility to take out Motor insurance in order to comply with your legal obligations. A third party policy will provide you with cover for passenger liability should a Younger Friend be injured as a result of an accident for which you are responsible. All vehicles must be taxed and have a current MOT.

## **38. Explanation of Various Illnesses**

### **Children with special needs**

For some years the Government has adopted a policy of 'Care in the Community' and many special schools and establishments have been closed. It is therefore increasingly likely that we will be asked to accept more children with special needs as Younger Friends. A special need can take many forms and a brief explanation follows for some of the most likely ones, together with details of specialist contacts. However the advice of a parent of the child is usually the best guide to understanding a disability and what action to take if necessary.

### **ADHD**

Attention Deficit Hyperactivity Disorder (ADHD) and Attention Deficit Disorder (ADD) refer to a range of problem behaviours associated with poor attention span. These may include impulsiveness, restlessness and hyperactivity, as well as inattentiveness, and often prevent children from learning and socialising well. ADHD is sometimes referred to as Hyperkinetic Disorder.

### **Allergy**

An abnormal sensitivity to a specific substance. It is necessary to know what substances are involved e.g. wheat, dairy and nut products, insect bites/stings etc., what reaction would be expected and what measures to take.

### **Asthma**

An illness in which one has difficulty breathing. You need to know what conditions to avoid and, in some cases, what inhaler to use and how and when to administer.

National Asthma Campaign

Providence House, Providence Place

London

N1 0NT - Helpline: 0845 701 0203

## **Autism**

A lifelong developmental disability that affects the way a person communicates and relates to people around them. Children with autism are unable to relate to others in a meaningful way. Their ability to develop friendships is impaired as is their capacity to understand other people's feelings. Specialist education and structured support can really help to make a difference to a person with autism, helping to maximise skills and achieve full potential in adulthood.

National Autistic Society  
393 City Road  
London  
EC1V 1NE  
Helpline: 0207 833 2299

## **Cerebral Palsy**

If a child has cerebral palsy then part of his or her brain either is not working properly or has not developed normally. This means they cannot control their muscles very well and often move in a jerky and uncoordinated way. Some children are only mildly affected so that you will hardly notice, but others are much more severely affected. Cerebral Palsy is not contagious and it does not get worse over time. Like us all, these children are individuals and it is important to treat them as such and to help them join in as much as they possibly can. All children need friends.

SCOPE  
P O Box 833  
Warren Farm Office Village  
Wolverton Mill  
Milton Keynes  
Buckinghamshire  
MK12 5NW  
Helpline: 0808 800 3333

## **Cystic Fibrosis**

Cystic Fibrosis affects the glands that produce body fluids. The fluids are thicker and stickier than normal. This hinders the working of vital organs such as the lungs and pancreas. The condition cannot, as yet, be cured but can be helped by physiotherapy, good diet and plenty of exercise.

Cystic Fibrosis Trust  
11 London Road  
Bromley  
Kent  
BR1 1BY  
Helpline: 0845 859 1000

## **Diabetes**

With diabetes, the body does not produce enough insulin to use the sugar that we consume in our diets. As a result, a person with diabetes has to administer his/her own insulin. Because insulin needs vary by individual, and even by circumstance, diabetics may need several insulin shots each day and need to measure their blood sugar before each shot. They also need to adjust their exercise and eating habits to match any insulin they have already taken. Unfortunately, sometimes, diabetics miscalculate the amount of insulin they need, or they end up in situations where they are unable to eat in a timely manner. When this happens, the high insulin levels in the blood cause a dangerous drop in blood sugar---a condition known as hypoglycemia or diabetic shock. While a hypoglycemic attack is potentially dangerous, there are things that you can do if one occurs.



Many diabetics are aware when their blood sugar is low. However, if their blood sugar is low enough, they may not be lucid enough to recognize that something is wrong. Hypoglycemia causes changes in personality and cognitive function---they may even appear intoxicated. Other symptoms include dizziness and sweating, clumsy movements, irritability and confusion. In severe cases, the person may actually fall unconscious. However, the key here is recognising the symptoms early on and administering immediate care.

Some people use a blood glucose meter for checking their blood glucose level at home or on the move. Blood glucose typically varies from 4.5 mmol/L to 6 mmol/L for people without diabetes. You must consult with the child's Parent/Carer who will make you aware of the child's symptoms and their normal procedure to overcome any problems.

What to do in the event of an attack:

- If it's a mild hypo the person will need to top up sugar levels. About 10-20g. This can be done with a small snack bar, 2 teaspoons of sugar, 3 sugar cubes or a non-diet drink such as Coca Cola. Treatments such as 'Hypostop' are also available from chemists.
- If symptoms don't improve after 10-15 minutes or if the person loses consciousness, seek medical attention immediately.
- The longer you wait, the lower her blood sugar levels will drop and the greater the risk of slipping into a coma. If the diabetic does pass out, do not administer sugar or insulin, do not inject glucagon and do not give him/her food or liquids.
- Wait with him/her until help arrives and make her a comfortable as possible.
- Make note of the time of the attack because the paramedics will ask.
- The paramedic will also want to know of any treatment/medication given.

Diabetes UK Central Office  
Macleod House  
10 Parkway  
London  
NW1 7AA  
Helpline: 0207 424 1000

## **Epilepsy**

This is the name given to recurrent 'seizures' which are known to have started in the brain. To fulfil its many functions the brain's nerve cells must work in smooth harmony. Sometimes an upset in the brain's electrical activity can cause a brief disruption within the nerve cells and the result in an epileptic seizure.

What a person experiences during a seizure will depend on where in the brain the epileptic activity begins and how widely and rapidly it spreads. During a seizure some people may blackout, while others experience a number of unusual sensations or movements. Seizures generally last only a few seconds/minutes, after which the brain cells return to normal. It can leave the person feeling exhausted afterwards. Some of the most common triggers are patterns of light; too many late nights and lack of sleep; illness for example common cold or sore throat; hormonal change; lack of food, leading to low blood sugar levels, and alcohol.

### **Dealing with a seizure**

#### **Stay Calm**

- Loosen any tight clothing around the neck
- Protect the person from injury from environment
- Cushion his or her head if she/he falls down
- Aid breathing by gently placing the person on his or her side
- Stay with a person who has a seizure until she/he comes round and fully recovers.

- Be quietly reassuring

You cannot stop or shorten a seizure. Just make sure the person does not come to any harm.

**Do Not**

- Try and restrain the person having the seizure
- Put anything in the person's mouth or force anything between his/her teeth
- Try to move him/her unless the person is in danger
- Give the person anything to drink unless he/she is fully recovered

**Is it an emergency?**

Usually there is no need to call a doctor so long as the person's seizure follows its normal pattern, so check this with her/her parent.

**Call an ambulance if:**

- If it is the person's first seizure
- It carries on for more than a few minutes
- One seizure follows another without regaining consciousness
- The person is badly injured during the seizure e.g. if they have inhaled water in a swimming pool

British Epilepsy Association  
New Anstey House  
Gate Way Drive  
Yeadon  
Leeds  
LS19 7XY

# APPENDIX

# Warwickshire Multi Agency Safeguarding Hub



## MASH

Information for parents and carers



### How will my information be used?

Your information will only be used to decide whether:

- you or someone else is being harmed or may be harmed in the future
- you or your family would benefit from help and support
- a crime has been committed or could be committed in the future.

Your information will be held in a safe place and will not be shared with other people unless they have a legal power to see it.

### Can I see what is written about me?

Yes. The Data Protection Act 1998 lets you ask for a copy of the information held about you. If you would like to request this, it must be in writing to Warwickshire County Council.

### What happens after the safeguarding concern?

If the child or young person is thought to have been harmed or could be harmed in the future, we will refer them to one of the Warwickshire County Council district Children's Teams who will complete a statutory Single Assessment.

Information will also be given to the police if it is necessary to help stop or solve a crime.

If the child or young person has not been harmed but we think they or you would benefit from extra help, then their name, address, reason for the enquiry and outcome will be passed onto the most appropriate service so that you and your family get the support you need.

We will also write to you and where appropriate the child or young person, explaining the outcome of the safeguarding concern.



### What is the MASH?

The Multi-Agency Safeguarding Hub (MASH) is a partnership between Warwickshire County Council, Warwickshire Police, Warwickshire NHS health services and other key partner agencies working together to safeguard children and young people.

### What does the MASH do?

When a professional, family member or member of the public is concerned about a child or young person's welfare or safety, they can contact us so we can look into it. This is called reporting a safeguarding concern.

### Will I be told that there is a safeguarding concern about my child?

Yes. Usually you will be told at the time the concern is raised. If the safeguarding concern has been made by a professional, for example a teacher, GP, Health Visitor, they will tell you what their concerns are before they contact us. Unless they think telling you at the time will place a child at increased risk of harm.

### Can information be shared without my permission?

Yes. Information may be shared between professionals without your permission if there are concerns for the welfare of a child that they are being harmed or may be harmed in the future. Information can also be shared without permission if it may help to stop or solve a crime.

### What will happen after a child or young person has been referral to the MASH?

Partners in the MASH will share information to decide if:

- the child or young person has been harmed or could be harmed in the future;
- the child or young person or you would benefit from support from other people who help children and families.

### More Information

To find out more about the Multi-Agency Safeguarding Hub (MASH) visit:  
[www.warwickshireMASH.org.uk](http://www.warwickshireMASH.org.uk)

For further information about local support services visit the Family Information Service online at [www.warwickshire.gov.uk/fis](http://www.warwickshire.gov.uk/fis) or call **01926 742274**.

### Remember

If you have a safeguarding concern about a child or young person and want to speak to someone, contact the Warwickshire MASH on **01926 414144** and give as much information as you can.

### The MASH Operating Times are:

**8.30am - 5.30pm Monday - Friday**

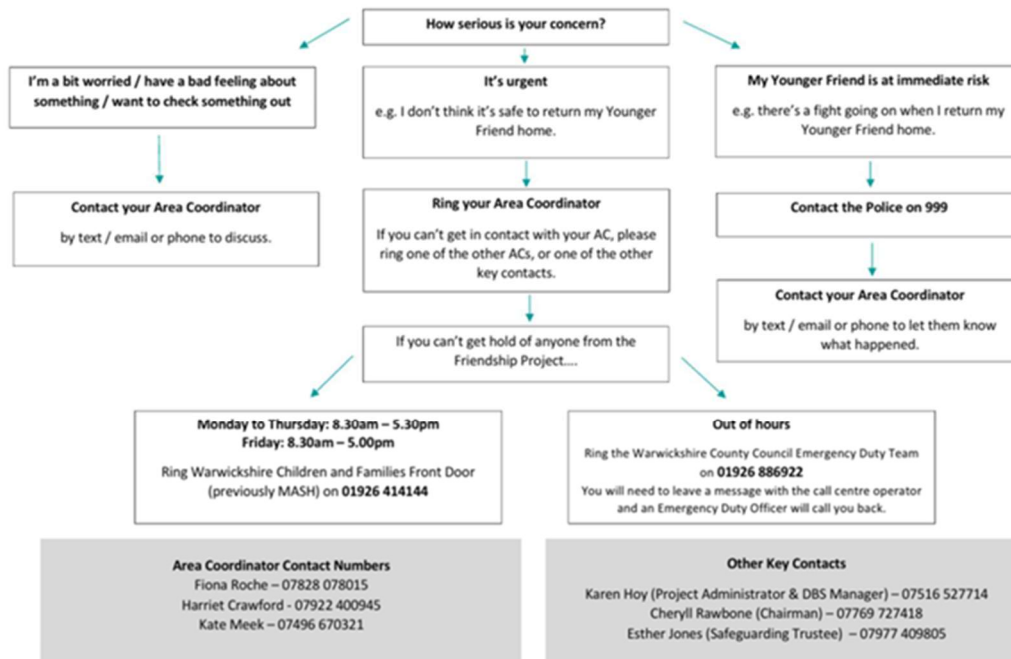
**8.30am - 5.00pm on a Friday**

Outside of office hours for an immediate concern about a child in danger dial 999 and contact the Emergency Duty Team on telephone number 01926 886922.



WARWICKSHIRE CHILDREN AND FAMILIES FRONT DOOR (PREVIOUSLY MASH) INFORMATION

## What to do if you have Safeguarding Concerns about a Child



# WORRIED ABOUT A CHILD?

From birth



to 18 years o/d



STOP... THINK...

## IS IT THE CHILD'S BEHAVIOUR/PLAY?

### Does the child appear:

- to be happy?
- to be safe?

### Are you worried:

- about what the child is saying or how they are saying it?
- about what the child is doing or how they are doing it?

## IS IT THE CHILD'S APPEARANCE?

### Is the child:

- dressed for the weather?
- clean and healthy looking?
- energetic?
- free from discomfort or pain?

## IS IT THE WAY THE CHILD INTERACTS WITH THEIR PARENT/CARER?

### Does the child:

- use the adult as a safe haven?
- look to the adult for reassurance?
- respond willingly to the adult?

## IS IT THE WAY THE ADULT IS BEHAVING?

### Is the adult :

- prioritising the needs of the child above their own?
- aware of the child's safety, well being and feelings?

### Are you worried:

- about the way the adult looks?
- about the way the adult is behaving?
- about what the adult is saying to the child?
- about what the adult is saying about the child?

ACT

If you are concerned, follow the Warwickshire Safeguarding Children Board flowchart and share your concerns with your supervisor, manager, designated teacher or named health professional and/or telephone the duty social work team on 01926 410410



Working for Warwickshire





This is not an exhaustive list, simply a guide to some unusual behaviours or observations which **MAY** be cause for concern:

	Child's behaviour/ feelings	Child's appearance	Interaction with parent/carer	Adult's behaviour
<b>Baby (0-1 year)</b>	Insecure Frustrated Watchful Wary Rocking Head banging Flinching Fearful Excessive attention seeking	Unexplained sores or bruises Pale Dirty Smelly Not dressed for weather	Frustrated No eye contact No smiles Baby does not seek carer's attention by crying etc Baby apprehensive or mistrustful	Leaves baby to cry for long periods Rough handling of baby Complains about the baby Seems excessively irritated with baby Seems unable to cope with baby Scared of partner/spouse Drug or alcohol misuse
<b>Toddler (2-4)</b>	Sexualised language Very hungry No speech at all Loner – plays alone No distress at being left May not want to go home No experience with sharing Very clingy Aggressive Excessive attention seeking Not able/ willing to explore surroundings	Unexplained sores or bruises Pale Dirty Smelly Not dressed for weather	Hits parent/carer Withdrawn Demand attention/ alternatively may not seek out carer Child trying to care for the adult Lack of boundaries Over controlling boundaries Child apprehensive or mistrustful	Rough handling of toddler Not aware what toddler is doing/where they are Seems excessively irritated with toddler Seems unable to cope with toddler Highly critical of child in front of him/her Scared of partner/spouse Drug or alcohol misuse
<b>School age (4- 11)</b>	Misbehaviour in public Sexualised language and play Very hungry No friends Difficult to control School avoidance Self harm Limited/ no speech Not interacting with environment Low self esteem	Pale Smelly Dirty Untreated head lice Inadequate clothing Thin/obese Unexplained bruises/ injuries Unexplained possessions (mobile phones, money)	Withdrawn Child acting as carer Over protective parent Angry/ aggressive/ violent Child apprehensive or mistrustful Hostile	Rough handling of child Not aware of activities or whereabouts of child Highly critical of child in front of him/her Worried about their own problems/issues Scared of child Scared of partner/spouse Drug or alcohol misuse
<b>Adolescent (12-18)</b>	Promiscuous Risk taking/ drugs, alcohol Self harm Loner Angry Depressed School avoidance Low self esteem Feelings of inadequacy Out of control	Pale Dirty Smelly Unexplained bruises/ injuries Unexplained possessions (mobile phones, money)	Blaming Aggressive Over protective parent Young person acting as carer Young person apprehensive or mistrustful	Scared of young person Scared of partner/spouse Highly critical of young person in front of him/her Rough handling of young person Inappropriately reliant on young person for everyday issues Drug or alcohol misuse Not aware of activities or whereabouts of young person



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For further information see [www.warwickshire.gov.uk/wscsb](http://www.warwickshire.gov.uk/wscsb)

A copy of our expense form is also available to print/download via our website under documents/Older Friend

## Older Friend – Report and Expenses Claim Form

It is important that you submit a report at the end of each month recording the activities that you have undertaken with your Younger Friend whether or not you claim expenses.

Forms should be with Central Operations by the **10<sup>th</sup> of the month** for expenses to be paid in that month. Please email a your signed and completed forms, plus a photograph/scan of your receipts to [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk)

### **PLEASE READ THESE NOTES BEFORE SUBMITTING YOUR CLAIM**

1. A Monthly Report Form **MUST** be submitted to the Project Administrator detailing the meetings you have had and what activities there have been and to claim expenses. This is essential to ensure that the friendships are operating, that the activities are suitable and to enable expenses to be claimed and paid. It also enables us to have a picture of how the Project is operating and to record all 'outings'. It can also help us to build up a record of activities to help other Older Friends. These reports are also very useful when the Project applies for funding.
2. Please note that you require one report for each calendar month. Do not put activities and expenses for two or more months on one report form.
3. Please ensure that you put your name and your Younger Friend's first name on the form. If your name is missing we cannot reimburse you!
4. **REMEMBER** – You can claim up to £14 per contact with your Younger Friend. This can be 'rolled' up: so if in a month you have five contacts with your Younger Friend you can claim up to £70. **You must also submit receipts to support your claim.** Please note that you cannot claim for money spent on yourself – the expenses should be money you have spent on the child only.
5. You can also claim 45p per mile travelling expenses, the mileage being measured from when you leave home to when you return. If using public transport, attach both yours and your Younger Friend's bus tickets/train tickets and these will be paid in full.
6. On receipt of this form your claim will be checked and the amount to be paid forwarded to our Treasurer. You will be reimbursed by bank transfer and this **should be in your bank by the 20<sup>th</sup> of the month.** If you have any queries, please contact Karen Hoy on [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk) or 07516 527714

**PRIVACY NOTICE** - How your information will be used - The Friendship Project for Children will not share your personal information with any external organisations or companies, other than specifically in relation to the volunteer or child within the matching process where it will be necessary to interface with the referring professional of the Younger Friend. The latter, we may also share with statutory bodies who are authorised to request this information. Additionally, in the event of any case studies being used these will be appropriately anonymised. We will retain the volunteer and child information in secure storage and on our secure database for up to 50 years, as required historically by our insurers.

**PLEASE DO NOT FORGET TO SIGN YOUR FORM!**



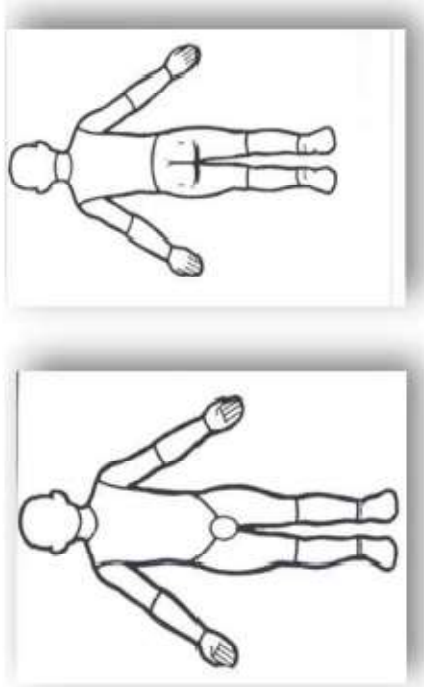
Please write your name here → (First Name & Surname)		Your YF's first name here →		And your area here → (North, Rugby, Warwickshire)		
Week	Date (a)	Activity (Where did you go and what did you do?)	Expenses (b)	Mileage in miles (c)	Mileage X .45p (d)	Total Cost e = (b + d)
1		Time Spent				
2		Time Spent				
3		Time Spent				
4		Time Spent				
5		Time Spent				
Please fill in your totals here then carry them to the side of sheet →			b =	c =	d =	e =
PLEASE NOTE — THIS FORM CAN BE DOWNLOADED FROM <a href="http://www.friendshipproject.co.uk">www.friendshipproject.co.uk</a> then DOCUMENTS, OLDER FRIENDS						
Expenses incurred on behalf of the FRIENDSHIP PROJECT for Children						
Sign here → .....						

# Incident Report Form

This form is to be used for any accidents or incidents that occur whilst you are out with your Younger Friend which would need reporting to the child's parents/carers, and the Area Coordinator. This would include any head injury, or other injury sustained by the Older or Younger Friend from falls, or in situations where the Younger Friend gets lost. **If in doubt – fill it out.**

Name of Injured Person:	
Name of Child/Young Person:	Age:
Name of Older Friend:	Date of Incident:
Witnesses:	Time of Incident:
Brief Description of Incident/Accident:	
Outcome of the Incident/Accident:	
Any Actions to be taken as a result of this incident or actions to be taken to prevent further occurrence (by whom/when):	

The section overleaf should be used to indicate where any injuries or marks have been observed as a result of the incident. Use a X or Circle and **do not take a photograph of the child.** You can take a photo of any equipment or area involved.



Signed Parent: ..... Date: .....

Signed Young Person if over 13 years old: ..... Date: .....

Signed Older Friend: ..... Date: .....

Signed Area Co-ordinator: ..... Date: .....

**Please send completed form back to your Area Co-ordinator to keep on file.**



# PLACES TO VISIT & FRIENDSHIP PROJECT RATES

Please take a moment to look through this list of suggestion for activities that you and your Younger Friend may enjoy throughout the Warwickshire area. For many of the activities you need to book online before visiting. If you have anything that you think would be good to add to the list, please feel free to email [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk).

## Stratford upon Avon

- **Compton Verney** – [www.comptonverney.org.uk](http://www.comptonverney.org.uk) You have free access for you and your Younger Friend. You simply need to give them the card number 332005 and show your Friendship Project ID card. If they need any further clarification let them know it's under the Community Access Scheme and that the surname on their system is The Friendship Project for Children. The access doesn't cover special ticketed events or workshops. There isn't really any need to book your tickets in advance unless it's a particularly busy weekend or time of year. Please just email [karen.hoy@friendshipproject.co.uk](mailto:karen.hoy@friendshipproject.co.uk) if you go so that we can keep an eye on numbers
- **Mad Museum** – We have a special rate for 1 adult and 1 child where you just pay entrance for the adult (currently £7.80). You will need to inform the front of house staff that you are with The Friendship Project for Children and show your ID card.
- **Escape Room** - <https://www.escapelive.co.uk/locations/stratford-upon-avon/> An exciting 'escape' experience that may interest some of our older Younger Friends. Prices vary depending on date/time.
- **Mary Ardens Farm** – Currently closed since COVID. Hopefully it will open again soon as it is a lovely place to visit.
- **RSC** – [www.rsc.org.uk](http://www.rsc.org.uk) - Ticket discounts - First Time Fridays - Never been to the RSC to see a show before? You can now go along on a Friday for just £10. First Time Friday tickets are available every single Friday, whatever the show. You will be able to purchase a maximum of two tickets at £10 each. Tickets can be booked in advance and are only available in person or over the phone. For more info check out their website. It is also worth checking out Tik Tok tickets - [TikTok -10 Tickets | Royal Shakespeare Company \(rsc.org.uk\)](#) and [Unwrap Shakespeare's plays | Royal Shakespeare Company \(rsc.org.uk\)](#)
- **Recreation Ground play park** and grounds – lots of free fun. Also has a Mini Golf Course which charge a small fee. <https://www.stratford.gov.uk/environment/recreation-ground-stratford-upon-avon.cfm>
- **Butterfly Farm** - [www.butterflyfarm.co.uk](http://www.butterflyfarm.co.uk). Adults £7.95 (£7.45 if over 60), children £6.95. A volunteer was recently able to just pay for the child, and they were allowed in as a carer. It is worth a try for if you visit, although it's not a special rate set up via ourselves.
- **Everyone Active Leisure Centre** – swimming, climbing wall, TAG active. <https://www.everyoneactive.com/centre/stratford-leisure-centre/>. Swimming £2.60 child, £4.50 adult. Climbing wall £12.50, TAG active £9.50
- **Charlecote Park** (National Trust) - <https://www.nationaltrust.org.uk/charlecote-park> £11 adult, £5.50 child.
- **The Greenway** – old railway line perfect for cycling. Visit Stratford Bike Hire if you need to hire a bike. A children's bike is £7 to hire for 3 hours and an adult bike is £15 for 3 hours.
- **Hoorays** Ice Cream Parlour – yum! <http://hooraysgelato.com/>

- **Everyman Cinema** - <https://www.everymancinema.com/stratford-upon-avon>. Varying prices depending on day and time visiting.
- **Play House** - <https://www.stratfordplay.co.uk/> Worth taking a look to see what's on.
- **Avon Boating** - <http://www.avon-boating.co.uk/>. Boat hire and 40 minute river cruises. Cost dependant of type of boat / cruise.
- **Stratford Town Walk**. Various walks available <https://www.stratfordtownwalk.co.uk/>. Cost depends on walk booked but an example is the Ghost Walk which is £10 for adults and £5 for children.
- **Tudor World Museum** - <http://www.tudorworld.com/>. Day time visit – adult £7, Children £4, £6 if 60 or over. Also do a Shakespeare Tour of Town for adults £7 (£6 if over 60) and children £3.50.
- **Redwings Horse Sanctuary**, Oxhill.-. <https://www.redwings.org.uk/get-involved/visit/oxhill-visitor-centre>. Free entry.
- **Zest Dance**, running tap, ballet, street, acro, dance mix & musical theatre dance classes in Stratford upon Avon on various nights. [www.zest-dance.co.uk](http://www.zest-dance.co.uk)
- There are numerous Shakespeare Houses to visit - <https://www.shakespeare.org.uk/visit/>
- **JNB Gymnastics and Trampoline Park** – [www.jnbacademy.org](http://www.jnbacademy.org)
- **Gilly's Disc Golf** - <https://www.gillydiscgolf.co.uk/>. Cost varies depending on the course, but roughly £7 for an adult and £4 for a child.
- **Magic Alley** – Run various themed experience events through the year – [www.magicalleystratford.com](http://www.magicalleystratford.com)

A fabulous website to look on is <https://www.dayoutwiththekids.co.uk/> plus Stratford has it's very own Tourist Information Centre - <https://www.visitstratforduponavon.co.uk/visitors-guide>

## Warwick/Leamington/Kenilworth

### Leamington

- **Tenpin, Leamington** – Cost varies on time/date of visit. Food and drink deals can be found on their website [www.tenpin.co.uk/our-locations/leamington-spa/](http://www.tenpin.co.uk/our-locations/leamington-spa/)
- **Jump In, Leamington** – You will need to book online before you visit [Jump In Adventure Park Warwick | Ultimate Bouncing Fun For Kids & Big Kids \(gojumpin.com\)](http://www.jumpinadventurepark.co.uk/) They have various deals on all the time, so it's worth checking the website.
- **Free Cakes for Kids** UK is Leamington based. Our Older Friends can request a free cake for their Younger Friend and also their Siblings. See separate form that would need to be completed and returned - 07921 188 725 / [freecakesforkids.leamingtonspa@gmail.com](mailto:freecakesforkids.leamingtonspa@gmail.com)
- **Everyone Active**, Newbold Common – Friendship Project have previously had special rate for swimming which is free entry for both the Younger Friend and Older Friend. You must show your ID card. We have been unable to confirm if we still have the rate, but it is worth asking on reception when booking in. The clip and climb is also very good there and is £13 per hour. <https://www.everyoneactive.com/centre/newbold-comyn-leisure-centre/>
- **British Motor Museum** - [britishmotormuseum.co.uk](http://www.britishmotormuseum.co.uk). You can obtain discount vouchers for the Museum on several websites so it's worth checking online. One site that has previously had vouchers is <https://letsgowiththechildren.co.uk/>. Without a voucher entry is £9 for children and £14.50 for adults (£12.50 for over 60).
- **Foundry Wood**, Leamington - <http://www.foundrywood.co.uk/> looks a lovely place to visit, with various events/workshops.
- **Lott Bazaar**, Leamington. Run lots of craft based workshops and events. Search for them on facebook.
- **Dice box Café**, Leamington – A board game café, £2 per person per hour plus drinks and food available. <https://the-dice-box.co.uk> for more information.
- **Victoria Park**, Leamington - [https://www.warwickdc.gov.uk/info/20311/major\\_parks/504/victoria\\_park](https://www.warwickdc.gov.uk/info/20311/major_parks/504/victoria_park)

- **Jephson Gardens**, Leamington - [https://www.warwickdc.gov.uk/info/20312/jephson\\_gardens](https://www.warwickdc.gov.uk/info/20312/jephson_gardens)
- **Quarry Park Disc Golf**, Leamington - <http://www.quarrypark.co.uk/>. Short Course (17 holes of 45m) adults £6, children £4. Regular Course (18 holes of 90m) adults £8.50 children £6.
- **Guide Dogs National Breeding Centre**, Leamington. <https://www.guidedogs.org.uk/about-us/national-breeding-centre/directions-to-the-national-breeding-centre/#.WSVSgevyu00>
- **Leamington Spy Mission Treasure Trail** - Download your map for £9.99 at [www.treasuretrails.co.uk/pages/trail-search?location=leamington](http://www.treasuretrails.co.uk/pages/trail-search?location=leamington)
- **Vue Cinema**, Leamington, <https://www.myvue.com/cinema/leamington-spa/whats-on>. Varying prices depending on day and time visiting.
- **Upton Fields Nature Reserve**, Leamington - <http://countryparks.warwickshire.gov.uk/ufton-fields-nature-reserve/>
- **Dance and Fitness Classes**, mainly around Leamington & Warwick. Have some fun with your YF! Take a look on [www.nobodysperfectdanceandfitness.co.uk](http://www.nobodysperfectdanceandfitness.co.uk)
- **Hawking** – We have not done this ourselves, but it may be of interest to some – [www.falconry-days.com](http://www.falconry-days.com)
- **Sports Coaching** - We have had some very kind offers for our YFs to take part in sports lessons for free:
  - Tony Pillinger (Senior Club Coach) at **Leamington Lawn Tennis and Squash Club** if your YF is interested in learning tennis. There are group lessons every afternoon and Saturday morning. Contact Tony on 07807 790092 or [tony@pillingertennis.com](mailto:tony@pillingertennis.com)
  - Jason Pike (Head Squash Coach) at **Leamington Lawn Tennis and Squash Club** if your YF is interested in learning to play squash. Again, group lessons every afternoon and Saturday. Contact Jason on 0790 1003380 [jason@leamington-tennis-squash.co.uk](mailto:jason@leamington-tennis-squash.co.uk)
  - **Warwick Boat Club** - Jonathan Peak (Squash Coach), for more info email [jonathan.peak@siemens.com](mailto:jonathan.peak@siemens.com)

These are termly sessions so would this would work well if you see your YF on a regular day.

## Warwick

- **Hatton Adventure World** – We have a special rate which is to pay for the child and the adult gets in free as a carer. Please book a ticket for the child, then email the order reference number to Lucinda Bromley at [hatton@hattonworld.com](mailto:hatton@hattonworld.com) and she will add 1 free adult ticket to the booking.
- **Cookery Classes** from [www.get-cooking.co.uk](http://www.get-cooking.co.uk) Runs various sessions. One YF currently attends a Zoom class weekly FOC. Any questions, contact Ann Marie on 07956 955951 or [hello@get-cooking.co.uk](mailto:hello@get-cooking.co.uk)
- **Children's Play Village, Warwick** – good fun for our younger children. £10.95 per child weekday and £12.95 weekends & school holidays. £2 .50 per adult. You must book online before you visit <https://www.childrensplayvillage.co.uk/>.
- **Warwick Castle** - <https://www.warwick-castle.com/>. We have been unable to obtain a rate here as they run their own charity too. Tickets start from £24 but offers are often available.
- **St Nicholas Park**, Warwick - <http://www.stnicholaspark.co.uk/index.php>. Includes a mini golf course and fairground rides which charge a small fee.
- **Green spaces in Warwick** – Take a look on [www.warwickdc.gov.uk/parks](http://www.warwickdc.gov.uk/parks)



## Kenilworth

- **Kenilworth Castle** – <https://www.english-heritage.org.uk/visit/places/kenilworth-castle/>
- **Abbey Fields Play Park** - [https://www.warwickdc.gov.uk/info/20316/abbey\\_fields](https://www.warwickdc.gov.uk/info/20316/abbey_fields)
- **Old Kenilworth & Abbey Fields Treasure Hunt Trail** – Download your map for £9.99 at: <https://www.treasuretrails.co.uk/things-to-do/warwickshire/kenilworth>
- **Zest Dance**, running tap, ballet, street, acro, dance mix & musical theatre dance classes in Kenilworth on various nights. [www.zest-dance.co.uk](http://www.zest-dance.co.uk)

A fabulous website to look on is <https://www.dayoutwiththekids.co.uk/> plus Leamington has it's very own Tourist Information Centre <http://www.royal-leamington-spa.co.uk/visitor-information-centre/>

## North Warwickshire

- **Twycross Zoo**, Atherstone- <https://twycrosszoo.org/>. We have a special rate of YF: £15.00 and OF: Free of charge when showing their ID card. These tickets will need to be pre booked and paid for through their office so please contact Mikala or Dee, The Sales Office, [bookings@twycrosszoo.org](mailto:bookings@twycrosszoo.org), or 01827 880 250 option 3.
- **Dobbies Garden Centre, Maze World and Anker Wood**, Atherstone – Free entrance into the garden centre and £3.95 per adult (£2.95 concessions) and £2.95 per child to go into the attraction of company Anker Wood, where you can explore 5 different mazes and meet a variety of animals. <https://ankerwood.dobbies.com>
- **Baddesley Clinton** (National Trust) - <https://www.nationaltrust.org.uk/baddesley-clinton>. £13 adult and £6.50 child.
- **Bedworth Leisure Centre** - <https://www.everyoneactive.com/centre/Bedworth-Leisure-Centre/>. Swimming £3.85 adult and £2.85 child.
- **Broomey Croft Childrens Farm**, Kingsbury. Visit the farm and do a treasure hunt with a small prize at the end. [www.broomeycroftfarm.co.uk](http://www.broomeycroftfarm.co.uk). Child £4.40. Adult £4.90.
- **Midland Air Museum, Baginton** - <http://www.midlandairmuseum.co.uk/>. £8.25 adult (£7.75 OAP), £4.25 child.
- **Snow Dome**, Tamworth – Ski, Ice Skate, Climb or swim all under one roof. Check the website for prices, depending on your chosen activity - <https://www.snowdome.co.uk/>
- **Planters Garden Centre**, Tamworth - <http://www.plantersgc.com/>. Huge garden centre with pet and aquatic departments, plus a restaurant and skytrail adventure area. The skytrail is £8 per person. Also run events at Halloween
- **Kick On Together** - Furlongs Farm, Shilton Lane, Bulkington. [info@kickontogether.co.uk](mailto:info@kickontogether.co.uk).  
Tel: 07964 212840. Pony experience and miniature animal play centre. Offering pony experience and play sessions. The sessions aim to provide children with an interactive, fun and educational experience which make magical life long memories. Special Friendship Project rate of £10 per session. Various events and play sessions organised so check out their website. Make sure you book before you go.

## Rugby

- **Yum Yum World**, Rugby – soft play. <http://yumyumworld.co.uk/>. £5.95 up to age 11.
- **The Adventure Zone** - [www.theadventurezone.co.uk](http://www.theadventurezone.co.uk) - Soft Play for up to age 12. £8.95 for 1 adult/1child.
- **Cineworld**, Rugby – [www.cineworld.co.uk](http://www.cineworld.co.uk) Prices vary depending on time and film.
- **Rugby Library** - [www.eventbrite.co.uk/o/rugby-library-amp-information-centre-7871074520](http://www.eventbrite.co.uk/o/rugby-library-amp-information-centre-7871074520) - You can book - Lego club, code club, and book type clubs.
- <https://www.facebook.com/PARANDBAR> - Crazy Golf. Family friendly until 8pm.

***Parks and play areas:***

- **Draycote Water Country Park**, Rugby - <https://www.dayoutwiththekids.co.uk/things-to-do/west-midlands/warwickshire/rugby>. Free entry to the park but parking charges apply.
- **Coombe Abbey Country Park** - [www.coventry.gov.uk/info/136/coombe\\_abbey\\_park/498/coombe\\_abbey\\_park](http://www.coventry.gov.uk/info/136/coombe_abbey_park/498/coombe_abbey_park) - Free entry to the park but parking charges apply.
- **Houlton Playground** - (near to the cafe - The Tuning Fork) - [www.adventuresinwarwickshire.co.uk/blog/houlton-playground-rugby](http://www.adventuresinwarwickshire.co.uk/blog/houlton-playground-rugby)
- **Cawston Playground** - [www.rugby.gov.uk/directory\\_record/705/cawston\\_neighbourhood\\_play\\_area/category/56/parks](http://www.rugby.gov.uk/directory_record/705/cawston_neighbourhood_play_area/category/56/parks)
- **Caldecott Park** - Also has a cafe (The Tool Shed on facebook) - [www.rugby.gov.uk/info/20046/parks\\_open\\_spaces\\_play\\_areas/86/caldecott\\_park](http://www.rugby.gov.uk/info/20046/parks_open_spaces_play_areas/86/caldecott_park)
- **Malt Kiln Farm Shop** – nice shop, coffee shop, events through the year such as Pick Your Own etc. <https://www.maltkilnfarmshop.co.uk/>

## Coventry

- **Jam Jam Boomerang**, Coventry – Indoor play for up to age 12. £6.95 for a child. Adults £2.95. <http://www.jamjamboomerang.co.uk/>.
- **Odeon Cinema**, Coventry - <https://www.odeon.co.uk/cinemas/coventry/82/>. Varying prices depending on day and time visiting.
- **Laser Quest**, Coventry - [www.laserquestcoventry.co.uk](http://www.laserquestcoventry.co.uk). Prices vary depending on day of visit and how many games are played. Example is:- 2 games Sat/Sun/Holidays for £12.95pp..
- **Planet Ice**, Coventry - <https://planet-ice.co.uk/locations/coventry/>. Prices vary on the day and time you ice skate but are around £12.
- **Red Kangaroo Trampoline Centre**, Coventry - <https://www.redkangaroo.co.uk/parks/coventry/>. Cost depends on the day and time you visit. Peak time on weekends is £11.95 for a 1 hour session for example.
- **Ten Pin**, Coventry – 2 games plus a burger meal for £10 on a Thursday! Other rates vary depending on the time and day you go. [www.tenpin.co.uk/our-locations/coventry/](http://www.tenpin.co.uk/our-locations/coventry/)
- **Warwick Arts Centre**, Coventry – <https://www.warwickartscentre.co.uk/> is worth a look for what's on.
- **Coventry Transport Museum** - <https://www.transport-museum.com/>. £14 adult (£10.50 concessions) and £7 for a child.
- **Belgrade Theatre**, Coventry – worth a look for what's on. <http://www.belgrade.co.uk/>
- **Coventry Memorial Park** - <http://www.coventry.gov.uk/warmemorialpark>. A lovely park that also has Pitch and Putt, Golf and Bowls that you can play for a small fee.
- **Allesley Park**, Coventry - [http://www.coventry.gov.uk/directory\\_record/273/allesley\\_park](http://www.coventry.gov.uk/directory_record/273/allesley_park). Also has a crazy golf course that you can play for a small fee.
- **Ballroom Climbing Wall**, Coventry [www.ballroomclimbing.co.uk](http://www.ballroomclimbing.co.uk). Prices vary depending on when you visit. Check out their website for details.
- **Coventry Spy Mission Treasure Trail** - Download your map for £9.99 at: <https://www.treasuretrails.co.uk/things-to-do/west-midlands/coventry>
- **Coventry Cathedral** - <http://www.coventrycathedral.org.uk/wpsite/>
- **The Wave Water Park** [www.thewavecoventry.com](http://www.thewavecoventry.com) Swimming and water slide fun! Adult peak is £16.50/off peak £12.50. Child peak £12/off peak £10.
- **Brandon Marsh Nature Centre**, Coventry - <http://www.warwickshirewildlifetrust.org.uk/reserves/brandon-marsh>. £3.50 for adults (£2.50 concessions) and £2 per child. Free entry to all Wildlife Trust members.
- **Caludon Castle Park**, Coventry [www.coventry.gov.uk/caludoncastlepark](http://www.coventry.gov.uk/caludoncastlepark) Includes a play park (with zip line) and castle remains.

- **Coombe Country Park**, Coventry - [www.coventry.gov.uk/coombe-country-park/coombe-country-park-1](http://www.coventry.gov.uk/coombe-country-park/coombe-country-park-1) . Access to the park for free but parking charges apply – 2-4 hours is £3.50.
- **Ryton Pools Country Park**, Coventry – [Ryton Pools Country Park – Country parks \(warwickshire.gov.uk\)](http://www.warwickshire.gov.uk) £4 for 2-4 hours car parking.
- **Go Ape**, Coombe Abbey, Coventry - <https://goape.co.uk/locations/coventry>. Cost depends on which activity you do. An example is a Treetop Adventure on a weekend for £19.
- **Escape Room** - <https://www.escapelive.co.uk/locations/coventry/> An exciting 'escape' experience that may interest some of our older Younger Friends. Another one in Coventry is <https://cluehq.co.uk/coventry/> but this looks slightly more expensive..

A fabulous website to look on is <https://www.dayoutwiththekids.co.uk/> and the Visit North Warwickshire Website <https://www.visitnorthernwarwickshire.com/>

A tip from an Older Friend that would cover all areas is that if you are a member of the National Trust Yourself you are able to purchase an annual junior membership for £10..Take a look on: [https://www.nationaltrust.org.uk/features/junior-membership?campid=SocialShare\\_Central\\_MainSite\\_Email\\_1431797125040](https://www.nationaltrust.org.uk/features/junior-membership?campid=SocialShare_Central_MainSite_Email_1431797125040)

Another one for all areas is Kids Run Free who organise Park Runs etc. Take a look on their events page where you can scroll through for events local to you: <https://www.kidsrunfree.co.uk/parkkids/park-kids-events/>

Local libraries are a great resource. Check out your local one on [www.warwickshire.gov.uk/libraries](http://www.warwickshire.gov.uk/libraries). Many run regular classes as well as loan books.

On the following pages there are lists of actual places visited and recommended by our Older Friends.

We hope that you have found this useful!

## Volunteer recommendations

We asked our volunteers their favourite places to take their Younger Friends, and here are the recommendations that gave:-

### Stratford

- TAG ACTIVE and swimming at Everyone Active Leisure Centre
- MAD Museum
- Magic Alley – run all sorts of themed events
- Stratford Library Lego Club (free on Saturday morning)
- Hampton Wood and Meadow
- Walk along the river in central Stratford, go on the bog wheel, and play at the rec park
- Barford Park
- Butterfly Farm
- Honeybourne Pottery
- Charlecote Park
- Walking or riding bike in Walton
- The Valley (previously known as Evesham Country Park)
- Droitwich Norbury Theatre (a little far out, but good theatre)
- Chiping Norton Theatre (a little far out, but good theatre)
- Fairytale Farm (nearer Oxfordshire)
- Birdland, Bourton on the Water (volunteer who recommended was able to get in free as a carer when showing their ID card)



## **Warwick/Leamington**

- Quarry Park Disc Golf
- British Motor Museum
- Jump in trampoline park
- Dice Box café – café with games
- Revive Café – café with games
- Newbold Common Leisure Centre for swimming and climbing wall
- Victoria Park
- St Nicolas Park

## **North**

- Nuneaton Borough Football Club
- Bosworth Battlefield Heritage Centre
- National Space Centre. Leicester
- Hartshill Hayes Country Park
- Baginton Air Museum

## **Rugby**

- Cineworld
- Indoor mini golf at The Adventure Zone
- Whilton Locks Garden Village, Daventry
- Riverside Hub, Northampton

## **General**

- Bowling
- Snooker
- Watching football
- Walking (feeding ducks)
- National Trust often have events on
- Going through a car wash!
- Flying a kite
- Crazy Golf
- Cinema
- Restaurants
- Swimming
- Go Karting
- Themed outings as Halloween. Easter etc
- Going for ice cream
- Theatre trips
- Ball games or scootering at a park
- Cooking/baking
- Visiting a zoo
- Gardening
- Arts and Crafts
- Parks

## **Ideas for Teens**

- Going to cafe/meal
- Looking in shops
- Galleries
- Stately homes
- Baking
- Painting nails
- Theatre/show
- Swimming
- Cycling
- Walks (egs woods such as Ryton Pools or Crackley woods)
- The Gym at Newbold Comyn
- Climbing at the Ballroom in Coventry
- Cook something can take home to family/carer
- Dicebox Game Café in Leamington
- BBQ

## Referral Form



Date of referral:

Name of referee (and organisation):

Contact number of referee (for organising cake delivery):

Reason for Cake Referral:

Child's name:

Male or female:

Date of Birthday:

Age on birthday:

Date cake needed for (if different from birthday):

Dietary Requirements:

Childs likes/ hobbies: (so that we can try and tailor the cake for them e.g. sports/ animals/ superheroes)

Other Information we might need to know?

Many Thanks

Rosie |