



Highland Children's Forum

Policy Booklet

Listening to Children and Young People – Speaking with Policy Makers

Scottish Charity SC031945

Highland Children's Forum

Representing Children and Young People with Additional Support Needs in the Highlands

Highland Children's Forum is a registered charity incorporated in 2000, created by the parent carers of children with additional support needs. The Forum aims to ensure that the voices of children and young people are heard in the design and provision of services in the area. The Forum concentrates its activities on developing ways to hear the voice of children and young people with additional support needs and to relay this to policy makers. It seeks to influence changes in policy to bring about better outcomes for children and young people.



Highland Children's Forum

Highland Children's Forum is a voluntary association and a Scottish Charity and we operate under Charity Number SC031945.

To help guide us in our work the Forum has Vision, Mission and Ambition statements and a set of constitutional objectives.

Vision

That children and young people facing challenges are given opportunities to talk about their lives and that their views are listened to, respected and acted upon.

Mission

To enable children and young people facing challenges to have their voices heard. To represent them by influencing positive change in policy and practice which leads to better outcomes.

Ambition

Children and young people facing challenges are actively engaged in influencing service design, delivery and development.

The Forum seeks to achieve its constitutional objectives by:

- Representing and enabling the expression of the views and needs of children and young people with additional support needs aged 0–25 years.
- Incorporating the views of families and carers.
- Sharing relevant information and experiences.
- Representing the interest of individuals and member organisations in a co-ordinated way to agencies for the purpose of general consultation and in specific joint future planning of service provision.
- Identifying common concerns and tasking appropriate action as agreed by members of the group (this will not include representing individual members in specific disputes).
- Seeking funding to promote any of the above objects and related development work.
- All the following policies and procedures are designed to enable Highland Children's Forum to deliver these constitutional objectives.

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HEALTH AND SAFETY POLICY

The Management Committee of Highland Children's Forum [HCF] has ultimate responsibility for the health and safety of all its Members, Employees, Volunteers and Visitors while engaged on HCF business.

The responsibility is delegated through the Management Committee to the HCF Policy Lead who is entrusted with the implementation of all statutory requirements arising from the Health and Safety at Work Act, 1974 and the appropriate Fire Safety legislation.

HEALTH AND SAFETY ARRANGEMENTS

In Case of Fire HCF staff are required to leave the premises and to summon the Fire Service from an external telephone. No HCF personnel are to hazard themselves in fighting a fire on HCF premises.

When HCF personnel are operating in the premises of other organisations they are to familiarise themselves with the Fire Instructions of the premises and obey them in the case of an Emergency.

Accidents on HCF premises Every employee/volunteer has a duty to report any such incidents to assist the Policy Lead in determining the cause and to help in any subsequent investigation with the aim of preventing a recurrence.

First Aid Facilities are provided in the Newstart Highland Office and lone workers should have a first aid kit in their car.

Staff/Volunteers must notify the Policy Lead in the event of personal injury resulting from any accident, or if the staff/volunteer shows any signs of ill health. Any employee/volunteer under medical supervision, i.e. Diabetes, Epilepsy or like condition which might require specialist medical treatment should notify the Chairperson of the condition on joining HCF as a member of staff or volunteer, or as soon as the condition is diagnosed by their medical advisor.

Hygiene is a basic part of any Health and Safety programme. Handwashing and toilet facilities are provided and maintained in the communal areas of the Newstart Office building. Any shortcomings should be reported to the Policy Lead

Maintenance of property and equipment to ensure personal safety is the responsibility of the Policy Lead. There are arrangements for the regular inspection and servicing of the equipment used. Any fault occurring between such inspections should be reported immediately to the Policy Lead who will withdraw the equipment from use and arrange its repair or replacement where appropriate. Any staff member or volunteer who uses their own equipment, i.e. Computer or other item of IT equipment, is solely responsible for maintenance and use.

Staff should refer to ergonomic information in Employee Handbook.

Policy Ratified on: 10th December 2018
Signed: Gaener Rodger, Chair

Due for review: December 2019



CHILD and VULNERABLE YOUNG PERSON PROTECTION POLICY STATEMENT

We will:

- HCF hold personal data about children and young people under the lawful basis of consent. Appropriate and proportionate information from consent forms is retained for the duration of any project in which the child or young person participates.
- Treat everyone with respect;
- Remember that some issues are confidential;
- Provide an example we would wish others to follow;
- Wherever possible carry out consultation within sight and hearing of others, in recognition that consultation work can be one to one or one adult with a small or larger group of children or young people;
- Be aware that someone else might misinterpret our actions even if they are well-intentioned;
- Respect a child or young person's right to personal privacy;
- Provide time for children or young people to talk to us;
- Encourage respect and care for others;
- Take action to stop any inappropriate verbal or physical behaviour;
- Remember to REFER not INVESTIGATE any suspicions or allegations about abuse;
- Only share concerns and seek support from those identified in the organisation's child and vulnerable young person protection policy;

Contact numbers for Local Family Teams and the Police are available at www.hcpc.scot

Designated Child and Vulnerable Young Person Protection Lead

Name: Gillian Newman

Contact Details: policy@highlandchildrensforum.org 07789680812

Highland Children's Forum
Child and Vulnerable Young Person Protection Policy



We believe that every person regardless of age has, at all times and in all situations, a right to feel safe and protected from any situation or practice that results in a child or young person being physically or psychologically damaged. In our organisation, if we have suspicions about a child or vulnerable person's physical, sexual or emotional well-being, we will take action.

A vulnerable young person refers to an individual aged 16 or above who finds it difficult to keep themselves or their property safe and might be more vulnerable to harm from other people because of a disability, illness or mental disorder/infirmity.

We recognise that child and vulnerable young person protection should not be treated in isolation - we will take on board guidance given by Safer Highland and the Highland Child Protection Committee and will address recruitment and selection of volunteers and paid employees by doing the following:

1. We accept that it is our responsibility as an organisation to check that all adults in positions requiring disclosure checks are members of the appropriate Protection of Vulnerable Groups Scheme and have been appropriately vetted
2. We will ensure we have a record of personal details for each member of staff/volunteer
3. We will ensure we have carried out necessary checks in relation to anyone working with children and young people, including requesting references where appropriate
4. We will interview prospective volunteers and staff
5. We will notify Disclosure Scotland if anyone on the Disqualified from Working with Children List applies to work for or volunteer with our organisation
6. We will ensure that all staff are given Codes of Practice to work to
7. We will remove any member of staff or volunteer whom we know or suspect to have caused harm to a child or to have placed a child at risk of harm and we will notify Disclosure Scotland of our actions and the reasons for them, even if that person has left our organisation

All members of staff and volunteers are encouraged to share concerns with the organisation's Child and Vulnerable Young Person Protection Lead. If the situation urgent, the child/vulnerable young person is too frightened to go home or we have very serious doubts about the child's safety, we will contact Social Work or Police immediately.



Child and Vulnerable Young Person Protection Is Everyone's Responsibility

If our concerns are more general about a child or young person's welfare, then we will discuss these with our organisation's Designated Person, who would then make a referral to an appropriate professional for assessment of the child or young person's needs. It is important that all volunteers and staff communicate concerns accurately.

If the situation is clearly an urgent case, the child or young person is too frightened to go home or we have very serious doubts about the child or young person's safety, we will contact Social Work Services or Police immediately.

To this end, volunteers and staff will follow the procedures below;

1. Upon the receipt of any information from/suspicious about a child or vulnerable young person, it is necessary to make an accurate and detailed written record of what they have seen, heard or know, at the time the event occurs;
2. Share their concerns with the Designated Lead for the organisation and agree what action to take;
3. Avoid asking any more questions than are necessary to clarify whether there is a concern. Always REFER to statutory services to undertake in depth INVESTIGATION of any suspicions or allegations about abuse.

If we have concerns we must act - it may be the final piece of the jigsaw that is needed to protect that child/vulnerable young person or we may prevent, further children/vulnerable young people from being hurt.

Contact numbers for Local Family Teams and the Police are available at www.hcpc.scot

Police	101 (non-urgent) 999 (urgent)
Out of hours Social Work Emergency Service:	08457 697284

For vulnerable young person over the age of 18 contact Adult Social Care Team:

During office hours: 0800 902 0042
Out of hours 0845 601 4813

Policy Ratified on: 24th April 2018

Due for review: April 2019

Signed: Donnie Macleod, Chair

CONFIDENTIALITY POLICY

The Principle

Highland Children's Forum [HCF] should treat in confidence information about members, consultation participants and staff. The confidentiality principle helps to create an environment in which children and carers can speak freely and staff can work in safety.

Practical Aspects of Confidentiality

1. The confidence of the participant should be respected at all times
2. The confidentiality of the data should be respected at all times.
3. The confidentiality agreement is between the participant and the Forum, not an individual member of staff.
4. The anonymity of participants should always be maintained unless information about a child or vulnerable young person protection issue is being shared.
5. Prior consent from a participant should be obtained if it is necessary to contact a third party on their behalf. Unless it is a child or vulnerable young person protection concern, in which case they should be informed.
6. Information about a participant, sufficient to enable identification, should not be disclosed to a third party without the prior consent of the participant.
7. Discussion about the content of a participant's testimony should take place only within HCF. The discussion should always be purposeful and should take into consideration the feelings of the other members of staff. Discussions out with HCF should take place on the basis of the testimony being rendered anonymous.
8. Any personal information volunteered by staff in the course of training or supervision must remain confidential to those sessions.

Breaking Confidentiality

The principle of confidentiality is fundamental to HCF. Breaking confidentiality is a serious matter and must not be undertaken lightly. The only circumstances in which a breach of confidentiality may be justified are:

- where there is a danger to the enquirer or others,
- when not to do so would be breaking the law.

The following guidelines should be observed:



- The initial assumption will be that confidentiality will be maintained.
- The situation will be discussed with the participant, and their permission sought to break confidence
- If the participant withholds permission, but the member of staff believes that the service may still have to break confidentiality, the enquirer should be informed of this.
- Before breaking confidentiality, the member of staff must discuss the enquiry with the Chair Person of the HCF Management Committee or, in his/her absence, the staff mentor, who will be responsible for the decision. A decision to break confidentiality should not be taken by one person alone. Unless it is urgent for the safety of an individual in which case Chair should be informed at the earliest opportunity.
- A detailed written record of how the decision was reached must be kept by the Management Committee.

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair

DATA PROTECTION POLICY



The Highland Children's Forum Data Protection Policy aim is to meet all obligations in full compliance with the EU's General Data Protection Regulation (GDPR 2018).

- The GDPR applies to 'controllers' **and** 'processors'.
- A controller determines the purposes and means of processing personal data (Highland Children's Forum Management Committee)
- A processor is responsible for processing personal data on behalf of a controller (staff, Management Committee, Book keeper, SCVO, HMRC, NEST Pensions).
- As a processor, the GDPR places specific legal obligations, for example, Processors are required to maintain records of personal data and processing activities. Processors will have legal liability if responsible for a breach.

Personal data

The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.

This definition provides for a wide range of personal identifiers to constitute personal data, including name, participant number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people.

The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data.

Personal data that has been pseudonymised – e.g. key-coded – can fall within the scope of the GDPR depending on how difficult it is to attribute the pseudonym to a particular individual.

Highland Children's Forum holds personal data for: staff members; participants in consultation projects; parents; volunteers; members; staff in partner organisations; professionals; public servants; people who subscribe to HCF information.

HCF shares personal data re staff members with: Scottish Council for Voluntary Organisations (SCVO) who operate the pay roll; HMRC and NEST Pensions.

The GDPR refers to sensitive personal data as "special categories of personal data" (see Article 9). From these special categories, HCF might hold information about participants that includes: race; health; sexual orientation. The only legal basis for HCF to hold such information would be informed consent.

Highland Children's Forum Management Committee as the Controller of the purpose and procedures regarding personal data shall be responsible for, and be able to demonstrate, compliance with the principles of the GDPR.



Personal Data held by Highland Children's Forum will be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, kept up to date; every reasonable step will be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, will be erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."

Lawful basis for processing personal data

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever Highland Children's Forum processes personal data:

(a) Consent: the individual has given clear consent for HCF to process their personal data for a specific purpose. [e.g. participants in consultation work]

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract. [e.g. employees]

(c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations). [e.g. tax information; child protection information]

(d) Vital interests: the processing is necessary to protect someone's life.

(e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

(f) Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

Personal data for: Participants, parents, members, volunteers, partner organisations, professionals and subscribers will be on the legal base of consent



Consent must be freely given: Highland Children's Forum will provide people with accessible information and genuine ongoing choice and control over how HCF use their data.

Highland Children's Forum will ensure consent is obvious and requires a positive action to opt in. Consent requests will be prominent, unbundled from other terms and conditions, concise and easy to understand, and user-friendly.

Consent will specifically include the name of Highland Children's Forum, the purposes of the processing and the types of processing activity.

Highland Children's Forum will ensure that consent is explicit and confirmed in words, rather than by any other positive action.

Highland Children's Forum will review and seek renewed opt in consent for personal data held annually.

Participants will be offered consent to membership of Highland Children's Forum, or subscription to reports.

Participants' personal data will be held for up to six months after publication of a report, to offer participants an opportunity to comment.

All reference to personal responses in reports will be anonymised. Highland Children's Forum recognise that the complexity of some conditions within the small population of Highland may mean that an individual may still be identified from the anonymised data. All efforts will be made to avoid this.

Highland Children's Forum Consent

HCF consent will be made available in accessible formats and will be: prominent, concise and easy to understand.

It will include:

- the name of the organisation;
- why HCF want the data;
- what HCF will do with it;
- how long data will be kept and how it will be erased
- that individuals can withdraw consent at any time

Highland Children's Forum will ask people to actively opt in. We will not use pre-ticked boxes, opt-out boxes or other default settings. Wherever possible, we will provide separate ('granular') options to consent to different purposes and different types of processing.

Highland Children's Forum will keep records to evidence the process of consent.

Highland Children's Forum will make it easy for people to withdraw consent at any time they choose.

Policy Ratified on: 24th April 2018

Signed: Donnie Macleod, Chair

Due for review: April 2019



POLICY ON RECRUITMENT AND SELECTION

Policy Statement

Highland Children's Forum [HCF] recognises that achievement of its strategic goals and the securing of its values is dependent on the recruitment and the retention of a skilled and committed workforce. HCF's Recruitment and Selection policy, procedures and practices are designed to help secure this and in relation to which, equality of opportunity is an integral part.

Aims and Objectives

The Recruitment and Selection Policy has the following aims and objectives:-

1. to ensure all recruitment and selection procedures comply with HCF's Equal Opportunity Policy
2. to ensure that all appointments are made on merit
3. to attract sufficient applications from potential candidates for appointment with the skills, qualities, abilities, experience and competencies deemed as being necessary to the job
4. to develop and maintain procedures which will assist in ensuring the appointment of the most suitable candidate
5. to ensure that recruitment procedures are clear, valid and consistently applied by those involved in recruitment and that they provide for fair and equitable treatment for those who apply for employment
6. to base selection decisions and criteria directly on the demands and requirements of the job and the competencies identified as necessary for satisfactory performance
7. to ensure that all employees involved in the recruitment and selection process are properly trained in order that the objectives of the policy are met
8. to observe any legal requirements which apply to the recruitment and selection process

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair

PARTICIPATION and CONSENT POLICY

The Forum's policy on participation is expressed in the following terms:

- It is of fundamental importance to the Forum to enable children and young people to express their views independently. The Forum will seek to work in partnership with organisations that shares this goal.
- The Forum regards as primary evidence the testimony that it gains from children and young people themselves expressed through what ever media best suits their needs and challenges. Wherever possible this evidence will be gained independently without the interpretation of parents or carers or from professionals who administer care or education to them.
- Where primary evidence cannot be obtained from children and young people directly the Forum will seek secondary evidence from parents and carers.
- The Forum will also seek evidence on the issues that affect parents and carers as a result of their roles as the carers of children and young people with additional needs and will seek to work in partnership with organisations that have a focus on carer issues.
- The Forum will accept evidence from professionals interested in the nurturing and development of children and young people with additional support needs but will always regard this as subsidiary testimony to that obtained from primary or secondary sources.
- The Forum recognises that the perceptions of a child or young person with additional needs of their situation or life experience may differ from that of their carers or the professionals who work with and for them. However in its work the Forum will always emphasise the primary testimony that it obtains from children and young people with additional needs.

Consent to take part in a consultation exercise will be sought from all Children and Young People (CYP), but will be also sought from the parent if CYP is:-

- under 12
- unable to make an informed decision

If CYP are 12-16 parents/carers will be informed that the CYP has consented to take part.

CYP can opt out of the consultation at any time.

Participants will be told the purpose of the consultation, the likely format, and receive acknowledgement and feedback.

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair

Highland Children's Forum LONE WORKER POLICY

Aims Of The Policy

- To implement safe systems of work to reduce the risks to lone workers to as low a level as is reasonably practicable.
- Identify roles and responsibilities.
- To ensure that risk in relation to lone working is assessed in a systematic and on-going way.
- To increase staff/volunteer awareness and to encourage full reporting and recording of incidents related to lone working.
- To ensure that staff/volunteer training and support are provided to those who are required to work alone.
- To reduce the number of incidents related to lone working.

A lone worker is an individual who works in isolation from other colleagues, usually in community settings, where there is no fellow worker in close proximity and where an incident could occur without witnesses or assistance available. The work can also often occur in isolated areas and out of hours.

Staff/volunteers must only work within their own recognised area of competence and capability.

This policy applies to all situations where staff/volunteers are involved in working alone, in connection with their duties and activities.

Lone workers should inform colleagues or family members of where they expect to be at any given time. This should include the full address of the location and, if possible, contact details. Should an emergency arise or an unscheduled visit has to be undertaken, the worker should inform a colleague or family member so that whereabouts are noted and recorded.

Lone workers should phone in to an appropriate contact at an agreed time of every working day. They should also phone in before and after any situation where a potential hazard has been identified.

Lone workers should not carry out any task or duty which is considered unsafe for a single individual or which has an unacceptable level of risk of causing harm.

Lone workers should receive risk assessment training and, where appropriate, training in interviewing, counselling and de-escalation.

A written risk assessment should be prepared by all lone workers, covering all regular tasks, duties and work patterns.



It is the duty of all lone workers to report any identified hazards to the Core Team, Health and Safety representative and others as relevant including clients or other staff.

All incidents and accidents should be recorded in the Incident Book. This should include violence of any description and incidents and accidents not arising directly out of Highland Children's Forum's [HCF] work or on HCF premises but having a potential consequence for clients and HCF staff. (e.g. a school evacuation during a consultation event).

All accidents in cars while on business must be recorded and where appropriate reported to insurance company and or police.

All lone workers should have a working knowledge of First Aid and adhere to the health and safety policy.

Lone workers should immediately remove themselves and clients from any hazardous or potentially hazardous situation. Assistance should be sought and a report made to the management committee within 48 hours.

If a lone worker assesses that a task/situation requires 2 people for safety, then a second person must be identified to accompany lone worker in that situation.

Lone workers should be aware that, under the terms of the Health and Safety at Work Act 1974, they have a responsibility to take reasonable care of themselves and any people affected by their work. They also have a responsibility to co-operate with their employer in their discharge of their legal obligations.

Lone workers should be aware and operate to all Highland Children's Forum policy and procedures.

New staff who will be employed in lone working situations will be given appropriate induction to ensure they have gained the necessary knowledge and experience to deal with situations where there is actual or potential risk.

Mobile lone workers should carry a first aid kit suitable for treating minor injuries.

Mobile phones should be available to all lone workers.

Staff/volunteers should never initiate a hug or other physical contact with a young person but, where appropriate, can respond a young person initiating contact, using recognised 'safe touches' appropriate to gender. In general, a gentle touch to the upper arm can offer reassurance without misinterpretation of appropriateness.

In the instance of being in a Lone Worker situation, physical contact with a young person should be avoided in case it may be misinterpreted.

Policy Ratified on: 24th April 2018

Due for review: April 2019

Signed: Donnie Macleod, Chair



HCF VOLUNTEER POLICY

HCF recognises that volunteers are a major resource and make a vital contribution to our constitutional objectives. HCF seeks to encourage, develop and support volunteer involvement. We recognise that the role of volunteers will complement and not replace the roles of paid staff.

A volunteer for HCF is a person who does voluntary work on our behalf. It is undertaken by choice and it is unpaid. HCF undertakes to organise volunteering effectively. HCF volunteers serve on our management committee or help with the delivery of our services through attending / supporting planned events as a representative of HCF. Volunteers also support HCF through advice or mentoring roles.

The relationship between HCF and volunteers is one of mutual responsibility and commitment.

HCF commits to the following Principles of Good Practice:

- Tasks performed by volunteers will be clearly defined
- Records of work done by volunteers will be kept
- Volunteering will complement the work of staff
- Volunteers will be able to express their views to HCF
- All policies will be annually reviewed and ratified in regard to volunteers

Recruitment of volunteers will be in accordance with HCF Recruitment and Selection Policy, Equal Opportunities Policy and Child and Adult Protection Policy. Volunteers will be provided with induction into their particular role and to all HCF policies and procedures. Volunteers will be made aware of the complaints procedure. Volunteers will be offered support in the role as appropriate. Volunteer expenses will be met.

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair



POLICY ON THE RECRUITMENT OF EX-OFFENDERS

Highland Children's Forum [HCF] undertakes to treat all applicants for positions within the organisation fairly and not to discriminate unfairly against the subject of a disclosure on the basis of conviction or other information revealed.

We will only request a Protection of Vulnerable Groups Scheme membership where it is necessary and relevant to the position sought. Where a position requires such a disclosure we will make this clear on the application form, job advert and any other information provided about the post.

At interview we will ensure that open and measured discussions can take place on the subject of offences. Failure to reveal information during recruitment, that is directly relevant to the position sought, could lead to withdrawal of an offer of employment.

At interview or when receiving a disclosure which shows a conviction, we will take into consideration:-

- Whether the conviction is relevant to the position being offered
- The seriousness of the offence revealed.
- The length of time since the offence took place
- Whether the applicant has a pattern of offending behaviour
- Whether the applicant's circumstances have changed since offending took place.

We will ensure that all our members (staff or volunteers) involved in the recruitment process are aware of this policy and have received relevant training and support. We undertake to make a copy of this policy and the Code of Practice, available to any applicant for a post with HCF that requires a disclosure.

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair



TRAVEL AND SUBSISTENCE POLICY

This policy applies to all employees or committee members of **HIGHLAND CHILDREN'S FORUM** as of the 01/01/2017.

It is a framework that covers how an employee can claim and be reimbursed for reasonable and authorised expenses that are incurred while doing business for HIGHLAND CHILDREN'S FORUM.

Company Expectations:

As an employee or committee member, we expect you to:

- Behave honestly, responsibly, and within the guidelines of this policy (e.g. keep costs low)
- Submit expenses as soon as possible and with enough details to explain why you've made the purchase
- Keep all receipts

As treasurer, we expect you to:

- Check that purchases comply with the policy
- Approve them promptly
- Ensure they're claimed promptly.

If employees don't comply with policy, we can delay reimbursement or reject claims. Persistent or deliberate noncompliance may result in disciplinary action.

Fraud, Bribery and Corruption

The HIGHLAND CHILDREN'S FORUM has a zero tolerance approach to bribery – in compliance with relevant anti-bribery laws in all the regions in which we operate.

Offering or accepting a bribe, or behaving corruptly in anticipation of a bribe or advantage is not acceptable.

The Management Committee is responsible for the detection and prevention of fraud, misappropriations, and other irregularities.

Fraud is defined as the intentional, false representation or concealment of a material fact for the purpose of inducing another to act upon it to his or her injury.

Each member of the management team will be familiar with the types of improprieties that might occur within his or her area of responsibility, and be alert for any indication of irregularity.



Any irregularity that is detected or suspected must be reported immediately to the Chairperson of HIGHLAND CHILDREN'S FORUM, who coordinates all investigations with the Legal Department and other affected areas, both internal and external.

Travel Related Expenses

The following travel-related expenses can be claimed while on Company time:

Mobile phones and internet connectivity: Use free wi-fi whenever possible. Reasonable internet connectivity charges can be added to a hotel bill unless already part of the negotiated rate.

Air, rail and road travel: All bookings should be made in economy/standard class (unless you can beat the price by booking early, in which case higher classes are acceptable).

Mileage: The following rates will apply for claiming mileage on official appointments/meetings:

1. Employees can claim 45p/mile whilst on official duty.
2. Volunteers can claim 22.5p/mile for travelling to official meetings.
3. If you are transporting passengers on official company business, then you can claim 4p/mile per passenger.

Insurance: Staff must be insured for using car for business purposes. Volunteers should check with insurance providers if on HCF business.

Parking: A reasonable amount is acceptable while on company time will be paid in full.

Bicycle: If you use a bicycle to get to meetings on Company time, then an allowance of 10p/mile is paid.

Taxis: Always try to use public transport instead of taxis (unless you are in an unsafe area).

Always keep a receipt that includes the date. You can't claim trips from work to home.

Mileage will not be paid for home to base journeys daily. Base being the HCF offices, 9 Carsdale Road North, Inverness, IV3

Accommodation Expenses

The following Accommodation Expenses are acceptable and are redeemable:

Accommodation must be **agreed beforehand** and be of reasonable price and standard. This period must cover at least 24 hours.

Bed and Breakfast or Hotel Accommodation should be of reasonable standard and price and if possible **should not exceed £75.00**, unless in Edinburgh or Glasgow where the price **should not exceed £85.00**. All receipts should be sent to Treasurer or Chairperson immediately for payment.



If an **employee** decides to stay with a **relative** that is with driving distance of an official appointment and an evening meal is supplied, then a **supplement of £15** can be paid to cover costs.

All these allowances are maximum levels and must not be exceeded unless authorised beforehand by Chairperson.

Food Expenses

The following Food Expenses are acceptable and redeemable:

Breakfast Allowance of upto a maximum of £10.00. Absence must be at least 4 hours.

Lunch Allowance of £7.50. Absence must be at 4 hours.

Evening Meal Allowance of £15.00. Absence must of at least 4 hours.

All these allowances are maximum levels and must NOT be exceeded unless authorised beforehand by Chairperson.

Other Expenses Allowed

The following expenses are acceptable and all committee members will be reimbursed for them as long as it is deemed to be in the interests of the HIGHLAND CHILDREN'S FORUM.

Professional membership fees (where relevant to your profession and agreed with your line manager)

Postage for business purposes

Visas

Agency booking fees

Exceptions

No other expense would be allowable without agreement in advance of expense being incurred.

A gift to a client may be appropriate with prior agreement.

There might be other things that we won't pay for, so make sure you explain the business reason for each claim.

Policy Ratified on: February 2017 Due for review: February 2019

Signed: Donnie Macleod, Chair



HCF DUTY OF CANDOUR POLICY AND PROCEDURE

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 received Royal Assent on 6 April 2016 and introduced a new organisational duty of candour on health, care and social work services. The implementation date for the duty of candour provisions to come into effect is 1 April 2018.

Purpose

The overall purpose of the new duty is to ensure that organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm, as defined in the Act. This duty requires organisations to follow a duty of candour procedure which will include notifying the person affected, apologising and offering a meeting to give an account of what happened. The procedure will also require the organisation to review each incident and offer support to those affected (people who deliver and receive care). The details of this procedure are found in the Duty of Candour

Guidance at: www.gov.scot/publications/organisational-duty-candour-guidance/. Organisations will have a new requirement to publish an annual report on when the duty has been applied. This will include the number of incidents, how the organisation has complied with the duty and what learning and improvements have been put in place.

Key Principles:

- Providing health and social care services is associated with risk and there are unintended or unexpected events resulting in death or harm from time to time.
- When this happens, people want to be told honestly what happened, what will be done in response, and to know how actions will be taken to stop this happening again to someone else in the future.
- There is a need to improve the focus on support, training and transparent disclosure of learning to influence improvement and support the development of a learning culture across services.
- Candour is one of a series of actions that should form part of organisational focus and commitment to learning and improvement.
- Transparency, especially following unexpected harm incidents is increasingly considered necessary to improving the quality of health and social care.



- Being candid promotes accountability for safer systems, better engages staff in improvement efforts, and engenders greater trust in patients and service users.

The responsible person

The Act defines the “responsible person” as: (a) a Health Board, (b) a person (other than an individual) who has entered into a contract, agreement or arrangement with a Health Board to provide a health service, (c) the Common Services Agency for the Scottish Health Service (d) a person (other than an individual) providing an independent health care service (e) a local authority, (f) a person (other than an individual) who provides a care service, (g) an individual who provides a care service and who employs, or has otherwise made arrangements with, other persons to assist with the provision of that service (h) a person (other than an individual) who provides a social work service

This means that the new Duty applies to organisations and not individuals. It is placed upon health, care and social work organisations.

In Highland Children’s Forum, the responsible person is the Policy Lead.

The responsible person has responsibility for:

- carrying out the procedure
- undertaking any training required by regulations
- providing training, supervision and support to any person carrying out any part of the procedure as required by regulations
- reporting annually on the duty

Incident which activates the duty:

The duty of candour procedure must be carried out by the responsible person as soon as practicable after becoming aware that an individual who has participated in Forum activities has been the subject of an unintended or unexpected incident, and in the reasonable opinion of a registered health professional has resulted in or could result in:

- death of the person
- a permanent lessening of bodily, sensory, motor, physiologic or intellectual functions
- an increase in the person’s treatment
- changes to the structure of the person’s body
- the shortening of the life expectancy of the person

- an impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days
- the person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person for a continuous period of at least 28 days
- the person requiring treatment by a registered health professional in order to prevent – (i) the death of the person, or (ii) any injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned above

The procedure

The 'duty of candour procedure' means the actions to be taken by the responsible person in accordance with regulations made by the Scottish Ministers. The regulations detail the specific actions and recording of information required by the responsible person when carrying out each stage of the procedure. The regulations will be available at: www.gov.scot/Topics/Health/Policy/Duty-of-Candour.

The key stages of the procedure include:

- (a) to notify the person affected (or family/relative where appropriate)
- (b) to provide an apology
- (c) to carry out a review into the circumstances leading to the incident
- (d) to offer and arrange a meeting with the person affected and/or their family, where appropriate
- (e) to provide the person affected with an account of the incident
- (f) to provide information about further steps taken
- (g) to make available, or provide information about, support to persons affected by the incident
- (h) to prepare and publish an annual report on the duty of candour

Policy Ratified on: December 2018 Due for review: December 2019

Signed: Gaener Rodger, Chair

HCF COMPLAINTS AND WHISTLE BLOWING POLICY AND PROCEDURES



Highland Children's Forum Policy Statement

Highland Children's Forum seeks to operate in a way that is respectful and professional at all times. As an organisation we seek to be reflective in our practice to improve on our performance. Consequently, Highland Children's Forum welcomes feedback whether a suggestion or a complaint.

Review arrangements

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to feedback or issues that may emerge in the subject matter of complaints received.

If you would like to provide any feedback please find our contact details at the end of this document.

How should I complain?

Highland Children's Forum staff members are reflective practitioners who should welcome and respond to any complaints. Where possible any problem should be reported to a staff member at the earliest opportunity.

If the staff member cannot help or you wish to speak to someone else, you can ask to speak to the Forum Chair Person, contact details below.

If this is not possible, or if you are not satisfied with the help provided by the Forum Chair Person, please send a written complaint, normally within one month of the event you are complaining about and address it to the address at the end of policy.

If I complain what details do I have to give?

When you contact us, please provide:

- Your full name, contact details, e-mail address, and daytime telephone number
- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint



Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

If it helps to reassure you on this point, we can confirm that we will not disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously and/or by whistle-blowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

What will happen to my complaint?

We will acknowledge receipt of your complaint within five working days, letting you know who is investigating your complaint. We aim to investigate the complaint within 20 working days. If your complaint is more complex, or involves people who are not available at the time, this time period may be extended. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

If any part of your complaint is upheld we will respond to the complainant accordingly and give due consideration to how we can improve our service.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take identified actions.

What if I am not happy with the reply?

If you disagree with the decision it will be reviewed by three other members of Highland Children's Forum Committee. Their decision shall be final.

Reports on particular complaints will be securely kept online for three years and then deleted.

Register of complaints will be kept for ten years.



Highland Children's Forum Complaint contact details:

Policy Lead

Gillian Newman

policy@highlandchildrensforum.org

07789680812

Consultation Lead

Emma Thomas

consultation@highlandchildrensforum.org

07789680811

Chair Person

Dr. Gaener Rodger

chair@highlandchildrensforum.org

Postal address:

Highland Children's Forum

New Start Highland Offices

9 Carsegate Road North

Inverness

IV3 8DU

Policy Ratified on: February 2019 Due for review: February 2020

Signed: Gaener Rodger, Chair