



THE ROYAL SCOTTISH
PIPE BAND ASSOCIATION
NORTHERN IRELAND BRANCH

Safeguarding Policy

www.rspbani.org



Safeguarding Policy Statement

Volunteers in the Royal Scottish Pipe Band Association (NIB) are committed to practice, which promotes the welfare of children and protects them from harm.

We wish to ensure that all children participate in an enjoyable and safe environment in which they can have fun and feel valued.

Volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause children harm, and to establish and maintain a safe environment for them.

We will endeavour to safeguard children by:

1. Adopting child protection through a code of behaviour for volunteers.
2. Sharing information about Safeguarding and good practice with children, parents, staff, and volunteers.
3. Reporting concerns to statutory agencies that need to know and involving parents and children appropriately.
4. Following carefully the procedures laid down for recruitment and selection of volunteers.
5. Providing effective management for staff and volunteers through supervision, support, and training
6. Ensuring safety procedures are adhered to.

It is the intention of the Royal Scottish Pipe Band Association Northern Ireland Branch (RSPBANI) to review the Safeguarding Policy every 3 years, considering any new legislation and lessons learnt.

<i>Policy Created - March 2010</i>
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The Royal Scottish Pipe Band Association Northern Ireland Branch (RSPBANI) Safeguarding Policy

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Executive Foreword

The protection of children is something that is rarely far from the news these days and it is an issue that affects us all. Children may be physically, emotionally, or sexually abused regardless of their age, gender, religious belief, racial origin, or culture. They are usually abused by people they know.

The NI Branch of the RSPBA deals with any children directly and indirectly in a range of settings, through the Northern Ireland Branch School, the bands, and numerous classes in many locations throughout the province. This document is to cover the Branch as a whole i.e. the NI Branch School, all Sections, Sub Committees, Bands and any group that falls under the auspices of the NI Branch of the RSPBA. Hereafter referred to as the RSPBA (NIB), our Officers, Pipe Majors, Tutors, Instructors and Leaders will be referred to as volunteers.

Volunteers may come across a situation where they are concerned about the welfare of a child or indeed are approached with information by a child or parent themselves. It is important that all our volunteers are equipped with the skills and knowledge to respond to Safeguarding issues and know where to seek help. It is also imperative that all children and their parents are made aware of this policy.

This Safeguarding Policy has been updated with expert advice. It applies to all volunteers irrespective of their function, remit or role and combined with the Designated Safeguarding Person will ensure that the NI Branch of the RSPBA embraces best practice in this area.

I commend this policy to all our members and would ask that you take the time to familiarise yourself with the contents.

1. Scope of the Policy

The Safeguarding Policy is intended to cover all functions of the RSPBA (NIB) where volunteers may work with children directly or have contact with children indirectly through the course of their duties.

Services, which may involve contact with children or young people include:

- Northern Ireland Branch School
- Instruction Classes – Drum Majors
- Band Halls
- Competitions
- Seminars
- Workshops

This policy applies to all volunteers of the RSPBA (NIB). It is designed to provide a basic foundation under which more specific guidance may be developed to meet the needs of particular functions or circumstances.

Children for the purpose of these guidelines are defined as those aged under 18.

Copies of the Safeguarding Policy and Procedures will be distributed to all members of the RSPBA (NIB). It will be made available to the parents, children, and all volunteers. If you require additional copies, please contact the Branch Office. This Safeguarding Policy will also be available on the [NI Branch Website](#).

2. Background

In 1991, the UK Government ratified the UN Convention on the Rights of the Child which is an international convention signed by all but two countries in the world. The UN Convention sets the minimum standards for children and young people's civil, political, social, economic, and cultural rights under interrelated categories of "participation", "protection", and "provision". For example:

Article 3 – In all actions concerning children, the best interests of the child shall be the primary consideration.

Article 19 – The State has a responsibility to protect children from violent and harmful treatment.

In 1996 the Children (NI) Order was implemented by the Government and was based to a large degree on the philosophy of the UN Convention. This legislation was the most important piece of children's legislation in the

29th Century and set out a number of key principles concerning the rights of children, their parents and the role of the State. It applies to all children under the age of 18 and the Order embodies five key principles:

Paramourncy of the child – in all childcare practice and law, the welfare of the child is the overriding consideration in any decisions about them.

Parental responsibility – parents have responsibility for their children rather than rights over them. Where parents have rights in respect of children, these only last so long as it is necessary given the child's age and understanding. In some circumstances, parents will share parental responsibility with others such as other carers of the State.

Prevention – the Children Order recognises the importance of preventing problems such as family breakdown and abuse through supportive measures.

Partnership – this recognises that the most effective way of ensuring that a child's needs are met is through working in partnership with their parents, other professionals, and disciplines.

Protection – children should be safe from abuse and should be protected by the State when they are in danger.

The Children Order sets out the framework for protecting children including legal powers and responsibilities of agencies like the police, social services and other bodies. It is complemented by other laws and guidance which taken together provides a comprehensive approach to protection of children.

These include specifically:

1. The Criminal Law Act 1967

Section 5 creates a duty to report arrestable offences and information in relation to the offence of the police.

2. Co-Operating to Safeguard the Child

The Department of Health & Social Services for Public Safety (DHSSPS) sets out the overall procedural framework for the management of Safeguarding. In addition to setting out the roles and responsibilities of agencies, Co-operating to Safeguard Children details the process and steps to be followed on the detection, reporting and management of child abuse.

3. Protocol for joint investigation by social workers and police officers of alleged and suspected cases of child abuse.

This document sets out the steps and joint actions to be taken by each agency in investigating suspected or actual child abuse.

More recently, organisations have to comply with the requirements of the Protection of Children & Vulnerable Adults (NI) Order 2003 in relation to vetting potential workers.

3. Aim of this Policy

The protection of children is something that must be a priority for all members of the RSPBANI including Executive Members and Music Tutors.

This overarching policy will set out the framework for this and ensure that the RSPBA (NIB) meets all its legal and moral responsibilities to children and families that it directly or indirectly provides a service to. By having a clear written policy for RSPBA (NIB) members the RSPBA (NIB) will ensure that its members are provided with the tools and knowledge to know how to protect children and deal with situations that may cause concern. RSPBANI Branch will:

- Manage recruitment and selection of staff and volunteers.
- Effectively manage staff and volunteers.
- Report concerns, disclosure of abuse and/or allegations.
- Produce a Code of Behaviour for staff and volunteers.
- Share information appropriately with parents, children and young people, staff and
and
- Volunteers.
- Ensure general safety and management of activities

4. Awareness of abuse

The abuse and neglect of children is something that can occur within many situations including the home, school, communities and all forms of clubs and societies. Children are much more likely to be abused by someone known to them, or more rarely a stranger. There are different types of abuse, and a child may be abused in more than one way. Types of abuse and their commonly accepted definitions include:

4.1. PHYSICAL ABUSE

Physical abuse is the deliberate physical injury to a child or the wilful or neglectful failure to prevent injury or suffering. This may include hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, confinement to a room or cot, or inappropriately giving drugs to control behaviour.

4.2 EMOTIONAL ABUSE

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Smothering a child's development through over-protection can also be a form of abuse. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone. Domestic violence, adult mental health problems and parental substance misuse may expose children to emotional abuse.

4.3 SEXUAL ABUSE

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what's happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at or the production of pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways.

4.4 NEGLECT

Neglect is the persistent failure to meet a child's physical and/or psychological needs likely to result in significant harm. It may involve a parent or carer failing to provide adequate foods, shelter, and clothing, failing to protect a child from physical harm or danger, failing to ensure access to appropriate medical care or treatment, lack of stimulation or lack of supervision. It may also include neglect or unresponsiveness to a child's basic emotional needs.

4.5 FINANCIAL ABUSE

Financial abuse is actual or attempted theft, fraud, or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion, or deception.

This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property, or inheritance.

4.6 INSTITUTIONAL ABUSE

Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can happen in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviour, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts, or curtails privacy, dignity, choice, and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

4.7 EXPLOITATION

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

4.8 BULLYING

Although bullying is not defined as abuse, in its more extreme form, it would be regarded as a form of abuse. It can take many forms, but Kidscape identifies the main types as:

- Emotional – excluding, being unfriendly
- Physical – hitting, kicking, theft
- Racist – racial taunts, graffiti, gestures
- Sexual – unwanted physical contact or sexually abusive comments
- Homophobic – because of or focusing on the issue of sexuality
- Verbal – name calling, sarcasm. Spreading rumours, teasing
- Cyber bullying – (e.g. text message, picture/video-clip and phone call bullying via mobile phones; email, website bullying)

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, causes them significant harm. In these circumstances bullying should be considered as child abuse and treated as such.

Whistleblowing

Whistleblowing occurs when a member of staff or volunteer raises a concern about misconduct, illegal or underhand practices by individuals and/or an organisation; or about the way care and support is being provided, such as practices that cause harm or risk of harm to others or are abusive, discriminatory, or exploitative. This will include situations where a staff member's or volunteer's concerns are not acted upon by the Adult Safeguarding Champion or appointed person, or Head of the organisation.

- RSPBANI is committed to the highest possible standards of conduct, openness, honesty, and accountability.
- RSPBANI takes poor or malpractice seriously, giving examples of the types of concerns to be raised, to ensure that a whistleblowing concern is clearly distinguished from a grievance.
- Staff or volunteers have the option to raise concerns outside of line management structures.
- Staff or volunteers are enabled to access confidential advice from an independent source.
- RSPBANI will, where possible, respect the confidentiality of a member of staff raising a concern through the whistleblowing procedure; and
- It is a disciplinary matter both to victimise a bona fide whistle-blower and for someone to maliciously make a false allegation.

There may be situations in which concerns, or allegations turn out to be unfounded. It is important that everyone in the organisation knows that if they raise a concern which, through the process of investigation, is not validated, they have not in any way been wrong in their initial action.

Responsible action needs to be encouraged in the organisation and whistle-blowers should be confident of support. The whistleblowing policy needs regularly reviewed to ensure the procedures work in practice. It is everyone's duty to be vigilant in preventing abusive practice.

5. The Role of the RSPBANI Designated Person.

Key to the RSPBA (NIB) ability to protect children in its care and enable its volunteers to provide a safe environment, the RSPBA (NIB) has identified a Designated Safeguarding Person. This is a very important role since the expertise and experience of Safeguarding is focused on one person who in turn will act as a pivotal point for all Safeguarding matters.

Specifically, the role of the Designated Person will include:

- Advice on Safeguarding training needs
- Monitoring the implementation of the RSPBA (NIB) Safeguarding and procedures and specifically to inform Social Services/PSNI within the appropriate Trust area of any concerns about a child or children.
- Ensuring that any referral made by telephone is confirmed in writing and any documentation relating to concerns is passed to Social Services or the PSNI.
- Securing the safekeeping of any case material and keeping the
- Executive of the RSPBA (NIB) apprised of any developments.
- Acting as source of advice and assistance on Safeguarding matters in the RSPBA (NIB)
- RSPBANI suggest each band/group appoint a designated person who can relate to RSPBANI designated person in matters relating to Safeguarding
- RSPBA (NIB) Designated Safeguarding Officers:
 - ❖ Mr Brian Hasson
07710231473
Email: b_hasson_jr@hotmail.com
 - ❖ Mrs Patricia Pedlow
028 9267 0445
Unit 34 Crescent Business Park, Ballinderry Road, Lisburn, BT28 2GN
Email: info@rspbani.org

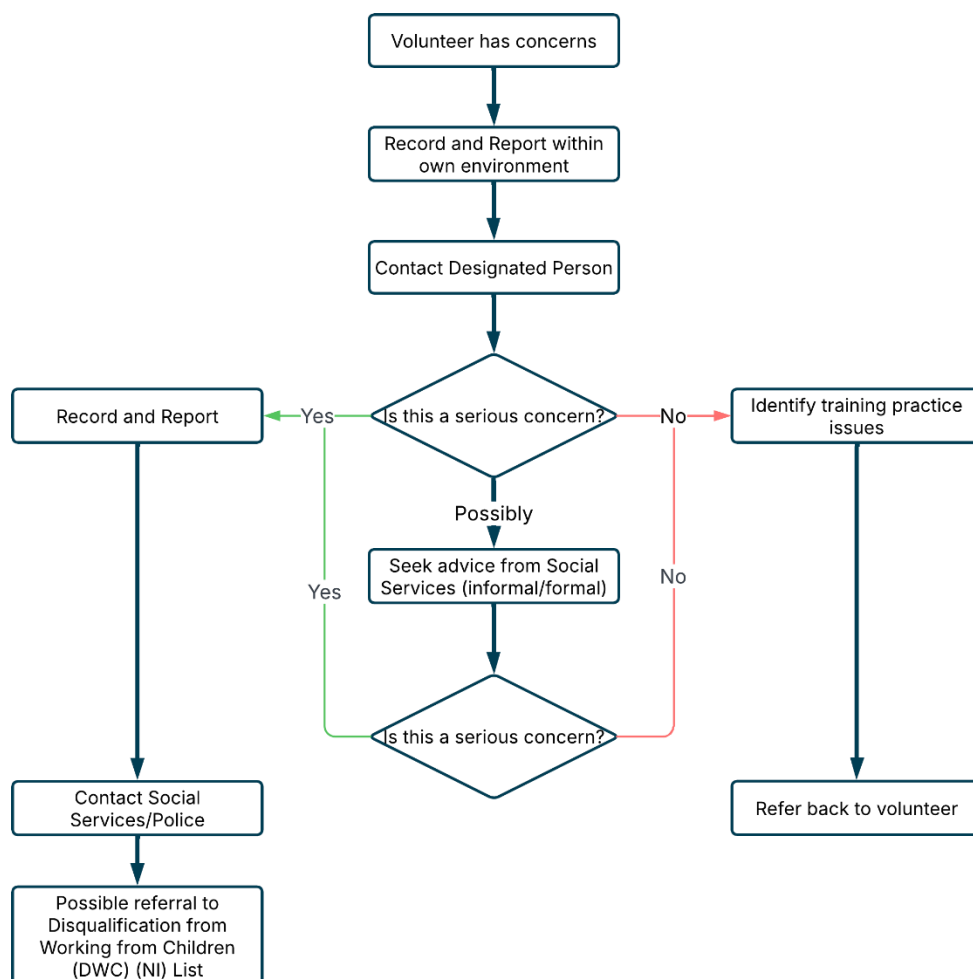
6. Reporting Procedures

It is fundamentally important that if any volunteers have concerns about a child that they seek to report these concerns to the Designated Person and follow the steps laid down in this policy and procedure. This will help protect officers and volunteers and the well-being of any child concerned.

Investigating child abuse is a very complex and detailed process. Volunteers must remember that they are not responsible for deciding whether or not abuse has taken place, rather they are responsible for reporting their concerns to the relevant person.

The flow chart outlined below sets out the procedure for the reporting of Safeguarding issues. In the event of a Senior Officer and/or the Designated Person not being available the volunteer should proceed to the next stage of the reporting procedure. A Senior Officer and Designated Person should be advised of such actions as soon as practical.

6.1 REPORTING PROCEDURES FLOW DIAGRAM



2 CONFIDENTIALITY

There is some information that should only ever be shared on a need to know basis. For example, if an adult or a child has confided personal and sensitive details about their lives or family situations, they will need to be assured that the information will not be discussed or passed on to others without consent.

Examples of other information that may need to remain confidential would include the contact details of the children and any information provided by parents that you might need, e.g. A child's medical details. This information should only be passed on with consent and on a need to know basis.

There is other information however, which must be passed on to the Designated Person. This includes information that a child has been harmed or is at risk of harm. The legal principle states that the "welfare of the child is paramount" and this means that considerations of confidentiality can never override the right of a child to be safe from harm.

In the RSPBA (NIB) we are aware of the limits of confidentiality and know that we can never promise to keep secrets.

7. Dealing with a disclosure of abuse or neglect.

Common Do's and Don'ts in dealing with a disclosure:

Do	Don't
Stay calm	Panic
Listen and hear what the child or adults are saying.	Probe for information, try to verify facts, or ask any questions.
Explain that you cannot keep any secrets and that you must report what you have heard to keep them safe.	Ask leading questions
	Promise to keep secrets
Record in writing what was said as soon as possible and keep this record safe and secure. These may be required by the police or social services.	Make any assumptions about what you are being told
	Make any comments, negative or otherwise, about the alleged perpetrator
Report the matter to the designated Person.	Require the child/vulnerable person to repeat the story unnecessarily.
Maintain a safe and appropriate distance	Gossip, but be aware that if something serious is raised, you are obliged to seek advice

IF IN DOUBT – REPORT IT

THE ONE THING YOU MUST NOT DO – IS NOTHING

8. Code of Conduct

It is important for all the volunteers of the RSPBA (NIB) to have a clear statement as to what is expected in any dealings with children.

8.1 UNDERLYING PRINCIPLES AND PHILOSOPHY

The RSPBA (NIB) recognises that children should be listened to, taken seriously and have the right to the safe use of premises and services. As an organisation the RSPBA (NIB) members have both a moral and legal responsibility to protect children through following these procedures adhering to this policy.

Children have a valuable role to play in the RSPBA (NIB). As an organisation the RSPBA (NIB) through its policies, procedures and dealing with children, will involve them as much as possible in decisions that affect them. We respect the children by listening to them. The RSPBA (NIB) will promote a culture in the organisation where children's participation is both encouraged and promoted.

8.2 SOME POINTS OF GUIDANCE

1. Volunteers should not spend excessive amounts of time alone with children away from others. Any contact with an individual child should take place as openly as possible. If privacy is needed for any reason, doors should be left open and other volunteers informed where possible.
2. Volunteers are advised not to make unnecessary or inappropriate physical contact with children and young people. There may be occasions when physical contact is unavoidable, i.e., when teaching a child to play a musical instrument, be it practice chanter, pipes, or drums this also applies to teaching the drum majors. In all cases physical contact should only take place with the consent of the child or the young person. Tell the child exactly what you are going to do and seek their permission. Any resistance from the child must be respected.
3. Where it is necessary and unavoidable to take children alone in a vehicle on journeys this should be with the full consent of the parents.
4. Volunteers should not meet with children outside of the organisation without the consent or knowledge of parents.

8.3 CAUTION!! MEMBERS SHOULD NEVER

1. Engage in sexually provocative or rough physical games including horseplay
2. Allow children to use inappropriate language or behaviour unchallenged.
3. Make sexually suggestive comments about, or to a child even in fun.
4. Let any allegations a child makes go being recorded and reported to the Designated Person.
5. Do things of a personal nature for children that they can do themselves.

8.4 PHYSICAL CONTACT/INTERVENTION

Staff and volunteers should ensure that:

- Physical contact is person-centred and appropriate to the task required
- They are trained to understand and implement a care plan, where required
- When providing intimate care, it is done sensitively and with respect for the individual's dignity and privacy
- They involve the individual as far as possible in his/her own intimate care
- If they are concerned about anything during intimate care, they report it at the earliest opportunity.
- Seek to defuse a situation, thereby avoiding the need to use any form of restraint
- Only use restraint where it is absolutely necessary to protect the individual or others
- from harm
- Ensure that any restraint used is proportionate to the risk of harm
- Only use forms of restraint for which they have received training, and which follow current best practice
- Record and report any use of restraint
- Review any situation that led to the need for restraint with their Line Manager, with a view to avoiding the need for restraint in the future.

9. Sharing information

Good communication with all – children, parents, volunteers, and management committees will improve practice. Everyone will feel appreciated if they are listened to and their opinion valued. Children and young people should be involved and included in decision making whenever possible.

9.1 SUPERVISION, SUPPORT AND TRAINING

Training formal or informal can be organised for any individual or group. Supervision and support will enable our organisation to identify the strengths and weaknesses of volunteers, address weaknesses through provision of training, identify any problems and deal with them quickly. It also offers an opportunity to recognise skills of volunteers and to acknowledge their work. The Designated Person will assist in an advisory capacity, or organise any training required.

10. Bullying

We in the RSPBA (NIB) do not tolerate bullying in any form, and any incidents of bullying will be seriously investigated.

We encourage children and young people to talk about bullying and report any concerns they may have.

Our anti-bullying statement applies to everyone involved with the R.S.P.B.A. (NIB); preventing bullying in this group is everyone's responsibility.

11. Use of Mobile Phones, Email, and the Internet

Contacting children and young people by phone, text or email should never be undertaken without parental knowledge or consent.

Volunteers should not be emailing children and young people directly as individuals but may do so as part of a disclosed list (having received prior permission to disclose in group email) where they are disseminating information in relation to events. Disclosed lists should be used for sending organisation information via a designated and suitably trained adult (because of their position this person should also have been subject to appropriate selection and vetting processes). Group emails should also give individuals the opportunity to have their contact details removed from the list by including a statement such as: *"If you wish to be removed from this email list, please contact the administrator"*.

Volunteers should not contact young people through chatrooms and social networking sites such as Facebook, Twitter.

12. Taking Photographs

- If the young person is named, avoid using their photograph
- If a photograph is used, avoid naming the young person
- Ask for the young person's permission to use their image e.g. consent form
- Ask for parental consent to use an image of a young person e.g. parental consent form
- Only use images of young people in suitable dress to reduce the risk of inappropriate use.
- Issue the photographer with identification which must be worn at all times.
- Inform young people and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.
- Do not allow unsupervised access to young people or one to one photo sessions at events.
- Do not approve/allow photo sessions outside the events or at a
- young person's home.

If parents or other spectators are intending to photograph or video at an event, they should also be made aware of your expectations.

- Adults should be asked to register at an event if they wish to use photographic equipment.
- Young people and parents should be informed that if they have concerns, they can report these to a volunteer.
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or volunteer and recorded in the same manner as any other Safeguarding concern.

13. Health and Safety

13.1 ACCIDENTS

- Have first aid available during all activities.
- Have an up-to-date first aid kit available both on the premises and activities away from the premises.
- Have a named first aider who is easily contacted.
- Record all incidents.
- Know where there nearest available telephone is in emergencies.

13.2 FIRE SAFETY IN BAND/TEACHING ROOM

- Have regular fire drills.
- Have fire notices displayed
- Have fire appliances, and ensure they are serviced regularly.
- Has the local Fire Officer visited the premises?

13.3 DISABILITY ACCESS

- Consider suitable access/egress and provision made for disabled people.

13.4 RECORDING AND CONSENT

- Have a register kept of all those in attendance.
- Have a parental consent form and health form completed for each child/young person.

13.5 RATIOS

Have adult/child ratios appropriate for the group and for the activity:

- 0-2 years 1:3
- 2-3years 1:4
- 3-12 years 1:8

13.6 RISK ASSESSMENT

1. A risk assessment is carried out to identify and evaluate risks to adults using services or participating in activities and also of equipment.
2. The identified risks are managed by putting in place risk-reducing measures.
3. All identified risks and risk-reducing measures are recorded and reviewed at least once per year.
4. The organisation should recognise that all adults have the right to take risks and should provide help and support to enable them to identify and manage potential and actual risks to themselves and others.
5. The organisation has a procedure in place for reporting, recording and
6. reviewing accidents, incidents and near misses, which should in turn inform practice and the risk assessment and management procedure Our below policies will apply to Safeguarding:
 - Health and Safety
 - Moving and Handling
 - First Aid
 - GDPR
 - Grievance Policy
 - Complaints Policy
 - Fire Safety
 - Equal Opportunities
 - Financial Policy
 - Bullying/Harassment
 - Disciplinary Policy

14. Recording Allegations or Suspicions of Abuse

If possible, make a record of the following:

- Name of child
- Age
- Any special factors
- Name of parent(s)
- Home address (and phone number if available)
- Is the person making the report expressing their own concerns or passing on those of somebody else?
- What has prompted the concerns? Include dates times etc. of any specific incidents.
- Any physical signs? Behavioural signs? Indirect signs?
- Has the child been spoken to? If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details.
- Has anyone else been consulted? If so, record details.

15. Recruitment and Selection

Most positions within RSPBANI are “Regulated Positions”, if they have regular contact with children such as weekly band practices/drum major classes etc.

The majority of people who want to work with children are well motivated and without them voluntary organisations could not operate. Good selection procedures benefit everyone; volunteers should have a clearly defined role. This will enhance their self-confidence, which will have a positive impact on children.

Parents will be assured that all possible measures are being taken to ensure only suitable people will be recruited to work with children.

This organisation is committed to recruitment and selection procedures as follows:

- Definition of role.
- Open recruitment process.
- Volunteer application forms, which request the name and contact details of two referees and details of past work/volunteering.
- Signed declaration of suitability including “previous convictions which are not protected” as is specified in current legislation.
- Reference forms to be checked.
- Interview/meeting with at least two representatives of the organisation.
- Identification.
- If role is a regulated position the successful applicant shall be checked through Access N.I.
- All posts should be approved by management. It is not the responsibility of any individual member
- of staff or volunteer to appoint a new staff member or volunteer, but an organisational responsibility.

RSPBANI uses an umbrella organization, Volunteer Now for all within RSPBANI with regard to Access NI applications.

Application forms can be obtained from www.accessni.gov.uk to have a volunteer checked for suitability. Print off form, complete and send form to the designated person. They will then sign same and forward to Access N.I.

All new volunteers appointed to a regulated position within RSPBANI **MUST** be checked as above.

It is recommended that anyone who is already in a regulated position should be considered for a criminal check. The organisation (Band etc.) must obtain written permission from the volunteer before proceeding with the check.

It is best practice for written records to be kept of all training completed by staff and volunteers, support and supervision meetings held and all annual appraisals/reviews. Both parties should agree the content of the records, and each should have a copy. These records should be stored confidentially and in line with the organisation's data protection policy.

16. Effective Management of Volunteers

This includes:

- Induction: Making volunteers aware of policies and procedures and boundaries or limits within which they operate of gaining acknowledgement that they understand same.
- Trial period: Appointments conditional on satisfactory trial period and reviewed at end of period.
- Training: Volunteers should receive training to be reviewed and updated regularly in line with changing legislation.
- Support and supervision: Provision of a structure for regular formal/informal individual group support and supervision.
- Annual Appraisal: To provide a means of enhancing support and supervision and highlight training needs.

17. Useful Contact Details

Advice and Training are available for individuals or groups from

Volunteer Now

129 Ormeau Road, Belfast, BT7 1SH

Tel: 028 9023 2020

Email: info@volunteernow.co.uk

Website: www.volunteernow.co.uk

Other Numbers

Gateway Teams

Belfast Trust: 028 90507000

Southern Trust: 028 38334444 (out of hours)

- Craigavon - 028 38343011
- Dungannon - 028 87723101
- Newry - 028 30825152

Northern Trust: 028 94468833 (emergency out of hours)

- Coleraine (Ballycastle, Ballymoney, Portrush & Coleraine) - 028 70325462
- Toomebridge (Ballymena, Magherafelt & Cookstown) - 028 79651020
- Ballyclare (Antrim, Carrickfergus, Newtownabbey & Larne) - 028 93340165

South-Eastern Trust: 028 90565444 (out of hours)

- Dunmurry (Dunmurry & Lisburn) - 028 90602705
- Downpatrick (Newcastle & Downpatrick) - 028 44613511
- Newtownards (Bangor, Ards and Peninsula Area) - 028 91818518

Western Trust

- Enniskillen - 028 66344037 or 028 66382000 (out of hours)
- Omagh - 028 82835043 or 028 82833100 (out of hours)
- Londonderry - 028 71314090 or 028 7134 5171 (out of hours)

NSPCC - Advice and support www.nspcc.org.uk
Safeguarding Helpline - 0808 800 5000
Email help@nspcc.org.uk

Childline Number for young people - **0800 1111**

Police Service of Northern Ireland (PSNI) - Police Protection Unit
Non-emergency Number: **101**(ask for your local station)

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Northern Ireland Health and Social Care (HSC) Trusts - Gateway Services for Children's Social Work

BELFAST TRUST				
Telephone (for referral)	028 90507000			
Areas	Greater Belfast area			
Further Contact Details (for ongoing professional liaison)	Greater Belfast Gateway Team 110 Saintfield Road, Belfast, BT8 6HD Tel: 028 9050 7000			
Website	http://www.belfasttrust.hscni.net/			
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)	028 95049999 (Regional number) / 028 90565444 (Belfast City Hospital Social Services number)			
SOUTH EASTERN TRUST				
Telephone (for referral)	03001000300			
Areas	Lisburn, Dunmurry, Moira, Hillsborough, Bangor, Newtownards, Ards Peninsula, Comber, Downpatrick, Newcastle and Ballynahinch			
Further Contact Details (for ongoing professional liaison)	Greater Lisburn Gateway Team Stewartstown Road Health Centre, 212 Stewartstown Road, Dunmurry, Belfast, BT17 0FG Tel: 028 90602705 Fax: 028 90629827	North Down Gateway Team James Street, Newtownards, BT23 4EP Tel: 028 91818518 Fax: 028 90564830	Down Gateway Team Children's Services 81 Market Street, Downpatrick, BT30 6LZ Tel: 028 44613511 Fax: 028 44615734	
Website	http://www.setrust.hscni.net/			
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)	028 95049999 (Regional number) / 028 90565444			

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NORTHERN TRUST				
Telephone (for referral)	03001234333			
Areas	Antrim, Carrickfergus, Newtownabbey, Larne, Ballymena, Cookstown, Magherafelt, Ballycastle, Ballymoney, Portrush and Coleraine			
Further Contact Details (for ongoing professional liaison)	Central Gateway Team Unit 5A, Toome Business Park Hillhead Road, Toomebridge, BT41 3SF Tel: 028 7965 1020 Fax: 028 7965 1036	South Eastern Gateway Team The Beeches 76 Avondale Drive Ballyclare, BT39 9DB Tel: 028 94424377 Fax: 028 9334 2531	Northern Gateway Team Coleraine Child Care Team 7A Castlerock Road Coleraine, BT51 3HP Tel: 028 7032 5462 Fax: 028 7035 7614	
Website	http://www.northerntrust.hscni.net/			
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)	028 95049999 (Regional number)			
SOUTHERN TRUST				
Telephone (for referral)	08007837745 (Free phone number from landlines only) 028 37415285 (Central number)			
Areas	Craigavon, Banbridge, Dromore, Lurgan, Portadown, Gilford, Armagh, Coalisland, Dungannon, Fivemiletown, Markethill, Moy, Tandragee, Ballygawley, Newry City, Bessbrook, Annalong, Rathfriland, Warrenpoint, Crossmaglen, Kilkeel, Newtownhamilton			
Further Contact Details (for ongoing professional liaison)	Craigavon & Banbridge Gateway Team Brownlow H&SS Centre 1 Legahory Centre, Craigavon, BT65 5BE Tel: 028 38343011 Fax: 028 38324366	Newry & Mourne Gateway Team Dromalane House, Dromalane Road Newry, BT35 8AP Tel: 028 30825000 Option 1 Fax: 028 30825016	Armagh & Dungannon Gateway Team E Floor South Tyrone Hospital, Carland Road Dungannon, BT71 4AU Tel: 028 87713506 Fax: 028 87713671	Central Gateway Team Lisnally House, Lisnally Lane, Armagh, BT61 7HW Tel: 028 3741 5285
Website	http://www.southerntrust.hscni.net/			
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)	028 95049999 (Regional number)			

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WESTERN TRUST				
Telephone (for referral)	028 71314090			
Areas	Derry, Limavady, Strabane, Omagh and Enniskillen			
Further Contact Details (for ongoing professional liaison)	<p>Derry Gateway Team Whitehill, 106 Irish Street, Derry, BT47 2ND</p> <p>Tel: 028 71314090 Fax: 028 71314091</p>	<p>Omagh Gateway Team Tyrone and Fermanagh Hospital 1 Donaghane Road Omagh, BT79 ONS</p> <p>Tel: 028 82835156</p>	<p>Enniskillen Gateway Team SWAH Enniskillen BT74 7HG</p> <p>Tel: 028 66344103</p>	
Website	http://www.westerntrust.hscni.net/			
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)	028 95049999 (Regional number)			

Andrew Graham

Andrew Graham

Chairman, Royal Scottish Pipe Band Association, Northern Ireland Branch