

**NORTH YORKSHIRE FIRE AND RESCUE SERVICE**

**WORKING WITH YOUNG PEOPLE**

**CHILD PROTECTION POLICY AND GUIDANCE**

## EMPLOYEE CHILD PROTECTION GUIDANCE

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*This document has drawn on a number of other documents from other agencies. North Yorkshire Fire and Rescue Service would like to acknowledge particularly the work of colleagues from several North Yorkshire County Council departments and publications and the FSYTA.*

## 2.0 CODE OF CONDUCT

The policy statement establishes the position and expectations of the Authority in relation to the protection of all children that staff come into contact with, or have substantial access to in the course of their duties. These instructions set out the actions that must be taken to safeguard children. The instructions apply to all staff. This code sets out guidelines for North Yorkshire Fire and Rescue Service employees, who are working with young people; and clarifies appropriate conduct, and offers suggestions for good practice.

A person may, in exceptional circumstances, feel justified in taking a course of action which conflicts with this code. However, before so doing, employees must seek approval from the Arson Reduction Officer, Youth Worker or HRT Officer, who in turn may wish to clear such a departure with the Personnel Department at Brigade Headquarters.

### 2.1 HEALTH AND SAFETY

The overall welfare and safety of the child will be the paramount consideration.

All activities undertaken involving any risk to children must be properly risk assessed and appropriate control measures recorded and implemented.

The value of activities undertaken must always be proportionate to any degree of risk caused.

### 2.2 WORKING WITH YOUNG PEOPLE AND COMMUNITIES

Members of employees should be aware that their work provides them with privileged access to the lives of young people and their families.

Employees must be very careful to establish and maintain clear boundaries to relationships with young people. This involves ensuring that a proper professional distance is maintained in the relationship between employees and the young people with whom they work. Relationships which encourage “friendship” or “dependency” are to be avoided.

### 2.3 THE RESPONSIBILITIES OF INDIVIDUALS

North Yorkshire Fire and Rescue Service employees must recognize that they have a responsibility to minimize the risks to which they and the people with whom they are working are exposed. With respect to Health and Safety Legislation in particular employees have a legal responsibility for the safety of themselves, their colleagues and the people with whom they are working.

In these circumstances Employees have a responsibility to minimize the risk of harm to young people during organized activities. **This responsibility may, in some circumstances, override other professional considerations such as confidentiality.** For example with respect to social issues employees may need to refer to other professionals whose level of expertise is more suitable

## 2.4 PROFESSIONAL PRACTICE

Line Managers have a responsibility to ensure that employees are trained and made familiar with appropriate policies, guidelines, procedures and regulations. If in any doubt employees should ask “Is there a set of procedures which affect this element of my work?”

Policies and other guidelines will be referred to in any training for new members of employees likely to be working with children or young persons. They are available from Personnel Department or the Brigade Intranet. Training is available, or can be made available, on issues highlighted in this code, via your District Manager.

Where there are no policies to determine practice or guidance, employees must ensure that they are aware of the rights and safety of young people’ and the need to protect themselves and North Yorkshire Fire and Rescue Service before taking decisions and/or actions.

## 2.5 GENERAL PROFESSIONAL ISSUES

The Fire Service’s role is developing all the time. It is the responsibility of Line Managers to ensure that employees constantly evaluate their own practice and keep themselves informed of developments and improve their practice through training.

Employees should take all reasonable steps to be aware of current areas of the law affecting their work. Ignorance of the law is no defense against legal liability.

**Employees must be aware of the sensitivity associated with certain situations and the appropriate professional conduct required in order to maintain proper professional standards. Employees are advised to contact their Line Manager, HRT Officer or Area Director at the earliest opportunity if they feel they have compromised themselves with regard to any of the following areas.**

There are several key areas:-

- Being “on duty”
- Appropriate working relationships
- Discussions with people with whom we work
- Working with people with specific needs
- Lone working
- Illegal or inappropriate activities
- Working with other employees
- Appropriate working places
- Using appropriate resources
- Notes, records and files
- Changes to programmes/courses

**These are dealt with in detail in the following section.**

## 2.6 BEING ON DUTY

Employees should be aware that visiting work places or areas outside their usual working hours will automatically place them “on duty”. Meeting young people or members of the community, even outside the locality, may also put employees in that

role. Even if the employee does not intend this, for example on casual contact in the street or supermarket, young people and adults will have expectations of workers and their role.

The venue may be one where a worker is compromised, for example a pub where young people are drinking under age.

- **Outside working hours wherever practical, employees must avoid work related or lengthy conversations with people with whom they have a professional relationship.**

Employees should obviously remain approachable and friendly in these circumstances, but where necessary arrange an appropriate time and place to meet within work hours.

- **Social networking web sites, e-mails and text messages.**

A venue does not have to be a physical place, electronic systems allow communication and meetings in a number of formats.

Where NYFRS employees have worked with or built a professional relationship with, young people through the Service's youth intervention programmes they must not under any circumstances, become involved in communications with those young people via social networking sites or other electronic communication methods such as text messaging. In such circumstances an approach from a young person (under the age of 18) should be rejected and deleted and where necessary the contact should be recorded or referred to the appropriate agency where necessary.

E-mail can be used to send work related information to such as forms and details of course

changes etc but under no circumstances should personal conversations be entered into at any time.

Employees should only use their brigade e-mail address for this purpose to avoid personal e-mail addresses

becoming available to the young persons involved.

- **Employees must withdraw from the situation if their role is compromised**

Such incidents may give rise to local comment. Employees should report any issues to line managers that are likely to have repercussions.

At all times when working with young people or members of the community, the employee is on duty, and should be aware they represent North Yorkshire Fire and Rescue Service at those times. Particular care should be taken if visiting people's homes.

## **2.7 APPROPRIATE WORKING RELATIONSHIPS**

Employees should ensure that their relationships with young people and members of the community are appropriate to the age and gender of the people involved. They should take care that their conduct does not give rise to comment or speculation. Attitudes, demeanor and language all require care and thought, particularly when employees of either sex are dealing with adolescent young people.

- **Employees must avoid unnecessary physical contact that may be misinterpreted by a young person, parent or observer.**

Such contact can include well-intentioned informal and formal gestures such as putting a hand on the shoulder or arm, which if repeated with an individual could lead to serious questions being raised. It is unwise to justify touching as a working style or as a way of relating to young people.

There may be occasions when a distressed person needs comfort and reassurance that may include physical comforting such as a caring parent or adult would give. Employees should use their discretion in such cases to ensure that what is, and what is seen to be by others present, as normal and natural does not become unnecessary and unjustified contact; particularly with the same person over a period of time. Where a member of employees has a particular concern about the need to provide this type of care and reassurance they should seek the advice of their line manager or HRT Officer.

Employees should be aware that some actions might be interpreted as sexual harassment.

- **Employees must not develop physical or sexual relationships with young people with whom they are working.**

Employees must not develop “friendships”, outside working time, with young people with whom they are working. There is a fine line between being friendly, and an inappropriate relationship. It is inappropriate to behave in a manner that is disrespectful of the physical or emotional rights of young people.

- **Where the physical contact is unavoidable, employees must use restraint**

Employees are likely to come into physical contact with people from time to time in the course of their duties. Employees should be aware of the context within which such contact should properly take place and the possibility of such contact being misinterpreted.

There may be occasions where it is necessary for employees to restrain people physically to prevent them from inflicting damage on either themselves, others or property. In such cases only the minimum force necessary should be used.

Physical force must not be used as a punishment, or to modify behaviour, or to make a person comply with an instruction. Employees are advised that physical force, or verbal threats, may in law be regarded as assault.

- **Employees must not behave in a manner that could be misinterpreted by young people or members of the community.**

Employees should be aware that how they behave and promote themselves as individuals carries messages to others. In any discussions of their personal lives, employees should take care not to condone illegal, oppressive or unsuitable behaviour. Care should be taken that dress is appropriate to the activity and that slogans on clothing or badges do not conflict with their professional role. Employees should not use language which is inappropriate or could be misinterpreted by young people or local

communities. Professional practice should exclude swearing, offensive jokes and oppressive anti-equal opportunities comments.

Although employees may resist the idea, young people and members of the community often see them as role models. Employees should not conduct themselves in their work-related activities in ways that undermine public confidence.

- **Employees must also consider their personal competence in relation to their responsibilities. Employees should not allow personal or emotional difficulties to interfere with their work. If they think that may be the case then their line manager, HRT Officer or Area Director should be consulted as a matter of urgency.**

## **2.8 DISCUSSIONS WITH PEOPLE WITH WHOM WE WORK**

As with physical contact, comments by employees to people, either individually or in groups, can be misinterpreted. Many employees have close relationship with people and there will be occasions where conversations will cover particularly sensitive matters.

- **Where a conversation of a sensitive nature is appropriate, employees must use their discretion to ensure that, for example, any probing for details cannot be construed as unjustifiable intrusion into people's privacy.**
- **Employees must not make unnecessary comments to or about people that could be interpreted as having a sexual connotation.**

It is unacceptable for employees to introduce or to encourage debates that could be interpreted to have a sexual connotation that is unnecessary within the context of the work. At the same time it is recognized that a topic raised by a young person or member of the community should be addressed rather than ignored.

- **Employees must not use disparaging or sarcastic comments**

Employees should beware of insensitive or ill-judged comments to, or about, young people, members of the community or other employees.

Professional conduct requires a positive regard for the people with whom we work.

## **2.9 WORKING WITH PEOPLE WITH SPECIFIC NEEDS**

It is accepted that there will be some situations where people will present particular issues for employees. The emphasis should be on what is reasonable in all circumstances and what is appropriate to the person's age and needs.

- **Employees must take steps to protect themselves, the person they are working with and North Yorkshire Fire and Rescue Service from possible allegations.**

Employees should be particularly careful when supervising or working with people in a residential setting.

Employees who have to administer first aid should ensure, wherever possible, that other people or another adult are present if they are in any doubt as to whether necessary physical contact could be misinterpreted.

Employees should always ensure that the male-female employees ratio is appropriate for the effective supervision of both sexes, and particularly when dealing with a group of young people.

- **Unless specifically employed in that role, employees must not offer advice**

Employees should be aware that many day-to-day conversations may be interpreted by young people or members of the local community as advice. Phrases such as “why don’t you.....” and “if I were you....” should be avoided. North Yorkshire Fire and Rescue Service provide legal liability insurance providing employees are acting in the course of their employment and/or within the terms of their contract.

Employees can offer information or access to information. It is the employee’s professional responsibility to ensure information is accurate and current, and that a range of options is made available. Employees must be aware of their own limitations.

## **2.10 LONE WORKING**

Employees should be aware of the dangers that may arise from working in isolation with an individual, whether inside a building or not.

- **Employees must avoid private interviews with individual young people without taking some precautions.**

It is recognized that there will be occasions when confidential interviews may be necessary, but, where possible, such interviews should be conducted in a room with visual access, or with the door open, or in a room or area which is likely to be frequented by other people.

Where possible, another person should be present or nearby during the interview.

- **Employees must avoid working with individuals in private, especially at night and in non-public places.**

North Yorkshire Fire and Rescue Service employees must ensure that another member knows of their activities and timescales.

North Yorkshire Fire and Rescue Service employees will not work in people’s homes if they are alone with one individual. Working with Fire setters etc should be undertaken in pairs, showing identity cards as a matter of course.

In certain circumstance employees may work with other agencies / parents in a controlled environment. In these circumstances they may deal with children on a one to one basis.

- **Employees must ensure their whereabouts are always recorded**

To protect the employee, logging in and out with Control should be used so that a supervisor or colleague knows of your proposed location and an estimated time of return. Where possible leave a contact telephone number. In some circumstances employees may wish to consider carrying a personal alarm. If the anticipated working conditions suggest that this would be a wise precaution employees are advised to consult with their Area Director.

Employees should always carry an identity card.

- **Employees must not offer lifts to individual young people or members of the community with whom they are working.**

If employees intend to transport small groups of young people they must check with their line manager and obtain approval. Parental consent will also be required if a young person is under the age of 16.

If transporting a single person is unavoidable another person should travel with them – another employee, or responsible adult. A further colleague should know of the journey. Seat belts must be worn.

## **2.11 ILLEGAL OR INAPPROPRIATE ACTIVITIES**

- **Employees must not condone, or participate in, behaviour which is either illegal or would not receive official sanction, for example truanting or under-age sexual activity.**

This does not mean that employees cannot work with young people who have engaged in such activities.

Under normal circumstances the referring organization will deal with such problems. However, employees may need to remove dangerous or illegal items from young people or members of the community for their own safety, or that of others. A written receipt should be given, and, unless it is illegal, every attempt should be made to return the item safely to the responsible person, parent or guardian.

Under the Misuse of Drugs Act 1971 illegal substances must be handed over as soon as possible to the police. The same applies to illegal weapons. Other objects that are being used or may be used as weapons should be dealt with in the same way.

All benefits such as accommodation, travel, entertainment, presents, gifts or bequests must be refused. These rules must be strictly observed. Those gifts received through the post should be returned to the sender with appropriately worded letter. Line managers must be informed of any such gifts and a record should be kept. Small gifts such as diaries, calendars etc are excepted.

Employees should inform their line manager or colleagues when they are concerned about a person's or their own safety. Records of difficult and potentially difficult situations, or issues of concern, should be kept.

- **Employees should consider the termination of any activity if subjected to any of the above.**
- **Employees must make their legal position clear to the people with whom they work at a relevant and appropriate time.**

**NB Employees working with young people have no privileges as to confidentiality as do some professionals. If called to court, youth and community workers are obliged to give evidence and cannot, under questioning, refuse to do so on the grounds of “confidentiality”. It is only right that the young people with whom we work know of this.**

## **2.12 WORKING WITH OTHER EMPLOYEES**

When working with staff from other agencies or Organisations, employees should ensure that there is a shared understanding of professional practice. Staff of other agencies may need to become familiar with North Yorkshire Fire and Rescue Service guidelines and practices. NYFRS Employees should take extra care where the activity provides personal access to individuals.

It is the responsibility of the employee to ensure that workers, including volunteers or temporary helpers, are suitable for the activity and the needs of the group.

In any cases of doubt, employees should consult line managers and/or Area Director.

- **Employees who suspect misconduct by another worker must refer it to a line manager and not approach the individual directly.**

## **2.13 APPROPRIATE WORK PLACES**

- **Employees should not continue to work in a building which poses an immediate danger to them and the people with whom they work.**

## **2.14 USING APPROPRIATE RESOURCES**

- **Employees must ensure that equipment, resources and materials they use, or allow to be used are suitable.**

When using materials of a particularly sensitive nature employees should be aware of the danger that their selection could be misinterpreted and may be criticized after the event. Resources should promote equality of opportunity.

## **2.15 NOTES, RECORDS AND FILES**

- **Employees must store notes and records of individuals securely, and should not disclose personal information inappropriately.**

Personal details such as addresses and phone numbers should be stored in locked cabinets, or carried by employees.

## **2.16 CHANGES TO PROGRAMMES**

- **Employees must notify line managers of any significant changes to programmes agreed previously between the young person/parent/guardian etc, and inform other relevant adult, parents and guardians of changes, including early or late finishes.**

## **2.17 TAKING PHOTOGRAPHS INCLUDING THE RELEASE OF MEDIA INFORMATION**

- **Employees must not take or use photographs of young people without the written consent of their parents / school / guardians. This includes video footage and any other digital imaging device.**
- **Reference to a young persons name, address or school must not be made unless specific consent is gained from parent/carers.**
- **Images/film taken should only be used for the following purposes**
  1. **Electronic and printed information, displays and exhibitions relating to activity shown in the picture.**
  2. **Any similar campaign or related area.**
  3. **Any promotional activity to publicise the Service's work to the public.**

## **2.18 DATA PROTECTION / SHARING**

The Service has arrangements registered with the Data Protection Commissioner to share pertinent information with other agencies dealing with child protection or the reduction of crime. Data sharing will only be undertaken with the express permission of the Community Risk Manager or the Community Risk Officer – Community Action Team.

- **A data protection consent form will be used wherever personal details about young people are to be stored in any data storage format. The form must be signed by the person's parent or guardian in all cases.**
- **Employees must record the details of any personal involvement with young people in a Case File for this purpose. Personal involvement is defined as an activity aimed solely at one individual. The Case File must be secured from other people at all times and should contain a GEN 5 file record which summarises the date, times, people involved and actions taken. Once the Case File is complete / closed, then the file must be sent to the Community Safety Support Section, under Confidential Cover, for secure storage.**
- **Paper and electronic records will be kept until the person who has been dealt with has reached the age of 25. Personal information will then be deleted and records securely destroyed.**

## **2.19 SCHOOL / AGENCY RESPONSIBILITIES**

- **During school visits – a teacher must be present at all times. The School not our employees have responsibility for the children.**
- **Where a partnership initiative has been arranged with other agencies involved in working with young people then the same principle as above applies.**
- **This must be made clear in writing, as follows:**

“The North Yorkshire Fire and Rescue Service must make it clear that it is the (Schools / Agencies) responsibility to ensure that a member of their staff is present at all times, both for the safety and supervision of the young people involved. This also facilitates the communication to our employees of any of their actions that, in the opinion of your (School / Agency) are unsafe or inappropriate.”

## **2.20 CRIMINAL RECORDS DISCLOSURES**

Employees involved in activities involving *substantial* access to children are required to undergo a mandatory enhanced Criminal Records Bureau (CRB) check to ensure their suitability for working with children. All personal information collected in the course of such arrangements will be treated with the utmost confidence.

**Substantial access to children;**

All activities that involve working with children will be designed so as to eliminate unnecessary substantial access to children. This is defined as;

- An opportunity at which regular contact exists over a period of time with the same children during an activity or series of activities.
- An opportunity exists to develop a relationship with a child over a period of time.

**Substantial access is not;**

- Single visits to different school classes, groups of children, or children making single visits to fire stations. In these circumstances this is defined as ‘coming into contact’ with children.
- The presence of an independent responsible person at all times whilst the activity takes place, e.g. a supervising teacher, may also support a conclusion that substantial access has not occurred.

Strict confidentiality will be established and maintained throughout the entire process and all fees incurred in obtaining a disclosure will be met by the Service.

NYFRS will require a renewed Disclosure Notification to be sought from the Criminal Records Bureau every 3 years.

## NORTH YORKSHIRE FIRE AND RESCUE SERVICE

### 3.0 RESPONSIBILITIES WITHIN THE CHILD PROTECTION POLICY

3.1 All employees of North Yorkshire Fire and Rescue Service are responsible for the operation of North Yorkshire Fire and Rescue Service Child Protection Policy.

3.2 Enshrined in this policy are two key principles:

- The welfare of the child is the paramount consideration
- All children, regardless of age, disability, gender, racial or ethnic origin, religious belief and sexual identity have a right to protection from harm or abuse

3.3 It is the responsibility of all employees to ensure that:

- Their behaviour is appropriate at all times;
- They observe the rules established for the safety and security of young people;
- They follow the procedures following suspicion, disclosure or allegation of child abuse.
- They recognize the position of trust in which they have been placed; and,
- In every respect, the relationships they form with the young people under their care are appropriate.

*Note: the guidelines Young People First, sets out a code of behaviour.*

3.4 It is not expected that staff will act as child protection workers or that they will be trained to intervene in cases of suspected child abuse.

3.5 The Personnel section will have the responsibility of advising employees on the implementation of the Child Protection Policy within the Brigade's area and assist employees and others involved in projects with young people, in operating the policy and its procedures.

3.6 The Area Directors must be satisfied that all those who wish to take part in activities which involve young people are fit and proper persons and must ensure that all such employees demonstrate an understanding of, and a commitment to, the principles and procedures supporting the Brigade's Child Protection Policy.

3.7 All employees must be satisfied that all those whom they invite to assist them in working with young people are fit and proper persons to carry out the tasks to be given to them and are aware of their responsibilities under the Child Protection Policy.

- 3.8 In cases where there is an allegation or suspicion of child abuse the line manager or Area Director, as appropriate, must immediately take steps to ensure that no situation arises which could cause further concern and that no employee is placed in a position which could cause further compromise.
- 3.9 Where urgent issues of child protection are involved the Area Director has the authority to withdraw the employee concerned from further activities involving young people.

## 4.0 CHILD ABUSE

- 4.1 It is important to remember, that it is not your responsibility to decide whether a child is being, or has been, abused or whether or not someone poses a “real” risk to the welfare of a child. You are not suddenly expected to be an expert on child abuse. It is, however, your moral responsibility to take action to prevent the suffering of a child or children and it is your duty under these instructions as an employee of North Yorkshire Fire and Rescue Service.
- 4.2 You may become aware of the possibility of abuse through any number of means. Staff who for any reason become concerned that a child may be at risk, is being or has been abused either by:
- A member of staff;
  - A member of their family;
  - Any other person, including another child;
  - Themselves - self abuse;
  - Or is told by a child that they are being, or have been abused;
  - Must report that concern to a designated person at the earliest opportunity.
- A flow chart summarizing the correct reporting procedure is provided in Appendix 2

### Note:

***Should the situation require an immediate response, e.g. the child is in need of urgent medical treatment or in the case of on-going violence, or the threat of violence, Police assistance being required, the necessary actions should be taken without delay and these instructions then followed. The police will be informed whenever an emergency intervention has occurred by the person making the emergency intervention. The conflicts that may exist as regards to Fire and Rescue Service neutrality are secondary to the well being and safety of the child***

- 4.3 The North Yorkshire Fire and Rescue Service designated persons consist of the Community Education Officer or the Community Risk Officer (Community Action Team). They can be reached via the contact numbers in the attached appendix or out of hours through Fire and Rescue Service Control. Staff making a referral in either instance should initially request to speak to the designated officer on a "child protection matter." Such a referral will always be treated within the Service as a priority issue. The designated person's role will be to give advice and determine the appropriate follow-up action to be taken. This is seen as a filter to ensure that any action taken are appropriate according to the nature of the concerns raised. If any doubt exists regarding the actual or potential harming of a child, that action will include the notification of the relevant Social Services Department (contact numbers are listed in appendix 1). **This procedure applies irrespective of whether that harm is perceived to come from a member of their family, another person including another child, or from a member of staff. Where those concerns relate to a member of North Yorkshire Fire and Rescue Service staff the designated person/s will also ensure that the relevant internal procedures are initiated.**

## 4.4 WHAT YOU SHOULD DO IF YOU SUSPECT ABUSE

- You must report concerns as soon as possible to the Community Education Officer on 01609 788546 or 07740 301 430 who is the Safeguarding Officer nominated by

North Yorkshire Fire & Rescue Service to act on their behalf in referring allegations of suspicions of neglect or abuse to the statutory authorities. In the absence of the designated person the matter should be brought to the attention of the Community Risk Officer on 01609 788518 or 07909 997 137 who is the Deputy Safeguarding Officer. If it is an emergency and the designated persons cannot be contacted then social services or the police should be contacted on the numbers stated in the contact list.

- If the suspicions relates to the designated persons, then the Head of Corporate Information Unit or Social Services should be contacted.
- Suspicions should not be discussed with anyone, other than those named above.
- It is the right of any individual to make direct referrals to the child protection agencies. We would hope that an individual would use this procedure. However, if you feel that the organisation has not responded appropriately to your concerns, it is open to you to contact the child protection agencies direct.

#### 4.5 ALLEGATIONS OF PHYSICAL INJURY, EMOTIONAL ABUSE OR NEGLECT

If a child has an injury which may be a non-accidental injury, or symptoms of neglect and a referral is to be made then:

- The designated person should contact Social Services. If there has been a deliberate injury or where there are concerns about the child's safety the child's parents should not be contacted before first consulting with social services.
- Where emergency medical attention is necessary it should be sought immediately. The designated person should inform the doctor of any suspicions of abuse.
- If a referral is being made without the parent's knowledge and non urgent medical treatment is required, Social Services should be informed. Otherwise. Speak to the parent/carer and suggest medical attention be sought for the child.
- If appropriate the parent/carer should be encouraged to seek help from the Social Services Department prior to a referral being made. If they fail to do so in situations of real concern the designated persons will contact Children's Social Care Department direct for advice.

#### 4.6 ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations of sexual abuse the designated person will:

- Contact Children's Social Care Department or Police Child Protection Team direct. The designated person will not speak to the parents.
- Under no circumstances should the designated person, or any other member of the organisation, attempt to carry out any investigation into the allegations or suspicious of sexual abuse. The role of the designated person is to collect the exact details of the allegations or suspicion and to provide this information to the child protection agencies that will investigate the matter under the Children Act 1989.

#### 4.7 WHAT TO DO ONCE A CHILD HAS TALKED TO YOU ABOUT ABUSE

- Make a note immediately of what the child has said, writing down exactly what the child has said, write down what you said in reply, when they said it and what was happening immediately beforehand. Record dates and times of the events and when the record was made. Keep all notes secure.

Report your discussion as soon as possible to the designated person.

In the absence of the designated person the matter should be brought to the attention of the senior officer on duty. If it is an emergency and the designated persons cannot be contacted then social services or the police should be contacted on the numbers stated in the contact list.

Send a full written record within 24 hours to the designated person marked “Urgent, Child Protection – Confidential”.

- Once a child has talked about abuse the designated person must consider if it is safe for a child to return home to a potentially abusive situation. On a rare occasion it might be necessary to take immediate action to contact Children’s Social Care Department and/or the police to discuss putting into effect safety measures for the child so that they do not return home.

It is generally accepted that 12 years old is the age a child is deemed responsible enough to make decisions for themselves regarding information sharing, however if a child supplies you with information and you have concerns that a criminal act has occurred, the child is at risk or likely to be at risk or there is a detrimental effect on the wellbeing, of that child, you have a duty to report these concerns.

Under the Children’s Act 2004 the legal definition of a child is any young person under 18 years of age.

#### 4.8 DEALING WITH COMPLAINTS AND ALLEGATIONS AGAINST STAFF INVOLVED WITH CHILDREN

Complaints should be dealt with in accordance with the Complaints Procedure. Allegations against staff or volunteers will be investigated. All allegations or complaints about staff should be referred to the Head of Corporate Information Unit at BHQ. If the complaint is specific to safeguarding then a copy of the complaint should also be sent to the designated person. If the allegation concerns the designated person it must be reported directly to the Head of Corporate Information Unit. As necessary the Local Authority Designated Officer (LADO) will be notified in accordance with Government guidance. The LADO will take overall responsibility for ensuring NYFRS operates procedures for dealing with allegations against an individual in accordance with Working Together to Safeguard Children.

It is appreciated that there may be times when an employee of the Service feels unable to use the set procedures, in these circumstances the Chief Fire Officers confidential

hotline (telephone number 01609 780132) is available. Please refer to the Whistleblowing Policy which can be located in Sharepoint, Document Centre.

Where there are concerns that a child has been put in danger of abuse or suffered abuse owing to the actions of a member of staff or volunteer, Children's Social Care Department or the police will be contacted. Details of any allegation which has not resulted in a referral will be kept securely in the same way.

**4.9 When making the referral the following information should be provided where known:**

Your own details i.e. name, designation, contact number.

Information about the child such as their name, date of birth, gender, ethnic origin, religion and any disability.

The name of the school the child attends where appropriate.

The names of the primary carers of the child if known.

Any other names the child or family may be known by.

Their address and any previous known addresses where the child or family may have lived.

The name of the child's GP where known/appropriate.

Details of the concern (if an incident, the time, place and any persons present).

The source of the information.

Whether the child/family are aware of the referral, and if they were made aware their response to the concerns.

**4.10 Before ending this conversation the social worker should be asked to clarify:**

What actions, if any, will be taken and by whom.

What the person seeking advice should do if there are further concerns.

This information passed and the name and designation of the social worker to which the details have been passed should always be taken and recorded. The referral must be confirmed in writing by the person making the referral within 48 hours to the Social Services Department.

4.11 The initial reporting person must always record details of all information given/received in writing. (The form attached to this Guidance Note may be used for this purpose). Where applicable the child's own words should always be noted. Any notes taken must be signed and dated. The report must be sent in a sealed envelope by hand clearly marked "*Urgent Confidential Child Protection*" to the designated officer dealing with the matter within 24 hours of the initial referral being made. Receipt of this information should be confirmed to the reporting person.

4.12 Where there are concerns but doubt exists as to whether a child is suffering, likely to suffer significant harm or whether behavior may be abusive and it is uncertain whether a full referral could be made, the Social Services Duty Officer can be contacted via the designated person as outlined above to seek advice.

4.13 If concerns are raised by something staff become aware of while in a school, through a school related activity undertaken in the course of their work, or whilst interacting with another agency or body they must immediately ask for and inform the schools or Organisations Child Protection 'designated teacher'/person, and then follow the instructions as outlined above. A letter will be sent to the school/organization by the North Yorkshire Fire and Rescue Service designated person, confirming that concerns have been passed to the appropriate person within that school/organization

4.14 It is recognized that fire and rescue service staff do, on occasions, visit, or assist in schools or other youth organisations in their own time for other purposes. These instructions therefore cannot necessarily apply to non-fire and rescue service or external voluntary activities. However, it is strongly recommended, that you ensure that the organization is aware of the need for a Child Protection Policy and that where one exists you work within its parameters at all times.

If no Child Protection Policy exists then the principles contained within this Policy should be followed.

Best practice in protecting children does not depend on whether or not you are acting in an official capacity. Nor does the lack of a policy allow best practice to be ignored.

## 5. GOOD PRACTICE INFORMATION GUIDE

This guide provides advice which will help to identify and implement good practices when working with, or coming into contact with children and young people. It has been developed to protect children and all members of the Fire and Rescue Service in their involvement in this valuable work. It is based on the principle of the Fire and Rescue Service being open and transparent in all of its dealings. As such, it follows advice received from childcare professional bodies with the aim that this should be applied utilizing practical common sense.

### **PART 1 GENERAL GOOD PRACTICE**

- 1.1 Remember at all times to provide an example you wish others to follow. Always treat everyone with respect and try to develop a culture in which everyone feels comfortable enough to point out inappropriate attitudes and behaviour to each other.
- 1.2 The principles of Risk Assessment should be applied to all activities undertaken to ensure that a satisfactory balance is achieved between the value of the activity undertaken and the risk involved.
- 1.3 There may be other considerations that have to be taken into account, for example, when undertaking 'adventure' type activities. Full consideration should be given to any additional measures that may be required depending upon the type of activity to be undertaken. For example, activities involving overnight accommodation will need special considerations relating to sleeping and washing facilities, additional to those same activities undertaken during a normal daytime training session.
- 1.4 Do not permit abusive youth peer activities (e.g. initiation ceremonies, ridiculing, bullying) to take place. Do not engage in or allow physical contact games with young people or make suggestive remarks or gestures and never show favoritism to any individual. Personal favoritism or special treatment, for instance rewards, and in particular 'known in advance' reward schemes should be avoided. Rewards must never be used to gain an individual's or groups confidence or trust.
- 1.5 Always respect a young person's right to personal privacy. Never enter a room where a child may be changing their clothes or not be fully dressed. Adequate provision must also be made to ensure that children cannot enter areas where adults are changing/showering etc.
- 1.6 There should be a process for young people to talk about any concerns they may have. Recognize that caution is required particularly in sensitive moments of support, such as when dealing with bullying, bereavement or abuse.

Always be mindful that:

You may not be the appropriate person to deal with the situation.

You should never promise to keep what a child tells you completely confidential, as you may need to take it further.

Young people undertaking Fire Service activities i.e. Young Firefighter schemes etc, should be informed of any alternative counseling advice available to them via the Fire Service.

- 1.7 Plan to always work with a minimum of two adults present (see also 1.11). Consideration must be given to ensuring mixed gender teams as appropriate. Always

avoid unobserved situations of one-to-one contact with a child. If it is unavoidable, keep a door open and ensure you are within the hearing of others. Alternatively, consider using open spaces i.e. drill yards where you are in clear view of others, but a degree of privacy from being overheard can still be achieved. Wherever possible work in pairs utilizing 'other' professional people or responsible adults where necessary.

- 1.8 Never transport or offer to transport children alone, in your car or a Fire Service vehicle.
- 1.9 Never allow yourself to be drawn into inappropriate attention seeking behaviour.
- 1.10 Remember that someone else might misinterpret your actions, no matter how well intentioned.
- 1.11 Never exaggerate or trivialize child abuse issues and never let allegations by a child go unreported, including any made against you.

## **PART 2 ADVICE ON PHYSICAL CONTACT**

- 2.12 Staff are likely to come into physical contact with young people from time to time in the course of their duties. Examples include showing a young person how to use a piece of apparatus, equipment or demonstrating a move or exercise during an activity. Staff should be aware of the limits within which such contact should properly take place, and of the possibility of such contact being misinterpreted.

It is unacceptable to use repeated touching as a style of working or as a way of relating to individuals.

Any form of physical punishment of young people is unlawful.

- 2.13 In certain circumstances a young person's behaviour or their actions may endanger themselves or other people. If such an incident were to occur the following procedure must be followed:

Draw the attention of the young person to their behaviour and make it clear that this needs to stop.

If this is unsuccessful the activity must be stopped immediately, taking into account safety requirements.

Physical intervention should not normally be carried out by Fire and Rescue Service personnel.

However, Fire and Rescue Service personnel are allowed to physically intervene in such emergency situations where, if they were not to intervene, there would be real and actual risk to person/s. Such intervention must only be sufficient and appropriate to contain the situation and prevent further injury or damage. All instances of physical intervention must be reported to the designated responsible person. Personnel undertaking work with persons where the risk assessment prior to the activity reveals the possibility of conflict, will undertake appropriate and where necessary specialised training in conflict resolution or a similar training programme, before undertaking the activity.

## **PART 3 INFORMATION AND ADVICE ON CHILD ABUSE**

## The Main Forms of Abuse

- 3.1 It is generally accepted that there are four main forms of abuse. The following definitions are based on those from "Working Together to Safeguard Children." (Department of Health, Home Office, Department for Education and Employment, 1999)

### Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or the threat of physical abuse.

Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. Physical abuse as well as being a result of an act of commission can also be caused through omission or the failure to act to protect.

### 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 making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

### Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of or consents to what is happening.

Sexual abuse may also include non-contact activities, such as involving children in looking at or in the production of pornographic material, watching sexual activities or encouraging children to behave in sexually inappropriate ways.

Boys and girls can be sexually abused by males and/or females, by adults and by other young people, and by people from all different walks of life.

### Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, leaving a young child home alone or the failure to ensure a child gets appropriate medical care or treatment. It may also include neglect of or unresponsiveness to, a child's basic emotional needs.

#### **Note:**

*Bullying is not an official category of child abuse but is damaging, harmful and oppressive. Please also note that children from minority ethnic groups, children with a disability and children with learning difficulties are more vulnerable to this form of abuse and may well be targeted.*

## Trafficking and Exploited Children

32. Trafficking is defined as “the recruitment, transportation, transfer, harboring or receipt of children by means of threat, force or coercion for the purpose of sexual or commercial sexual exploitation or domestic servitude”.

It is a rapidly growing global problem and is a violation of human rights affecting all communities. There is evidence that large numbers of children and young people from different parts of the world are subject to such exploitation within the UK or that the UK is used as a step in the process, with children and young people arriving here and at a later date being trafficked to another part of the world.

If any suspicions are raised that a child or young person is being trafficked or at risk of this employees should follow referral procedures set out in the Child Protection Policy and Guidance.

### **The Signs and Indicators of Abuse**

- 3.3 Recognizing child abuse is not easy, and it is not your responsibility to decide whether or not child abuse has taken place or if a child is at risk. You do, however, have a responsibility to act if you have a concern in order that the appropriate agencies can investigate and take any necessary action to protect a child. It must be recognized that you are not an expert or professional in the areas of child protection or social work. It is important that you do not assume this role.

For those with a supervisory role, it is important to regularly review the levels of involvement of personnel in individual cases, and the outcomes of each individual case will be recorded and be confidentially maintained.

The following information will help you to be more alert to the signs of possible abuse.

#### **Physical Abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Most children will collect cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins. However, some children will have bruising which can almost only have been caused non-accidentally. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern.

#### **Emotional Abuse**

Emotional abuse is the persistent emotional maltreatment 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 include not giving the opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's development capability, as well as overprotection and limitation of exploration and learning or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child though it may occur alone.

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may include physical contact or non-contact activities, such as involving children in looking at, or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse as can other children.

Usually in cases of sexual abuse it is the child's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children who tell about sexual abuse do so because they want it to stop. It is important therefore, that they are listened to and taken seriously.

### **Neglect**

Neglect can be a difficult form of abuse to recognise, yet have some of the most lasting and damaging effects on children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs likely to result in the serious impairment of a child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers) or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

## IF A CHILD TELLS YOU THEY ARE BEING ABUSED

Children will occasionally disclose abuse to an adult they have come to feel they can trust. This happens for many reasons, but the important thing to remember is that if they do tell you they are doing so in the hope that you will act to stop it happening, even if they ask you not to do anything with the information. Tell them that you will have to inform the designated person and that the statutory childcare authorities will also have to be informed.

They may feel as if they are betraying someone they are close to and whom they love. It is not unusual for a child to love the abuser but want the abuse to stop, especially when that person is a parent or carer. Equally it may be someone they fear, e.g. an adult whom they perceive to be able to influence decisions concerning their future. Either way, it takes great courage for a child to talk to an adult about abuse and your response can be crucial.

If a child discloses abuse to you in the course of your work it is important to react appropriately.

Do:

Remain calm and receptive.

Listen without interrupting; only ask questions of clarification if you are unclear what the child is saying.

Make it clear you take them seriously.

Acknowledge their courage in telling you.

Tell them they are not responsible for the abuse.

Let them know you will do what you can to help them.

Do not:

Allow your shock or distaste to show.

Probe for more information/ask other questions.

Make assumptions or speculate.

Make negative comments about the abuser.

Make promises you cannot keep.

Agree to keep the information secret.

It is important to remember too that it can be more difficult for some children to tell than for others. Children who have experienced prejudice and discrimination through racism may well believe that people from other ethnic groups or backgrounds don't really care about them. They may have little reason to trust those they see as authority figures and may wonder whether you will be any different.

Children with a disability may also have to overcome additional barriers before disclosing abuse. They may well rely on the abuser for their daily care and have no knowledge of alternative sources. They may have come to believe they are of little worth and simply comply with the instructions of adults.

Therefore, it is essential that everything possible is done to protect the children who place their trust in us.

If a child tells you that they are being or have been abused you must:

- Make an immediate record of what the child has said, if possible using their own words.
- Follow the instructions for reporting to a designated person.



## **AIDE MEMOIRE - REFERRAL PROCEDURE**

### **CHILD PROTECTION PROTOCOL**

The Service's Child Protection Policy "Designated Person" is the Community Education Officer, Community Risk

The role of the "Designated Person" is to:

1. Act as an official contact with Children's Social Care Department and any other involved Statutory Authority in the matter of a Child Protection referral.
2. To instigate any internal actions that may be necessary following a referral being made.

The referral procedure set down requires members of staff in the case of a referral to contact the Service's designated person. This is done directly in office hours, and out of office hours via Control using the statement - "This is a child protection matter".

Where available set information should be provided by the member of staff to the Community Education Officer (Community Action). A check proforma, copy included overleaf, is provided for ease of use.

The designated person's role will be to give initial advice and determine the appropriate follow-up action to be taken. If any doubt exists regarding the actual or potential harming of a child, that follow-up action will always include the notification of the relevant Social Services Department (contact numbers are listed below). This procedure applies irrespective of whether that harm is perceived to come from a member of their family, another person, including another child, or from a member of staff.

It is not strictly necessary for the designated person to make the referral themselves. It is, however, their responsibility to ensure the referral is made without delay whilst maintaining appropriate confidentiality. It must also be ensured that:

The relevant Social Worker receiving the call clarifies what actions, if any, will be taken and what the person seeking advice should do if there are further concerns.

The nature of the information passed and the name and designation of the Social Worker to whom the details have been passed is taken and recorded.

Telephone contact numbers are as attached

Please state initially that you wish to make a referral

## **NYFRS Safeguarding Procedures**

### **If a child tells they are or have been abused you must:**

- Listen and do not promise confidentiality
- Keep calm, reassure and do not ask leading questions.
- Allow the child to finish and tell them what you will do.
- Make an immediate record of what the child has said, if possible using their own words. Record dates and times.
- Inform the designated person without delay.
- If the designated person/s are unavailable contact Children's Social Care Dept direct on 0845 034 9410.
- Send out a full written record within 24 hours to the designated person marked "Urgent Child Protection – Confidential".
- The designated person when making a referral to Children's Social Care Dept must confirm the referral in writing within 48 hours.

### **Abuse requiring an immediate response**

- Make immediate Children's Social Care Dept, Police or medical referral.
- Inform the designated person without delay
- Send a full written statement within 24 hours to the designated person marked "Urgent Child Protection – Confidential".

### **If you suspect a child is the subject of abuse or neglect you must:**

- Determine whether you suspect the child to be in immediate danger of harm and if so respond as outlined above.
- If you feel the child appears not to be in immediate danger of harm you must inform the designated person without delay.
- Send a full written statement within 24 hours to the designated person marked "Urgent Child Protection – Confidential"
- The designated person when making a referral to Children's Social Care Dept must confirm the referral in writing within 48 hours.

## YOUNG PEOPLE FIRST

The following is a copy of the Young People First card, given to all employees involved in working with young people. It consists of a Code of behaviour for adults involved in such activities and provides advice on handling matters of suspected or alleged abuse.

### YOUNG PEOPLE FIRST

#### A CODE OF GOOD PRACTICE FOR NORTH YORKSHIRE FIRE AND RESCUE SERVICE EMPLOYEES WORKING WITH YOUNG PEOPLE

It is the policy of the North Yorkshire Fire and Rescue Service to safeguard the welfare of all young people by protecting them from physical, sexual, and emotional harm.

#### CODE OF BEHAVIOUR

- DO put the “Young People First” guidance into practice.
- DO treat everyone with respect
- DO provide an example you would wish others to follow.
- DO plan activities which involve more than one other person being present, and/or are within sight or hearing of others.
- DO respect a young person’s right to personal privacy.
- DO provide access for younger people to talk to others about any concerns they have.
- DO encourage young people and adults to feel comfortable and able to discuss attitudes or behaviour they do not like.
- DO avoid situations that compromise your professional relationship with young people. Encourage a relationship of trust.
- DO remember that someone else might misinterpret your action, no matter how well intentioned.
- DO recognize that caution is required when dealing with allegations of bullying, bereavement or abuse.

- DO NOT play physical contact games with young people
- DO NOT have any inappropriate physical or verbal contact with others
- DO NOT jump to conclusions about others without checking facts
- DO NOT allow yourself to be drawn into inappropriate attention seeking behaviour, tantrums or crushes.
- DO NOT exaggerate or trivialize child-abuse issues.
- DO NOT show favoritism to any individual.
- DO NOT make suggestive remarks or gestures, even in fun.
- DO NOT let suspicion, disclosure or allegation of abuse, go unrecorded or unreported
- DO NOT rely on just your good name to protect you
- DO NOT believe “it could never happen to me”.
- DO NOT take photographs of young people – without their parents / guardians WRITTEN permission

ORGANISATION	RESOURCE	TELEPHONE NUMBER
NYFRS	Head of Community Risk  Group Manager Community Risk Local Authority Designated Officer  Community Education Officer Designated Safeguarding Officer  Community Risk Officer Deputy Safeguarding Officer  Head of Corporate Information Unit  Control	01609 788541    07710 378490  01609 788544    07710 378534  01609 788546    07740 301430  01609 788573    07909 997137  01609 788518    07919 301868  01609 788595  01609 788595
York and North Yorkshire Children's Social Care Department	Customer Information Unit For concerns about a child you wish to refer or discuss:  All areas Open Monday to Friday 8.30am to 6.00pm; Saturday 9.00am to 12.00pm.  Emergency Duty Team (all other hours)	          0845 034 9410          0845 034 9417
North Yorkshire Police	Family Protection Unit Central East West  Out of hours	          01904 669303 01609 789464 01423 539365  01609 783131

**APPENDIX 5**

STRICTLY CONFIDENTIAL

Record of referral

**SECTION A: NORTH YORKSHIRE FIRE AND RESCUE SERVICE DETAILS**

Name:	
Designation:	
Department: <i>(I.e. Children's Services)</i>	
Contact Number	
Person Receiving Referral	

**SECTION B: INFORMATION ABOUT THE CHILD**

First name		Surname	
Date of birth		Age	
Any other name child / family known by			
Gender			
Ethnic origin			
Disability (if any)			
Current address, including post code			
Name of primary carers			
Child's GP (if known)			

*Please turn over*

SECTION C: DETAILS OF CASE

Details of concern <i>(If an fire incident, include time, place and any persons present)</i>	
Source of information <i>(If different from above)</i>	
Is child aware of referral?	
Is child/family aware of referral?	
Parents/carers response if aware	
Name/number	
Name of Social Worker	
Action to be taken	
Date	

SECTION D: GENERAL NOTES/FOLLOW UP ACTION

File Reference Number	File Location	CFN Team
Referral made: <b>YES / NO</b>		
Referral made by (Signed).....Time.....		
Name <i>(please print)</i> ..... No. ....Date.....		

## NORTH YORKSHIRE FIRE AND RESCUE SERVICE

COMPLAINTS PROCEDURE1.0 INTRODUCTION

1.1 It is the policy of the North Yorkshire Fire and Rescue Service that all complaints shall be dealt with fairly, swiftly, thoroughly, impartially and in confidence.

1.2 Persons wishing to make a complaint or having a grievance should be instructed to send full details to the Chief Fire Officer at:

North Yorkshire Fire and Rescue Service  
Brigade Headquarters  
Thurston Road  
Northallerton  
DL6 2ND  
Tel: 01609 780150.

The letter or phone call will be acknowledged in writing and investigated.

2.0 RECEIVING COMPLAINTS2.1 Written Complaints

2.1.1 Written complaints received should be passed to the ICTU Manager immediately, being aware of the need for confidentiality. The ICTU Manager will send a letter of acknowledgement, informing the complainant that the matter will be investigated and to expect written details of the outcomes.

2.2 Verbal Complaints

2.2.1 Anyone receiving a verbal complaint, whether by telephone or in person, should record all details, including the name, address and telephone number of the complainant. The recipient should inform the complainant that the matter will be investigated and to expect written acknowledgement and outcomes.

2.2.2 The recipient should produce a note for case. On completion, this should go to the ICTU Manager immediately, being aware of the need for confidentiality. This will then be handled in the same manner as a written complaint.

2.3 Acknowledgement

2.3.1 The ICTU Manager will acknowledge all complaints within 5 working days of receipt by the Brigade. This will only be exceeded if details of a complaint received by a section other than ICTU take longer than five working days to be made known to the ICTU Manager.

4.0 INVESTIGATION

- 4.1 The ICTU Manager, in responding to the complainant, will advise the right of appeal should the complainant be dissatisfied with the outcome of an investigation. If desired, the complainant should appeal, in writing, to:

The Secretary to the North Yorkshire Fire Authority

North Yorkshire County Council  
County Hall  
Northallerton  
DL7 8AL

5.0 COMPLAINTS RESOLVED OUTSIDE THE NORMAL PROCEDURE

- 5.1 When complaints are resolved without following the normal procedure, appropriate information should be forwarded to the ICTU Manager. This should include copies of correspondence and/or a detailed note for case.