



Pastoral Care Handbook For Parents

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for Parents

TTS Duty to Care

“TTS is committed to the welfare, protection and personal and professional development of all our apprentices. It is our duty to ensure they enjoy, learn and grow throughout their apprenticeship and be supported in gaining and completing their apprenticeship in their chosen career. As their training provider it is our duty to guide and advise them by professional conduct and standards through our policies and procedures that uphold their welfare and development at every stage of their learning process”

TTS Parent Partnership

TTS values and believes in the need for parent partnership working. TTS understands and appreciates your need to be involved in your son/daughter’s apprenticeship and to be informed at all stages of their progress and development. As the training provider of your son/daughter’s apprenticeship we will endeavour at all times to keep you informed on all matters relating to your son/daughter’s apprenticeship. Your involvement is essential and at times vital when issues arise that may jeopardise or impact upon the successful completion of the apprenticeship. We acknowledge your concerns and ambitions for your son/daughter to do well and as such we have effective procedures in place that communicates to you their progress. TTS welcomes any involvement of parents and is always on hand to answer any of your queries or concerns. You may contact us at mail@transport-training.co.uk.

TTS Conduct

TTS has responsibility for your son/daughter during their apprenticeship and as such TTS staff and associate staff have been trained in and adhere to the following:

Ethical Conduct

- (a) All staff who work with young people in the informal education context have a personal responsibility concerning themselves and the nature of their intervention in the lives of those people. They should plan and reflect on all aspects of their intervention and organise their work continually to do so.
- They need at all times to be aware of their role in different contexts, the likely dilemmas in each situation, the purpose of their intervention, the limitations of their

role and power and the latest ideas concerning good practice in the areas of intervention concerned.

- They should at all times be aware of the policies, procedures and guidance available to them to support work with young people in a safe, legal and productively educational environment. The repertoire of curricular approaches and activities should be continually updated so that the practitioner is able to offer a wide range of educational experiences to the young people with whom they work.

(b) There are particular responsibilities to:

- develop and utilise skills, knowledge and experience as fully as possible
- undertake in service training and professional development in order to remain up to date on professional issues and relevant curricular and legal issues
- regularly re-examine attitudes and methods of intervention in order to renew motivation and manage dilemmas at work
- maintain high personal standards of professional conduct
- foster good interpersonal relationships with all those involved with the apprenticeship
- behave and act reliably and consistently
- manage conflict and boundaries objectively, and in the interests of the delivery to young people of educational and support programmes
- acknowledge personal limitations in knowledge and competence, and to decline duties or responsibilities if unable to perform them in a safe and skilled manner
- seek advice as necessary
- ensure that professional practice is not influenced by commercial, or private considerations
- continuously evaluate outcomes and dilemmas encountered in the course of professional duties, and to reflect on them in an organised manner with colleagues
- refuse to use drugs or alcohol during work
- ensure the safety of service users at all times and to ensure the use of appropriate equipment, clothing, insurance, procedures
- avoid the personalisation of issues with service users and colleagues at work
- act in a way that encourages equal opportunities, opposes discriminatory action or policy and harassing, intimidating or bullying behaviour

(c) All staff working with young people have a particular responsibility to maintain and enhance the physical, emotional and educational well-being of the young people with whom

they work and to provide them with honest descriptions of roles and responsibilities and opportunities. It is therefore important to have knowledge of:

- Health and safety legislation and good practice
- The law as it affects young people, families and citizens' rights
- Anti discriminatory practice and legislation
- Employment law, practice and policies
- Employers' expectations
- Good practice in advice and counselling
- Effective communication skills
- The needs and aspirations of young people
- Educational, welfare and other support opportunities available to young people

Responsibility

(a) All staff working with young people have a responsibility to:

- promote the policies and practice that enhance the self-determination, self-esteem, collective responsibility and active citizenship of young people
- promote the rights of young people and their parents and guardians
- advise, befriend and counsel young people for the purpose of extending and developing their interests, awareness and responsibility of young people themselves
- assist young people in the transition to adulthood by respecting and understanding their needs and the opportunities available to them
- respect the privacy and confidence shared by young people, while upholding those professionally established protection and employment guidelines developed to support and protect young people and ensuring that the welfare and personal safety of the young person is at all times primary
- create and ensure the maintenance of safe and healthy settings that foster the physical, intellectual, social, emotional, moral and spiritual development of young people
- avoid participation in, and inform appropriate authorities of practices which are disrespectful, degrading, dangerous, exploitative, intimidating, psychologically damaging or physically harmful to young people
- protect young people from abuse and neglect
- report abuse and neglect so that action can be taken
- avoid commissioning or assisting an infringement of the law

- avoid active collusion with young people in evasion of the consequences of illegal acts, where laws seek to protect children, young people and the wider community from harm

(b) All staff should recognise and ensure clear boundaries at all times between professional and personal relationships. In particular they must:

- ensure that the young people themselves understand the boundaries between professional and personal relationships
- avoid relationships with young people which involve emotional dependency
- avoid sexual intimacy with young people, both inside and outside work
- be sensitive to the use of inappropriate words and language
- respect the physical and emotional privacy of young people
- focus on the needs of young people as being primary
- develop professional relationships with young people and not in order to achieve power over them for personal interest, gain or fulfilment

(c) All staff working with young people work with a variety of individuals and agencies to secure provision and meet the needs of young people. This work should have as its prime focus the meeting of needs of those young people and the encouragement of collaborative partnerships which enables employers and young people to further their interests and create new and more varied learning opportunities by being more involved in decision making processes. Those working with young people will need to assure parents and other agencies that their planned intervention and processes are transparent and comprehensible, and that all staff working with young people are appropriately trained and supported.

Best Practice

Each young person who participates on the programme will be:

Listened to

Valued and respected as an individual

Encouraged to get involved in decision making processes

Supported and Praised

Based on these principles the following guidelines should be adhered too:

Staff should not spend excessive amounts of time alone with young people especially if they are away from others

Meetings with young people should take place in an open space where possible, in the event of needing privacy the door should be left open and another member of staff should be informed about the meeting

Staff are advised not to make unnecessary physical contact with young people. However, there may be occasions when physical contact is unavoidable such as First Aid in these cases physical contact should only take place with the consent of the young person involved. Young people should NOT be taken alone in car journeys however short. In the case of needing to bring a young person home the parent or guardian should be contacted before the journey stating approx time and another worker should accompany you on the journey. If this is unavoidable, parents and the leader in charge should be informed

Staff should not meet with young people outside of organised activities, unless it is with the knowledge and consent of parents.

Staff should NEVER

Engage in sexually provocative games or rough physical games

Allow young people to use inappropriate language unchallenged

Make sexually suggestive comments about or to another young person even in fun

Let allegations a young person makes go without being addressed or recorded

Do things of a personal nature for young people that they can do for themselves

The welfare of each young person is the most important consideration of this organisation. Each staff member must be aware of the language they use around young people, be aware of their behaviour in relation to not only young people but also to other workers and be aware of their attitudes in working with those young people who may differ in ethnic origin, religious faith or political persuasion.

Good working relationships between all workers and young people will help young people feel safe in expressing their feelings, fears, beliefs and experiences openly.

Child Protection Policies and Procedures

Under government legislation, Access NI, all agencies & persons working with children and young people must be trained in and have a Child Protection Policy and Procedures and a designated Child Protection Officer. This legislation relates to the protection of children aged 5 –18yrs against any form of abuse. TTS values and upholds this legislation and as such

has a policy, a designated officer and effective procedures. TTS believes that it is important for all parents to have and understand our Child Protection Procedures and to have the necessary information should you at any time need to report such a matter. Our child protection designated officer (Safeguarding Officer) is Ms Melissa Whiteside, who is fully qualified. Should you ever need to contact her you can call 02890825653 or email melissa@transport-training.co.uk In any event you can contact us at info@TTS.co.uk

Procedures for recruitment and selection of staff

TTS in selecting and recruiting staff will adhere to the following procedures:

That all job descriptions will carefully outline the required skills and performance levels needed to work with this organisation

That all positions whether paid or voluntary will be openly advertised to ensure the highest quality of opportunity

That all applicants will apply in writing, and include personal details, past and current work experience and all qualifications and skills relevant to the post

Proof of identity will be asked to be provided

References will be asked for in relation to work experience as well as character identity.

These references will be provided in written format and followed up with a telephone call

A meeting will take place with applicants who will have been short listed; this is not a formal interview but an opportunity to meet with the client in an informal setting to check out attitudes

All employees whether employed or voluntary will undertake a POVCA check through Access NI. The employee must sign a consent form.

TTS Child Protection Policy

Young People have the right to be protected from any Physical, Emotional or Sexual harm. This organisation is fully committed to safeguarding the well being of its apprentices in line with the Children's Order NI 1998 *"the welfare of the child is paramount"*

TTS Child Protection Policy

TTS believe that:

"Young people are today's future, they have rights, they have a voice which should be listened too, they have visions and aspirations that should be respected and they should have space in which they can grow and develop"

Our practice will protect young people from harm by ensuring that effective procedures are in place for both the staff team (inclusive of volunteers) and the young people who participate in our programmes.

We will provide an environment whereby young people can participate in programmes feeling safe, respected and valued

We will provide effective management for staff and volunteers through supervision, support and training

We will share information about child protection and good practice procedures

We will share information about concerns with agencies who need to know and involving parents and young people appropriately

We will follow carefully the procedures for recruitment and selection of staff and volunteers

Child Protection Procedures

All members of staff within TTS are aware and have met with the designated officer in charge in dealing with allegations or suspicions relating to abuse.

Definitions of abuse are as follows:

Neglect

The actual or likely persistent or significant neglect of a child or the failure to protect a child from exposure to any kind of danger, including cold and starvation, or persistent failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non-organic failure to thrive.

Physical Abuse

Actual or likely deliberate physical injury to a child, or wilful or neglectful failure to prevent physical injury or suffering to a child

Sexual Abuse

Actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not truly comprehend, to which they are unable to give informed consent or that violate social taboos of family roles.

Emotional Abuse

Actual or likely persistent or significant emotional ill treatment or rejection resulting in severe adverse effects on the emotional, physical and/or behavioural development of a child. All abuse involves some emotional ill treatment. This is where it is the main or only form of abuse"

Any apprentice who believes, suspects or is a victim of abuse should notify the Child Protection Officer (Safeguarding Officer) immediately who will handle the matter in accordance with TTS Child Protection Procedures. Any person wishing to report such a matter should do as follows:

Guidelines for Good Practice in Listening to Children Disclosing Abuse

Listen to the young person rather than question them directly

Offer them reassurance without making promises, and take what the young person says seriously

Never stop a young person who is freely recalling significant events. Do not overreact

Explain what you have to do and who you have to tell

Do not question or interrogate the young person

Record the discussion accurately, as soon as possible after the event, even if it is information you do not understand fully, or like writing down. **This is of vital importance**

Contact the designated person within TTS. The designated person may then discuss the concern / suspicion with Social Services and, if appropriate, make a direct contact

Make direct contact with Social Services if the designated person is not available or it is inappropriate to approach them

Record any discussions or actions **within 24hours**

Sharing information about concerns with agencies, parents and young people appropriately

Protecting young people from physical, emotional and sexual abuse is the main concern of TTS. In protecting young people from harm the need for effective co-operation between young people, their families and professionals is essential.

The confirmation and the identification of an alleged and actual abuse should be left to the appropriate professionals, the concerns of staff will be dealt with through the organisation.

Therefore:

All staff will know who the designated person is with whom they discuss the alleged abuse

All staff will know the correct procedure for recording and reporting an alleged abuse case

All staff will know how to record incidents and where to find the log book.

The log book will be kept in a safe and secure place and will be kept confidentially

If a young person discloses abuse – it is important to:

Listen to the young person

Offer reassurance – without making promises

Take what is being said seriously

Never stop a young person who is freely recalling significant events

Do not overreact

Explain the procedures that you must now follow and whom you have to tell

Do not question

Do not interrogate

Procedure for Recording allegations or suspicions of abuse

Name of Child: _____

Age: _____

Any special factors: _____

Parents Name: _____

Home Address: _____

Tel No: _____

Are you making a report based upon your own concerns or passing on someone else's?

What has prompted your concerns?

Any physical signs: _____

Any behavioural signs: _____

Indirect signs: _____

Time and Date of recording _____

Has the young person been spoken to? If so what was said?

Have the parents been contacted? If so what was said?

Has anybody been alleged to be the abuser? If yes, please record details

Has anyone else been consulted? If yes, please record details

You have reported this allegation too?

What time and date did you do this?

_____	_____
Signed (worker)	Date (worker)
_____	_____
Signed (designated person)	Date (designated person)

Reporting Allegations or suspicions of abuse

Designated officer's details

Name: _____

Job/title/role: _____

Address: _____

Tel No: _____

Organisation's details

Social Services Office: _____

Address: _____

Tel No: _____

Emergency No: _____

Emergency Services details

Police Station Notified _____

Address: _____

Tel No: _____

Principles underlying our Policy and Procedures

TTS is committed to the personal, social and educational development of young people. The following principles will underpin our Child Protection Policy

The young person's welfare must always be paramount: this overrides all other consideration

A proper balance must be maintained between protecting young people and respecting the rights and needs of parents and families: but where there is conflict the young person's interests must remain paramount

Young people must be listened to. It is important that when young people speak we listen, especially in relation to disclosures of abuse. Staff should always ensure that the young person has opportunities to express their concern about what has happened to them. Young people have the right to be heard, to be listened to and to be taken seriously. Taking account of their age and understanding, they must be consulted and involved in all matters and decisions which may affect their lives.

Parents/carers/guardians have a right to respect, and must be consulted and involved in, matters which concern their family

Actions taken to protect a young person must not in themselves be abusive by causing the young person unnecessary distress or adding to any damage already suffered

Intervention must not deal with the young person in isolation: the young person must be seen in a family setting

The criminal dimension of any action cannot be ignored

Actions taken by agencies must be considered and well informed so that they are sensitive to, and take account of, the needs of the young person's gender, age, stage of development, religion, culture and race

All agencies concerned with the protection of young people must work together on an interagency basis in the best interest of young people and their families

TTS Bullying Policy

TTS is a place of safety, recreation, learning and support for everyone who avails of our services. As such we are fully committed to the welfare, protection and development of young people, staff, volunteers and user groups. It is our policy to prevent and to also address any acts of bullying or harassment with immediate effect.

The Board of TTS acknowledges that harassment detracts from a productive working environment and can adversely affect the health, confidence, morale and performance of those affected by it.

Staff are required to undertake their duties in a professional manner and to comply with all reasonable instructions and to co-operate in the promotion of harmonious working relationships

Harassment is:

Unwanted conduct whether verbal or not, of a sexual, sectarian, religious political or racial nature, or any other conduct based upon another's race, gender, disability and dignity

Bullying is:

Unwanted behaviour whether, physical, emotional, extortion, indirect forms of spreading rumours, verbal or mental abuse to another person

The act of bullying or harassment damages the environment of our learning. The effects of such behaviours can have devastating effects on the health, confidence, morale and performance of those persons affected by it. It may also affect others who may not be the direct result of the behaviour but who have witnessed or have additional knowledge. Everyone within TTS is entitled to work, participate and use our services in an environment of respect, for ones personal dignity, for ones rights and protection.

TTS has zero tolerance of this type of behaviour. Staff with TTS and partner organisations involved in this behaviour will be dealt with through formal procedures. Young people involved in this act will be dealt with through TTS procedures.

Bullying / Harassment Procedures

All staff will be trained in identifying and dealing with incidents of bullying

TTS will aim to help both the victim and the bully through encouraging discussion of the issue in order to plan a way forward to deal with the issue

The needs of the victim will at all times be paramount

Parents of both parties will be informed when bullying or harassment behaviour has been identified

Parents will be invited to attend

Anyone who feels that they are being bullied or harassed by another(s) can in confidence speak to our designated Child Protection Officer

TTS Managing Difficult Behaviour

TTS is committed to the personal and social development of young people, reflecting our Mission Statement that all staff and young person are treated with respect, valued, listened to, supported and provided with opportunities to enhance their educational development and life skills.

It is the policy of TTS to protect and safeguard young people, staff, volunteers, user groups and visitors against any behaviour that is violent, aggressive and threatening. Such behaviour is not tolerated and procedures will be followed immediately.

Difficult behaviour

- Violent actions
- Aggressive language both verbal and non verbal
- Threats on self, family and personal

Difficult behaviour by young people is neither uncommon nor unlikely never to occur. TTS understands the pressures and issues that many of our young people face on a daily basis and as such our programme of work and style of work reflects the needs of young people and assists them through a variety of means. Nevertheless, anyone who carries out such behaviour will be addressed through formal procedures:

Staff may face disciplinary procedures

Young people may face expulsion from their apprenticeship

TTS Alcohol & Drug Policy

TTS has a duty to protect the health, safety and well-being of all its apprentices, staff or user groups when participating in any programmes delivered by TTS. Thus our policy it is that TTS is an alcohol and drug free environment.

TTS Procedures for Dealing with Alcohol and Drugs

Alcohol

The consuming of alcohol is forbidden on the premises of or premises hired by TTS responsible adults found consuming alcohol or arriving to work under the influence will face disciplinary procedures

Young people found consuming alcohol or arriving to place of study / work under the influence will be asked to leave the premises, parents will be notified and further action may be taken.

Drugs / substance usage

- The possession, use and distribution of illegal drugs is forbidden on the premises of TTS and on premises of which TTS uses for the activities and programmes of work out of centre.
- Responsible adults working on behalf of TTS found or suspected of taking, using or in possession of illegal drugs will face immediate disciplinary procedures and such behaviour is gross misconduct of your employment and could result in dismissal
- Any young person(s) caught taking, distributing or in possession of illegal drugs will be asked to leave the premises immediately, the substances taken, parents contacted and in some cases police informed.
- Management or workers can only search the person with their consent, without consent such action may not be taken.
- If a search is permitted it may only consist of outer clothing, another worker must be present and of the same sex of the person in question
- If drugs are found they must be destroyed immediately and/or taken to the police and done so in the presence of another worker and with the consent of the Board of TTS.
- If police are notified the manager is responsible for all actions and discussions following the incident, the drug(s) must be stored in a safe place and the police notified of the time of arrival to the station to hand over the substance(s)
- Police and other authorities (where applicable) will be notified
- A written report must be submitted within 24 hours of the incident by both the staff member (if applicable) and the manager

Young Person's Confidentiality Policy

When a young person is with a staff member or tutor, it is important that they can feel free to talk about themselves and the things that affect them.

They have the right to privacy and safety. No staff member or tutor will gossip about them or talk to people outside about them.

Sometimes it will be necessary to share information about the person within the project team. Therefore it is important that they know that what they share with a staff member or tutor may not remain private. The sort of information that may not remain private is:

- if they are being hurt by someone
- if they are in desperate need for help for something that the staff team can not provide, such as a safe place to stay, sexual abuse, counselling or help with a drug or alcohol problem

There are also circumstances where in order to protect their safety, the staff team will need to share information about them with outside agencies. Examples of this are as follows:

- if they are being sexually, emotionally or physically abused by someone
- if they are being threatened by violence
- if they tell a staff member or tutor that they are going to do any harm to themselves or another person,

They have the right to view any material written about them

Young Person's Complaints Procedure

TTS will provide an informal and a formal resolution process which ensures the handling of complaints internally on matters of:

Equal Opportunities

Sexual, Physical and Emotional Harassment

Bullying

Disability

Acts of Discrimination

Unfair Treatment"

Anyone wishing to make a complaint should follow the enclosed guidelines:

Problem Solving/Grievance Procedure

If a young person has a problem with another young person, staff member, tutor and/or another employee, they should first discuss the matter with the designated officer responsible for complaints. The young person may take another colleague along to this discussion if they wish.

At this meeting, the conversation *may* be recorded by the designated officer; the person(s) in question will then be invited to an informal meeting to discuss the matter, if the complaint cannot be resolved via an informal discussion. The person making the complaint must then do so in writing and give to the designated officer.

When a complaint is presented in written format the designated officer has a duty to follow this through, by engaging with both parties and presenting the complaint to the Board of TTS for resolution.

The person(s) whom the complaint is made about have the right to formally write their side of the story and present this also to the designated officer who will then present it to the Board of TTS.

TTS is committed to providing a safe learning environment whereby young people can express themselves in an open and safe manner free from discrimination or judgement.

Parent Complaints Procedure

As with the procedure for any young person wishing to make a complaint, there is also a procedure for any parent wishing to do the same. The procedure is a clear method of practice which addresses fairly and with importance the concerns of parents/guardians.

Any parent wishing to make a complaint regarding either, the training provider, the employer, staff member, tutor or against another apprentice should contact the designated person to arrange a meeting to discuss the matter in the first instance. Informal and formal procedures will be applied at appropriate stages and the matter will be resolved with due regard for the persons involved.