



WORKING WITH CHILDREN AND YOUNG PEOPLE

Information for Parents, Carers, Children and Young People

Statement of Commitment

FOCAL is committed to promoting and maintaining the safety and wellbeing of all children and young people who are in contact with FOCAL services. Individuals will be treated with respect and understanding and have their concerns addressed. FOCAL will endeavour to provide safe and supportive services at all times that are friendly and promote learning.

To achieve FOCAL's commitment to children and young people you can expect FOCAL to:

- ✓ Recruit suitably qualified staff and volunteers
- ✓ Provide staff and volunteers with relevant training, support and supervision
- ✓ Encourage individuals to raise concerns and ensure these are responded to professionally and promptly
- ✓ Ensure FOCAL's policies and procedures outline how the safety and wellbeing of children and young people will be maintained. This includes procedures for managing risks and suspected abuse and neglect
- ✓ Manage any breaches of FOCAL's child and youth risk management strategies

In addition you can expect all staff and volunteers to:

- ✓ Follow FOCAL's Code of Conduct for Working with Children and Young people
- ✓ Adhere to FOCAL's policies, procedures and practices
- ✓ Undertake a criminal history screening and maintain a current blue card
- ✓ Report concerns to their line manager promptly
- ✓ Uphold individual's rights including the right to feel safe and be listened to
- ✓ Promote opportunities for fun, learning and individual development
- ✓ Be a positive role model
- ✓ Know who has parental responsibility for each child or young person they work with
- ✓ Provide relevant information to children, young people and carers so they are aware of what to expect and how to complain
- ✓ Maintain a safe and friendly environment

**To assist FOCAL to meet its commitment to children and young people
Parents and Carers are expected to:**

- ✓ Respect the rights, dignity and worth of others they have contact with
- ✓ Support FOCAL to provide a professional and safe service
- ✓ Provide their child or young person with the required support (e.g. clothing, food, money for expenses)
- ✓ Respect the decisions of FOCAL staff
- ✓ Encourage children's efforts and performance
- ✓ Aim to be a positive role model for children and young people
- ✓ Remember that children are participating in activities of their choice and for their enjoyment
- ✓ Give positive and critical feedback
- ✓ Raise any issue or concerns to staff as soon as is possible, including concerns regarding bullying, intimidation or harassment
- ✓ Inform FOCAL of any changes to the personal situations (e.g. address, custody requirements)
- ✓ Follow FOCAL's risk management strategies for children and young people

Children and Young People are also encouraged to meet the following expectations:

- ✓ Show respect for other children, young people and adults
- ✓ Treat others as they would like to be treated
- ✓ Listen and follow instructions
- ✓ Have a say and be involved in their supports
- ✓ Speak up if they are worried or concerned about anything
- ✓ Not accept any bullying or bully others

For further information about working with Children and Young People please refer to: FOCAL's Procedure – Working with Children and Young People