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1. Scope of Document

- 1.1 This document details the responsibility of staff in relation to the health and safety of themselves and others. It provides a framework for action and outlines expectation's in terms of the responsibilities of managers, case holders and staff generally. There will inevitably be situations which this document does not cover, though it is of course a core expectation of all staff to raise with their manager any concerns they may have in respect of health and safety at work.
- 1.2 In light of the significant body of material already available to enhance health and safety at work, this document is not intended as a standalone document, rather it outlines measures specific to the YJS.

2. Responsibilities of Team Managers

- 2.1 Whilst some aspects of the following maybe delegated, it is the Team Manager's responsibility to ensure that processes are in place to cover the following. See Appendix 1 for YJS managers checklist which may assist.

2.2 Case Allocation

All cases are to be allocated and managed in accordance with the YJS Allocation and Transfer Policy. This will ensure that where there are complexities around risk an appropriate practitioner will be undertaking the assessments and working with the case.

Care will be taken not to allocate cases to a worker who is deemed to have a personal connection. Similarly, consideration will be given to the address of the young person and the potential for conflict with the personal life of the allocated worker.

2.3 Emergency Contact Records

Team Managers must ensure that they collect emergency contact details from new members of staff as part of their induction. A full record of emergency contact details, including car make, model and registration, for all YJ teams will be stored on Sharepoint ([files here](#)) and the password provided to those with right to access. It will be the responsibility of individual staff members to ensure that their manager is updated regarding any subsequent changes to personal information, though their manager will be responsible for updating Sharepoint records. These details should be checked as being up to date on a yearly basis.

2.4 Driver Record Form

Team Managers should ask to view staffs driver documentation and complete the SR63-64 Driver Record Form and Risk Assessment.

2.5 Personnel Checking and Escalation of Concerns

The Team Manager will ensure that all newly appointed staff members have been subject to the appropriate level of DBS screening and ensure that all staffs DBS are up to date.

Where it is brought to the Team Manager's attention that there are concerns regarding involvement or practice by a worker then immediate action must be taken to establish the level of concern to determine the appropriate course of action. Depending on the severity of the concerns consideration needs to be given as to whether it needs to be referred to the LADO. This will be decided in conjunction with the Service Manager.

2.6 Supervision and Training

Managers should ensure that they have attended the Health and Safety training for managers and ensure that staff have completed the relevant health and safety e-learning (e.g. Display Screen Assessment (DSA) Learning, Fire Awareness Training etc) as per NCC timescale guidelines. The DSA checklist should be completed and will be reviewed in supervision. Team Managers should review staff training record as part of the supervision and EPDR process to ensure relevant e learning is up to date.

It is the responsibility of the individual to bring to the attention of their manager any specific or personal health and safety considerations. This could include, for example: early pregnancy; a personal link such as staff's own children attending the same school; personal experience or trauma which precludes them working with particular offence categories; any diversity issues which may impact on effective management and co-ordination of health and safety. This list is in no-way exhaustive.

2.7 Case Management Meetings

Where there are specific known issues regarding health and safety then these should be reviewed at Case Management Meetings (CMM) and recorded within minutes. If there is a change to the level of risk/how this is to be managed the Risk to Staff Assessment form should also be reviewed, and the information

shared with relevant parties. If there is a risk to staff, then this characteristic should be added to Capita.

2.8 **Out of office working**

NCC supports smarter and mobile working. Many employees cover a wide geographical area during the day, including visiting families, working at other Council buildings, partner organisations or from home. It is important to remember that when working remotely staff are expected to give work their full attention and to use the various technologies available to ensure they are as accessible/ contactable as if they are in their normal work base. There is a requirement for staff to let others know where they are working by keeping their Outlook calendar up to date. Using online systems rather than paper-based ones means that everyone has access to the same information.

The ability to maintain confidentiality both of telephone conversations, written documents and computer records is a key requirement when working in any location and any risks should be carefully considered by the member of staff. When working from home / other locations documents and equipment should be securely stored, never left in vehicles unattended and kept separate from any other members of the household or visitors gaining unauthorised access to confidential information. Any breach of confidentiality arising from this statement may be investigated and considered under the Council's Disciplinary Procedure.

Staff should have completed a 'Working from Home Self Assessment Checklist'.

Home Visits to families, as well as more occasional and ad hoc working out of the office, are covered by the respective Home Visits and Community Contact Risk Assessment SR12.

2.9 **Lone Working and Emergency Situations**

Each team shall have in place a system for supporting staff on visits outside of the office/out of hours. This may include use of the Family Service staff and management cover arrangements which will be individual to the team within which you are working. If you are unsure of what cover is available please speak to your manager. **

To ensure a consistent approach across all departments NCC has implemented a lone worker protection system from Peoplesafe. Workers should ensure the app has been installed on their smartphone, which is connected to an Alarm Receiving Centre, should an emergency arise.

E learning in relation to using the app should also have been completed.
<https://peoplesafetraining.typeform.com/to/RCeeQEsp>

If you have any questions after the e learning you can contact the Peoplesafe Customer Support Team on 0800 990 3562 or Email Peoplesafe at customer.support@peoplesafe.co.uk

3. Responsibilities of Case Holders

3.1 Completion of Risk to Staff Assessment Form

Prior to completing an initial visit the case holder should complete the following checks in order to complete the Risk to Staff Assessment Form:-

- Check with YJS Police colleague records relating to the young person and the home address;
- Mosaic database check to ascertain whether there are any known Health and Safety issues affecting the family. If the case is open to Children's Social Care then an initial discussion should be had with the allocated worker prior to the initial visit.

In addition to the risk of physical, emotional, sexual, violence and abuse, staff are to be aware of the risk presented in terms of previous allegations made against workers. If young people and families are known to have made previous allegations then the specific nature of these should be discussed with the Team Manager so that an appropriate control may be introduced.

Once completed, the Risk to Staff Assessment Form should be countersigned by the Duty Senior alongside other risk documentation and uploaded to CAPITA. Any instances where the risks to staff are assessed as 'High' should be referred to the Team Manager or Advanced Practitioner for a fuller consideration of the circumstances and how this will be managed to keep staff and others safe.

3.2 Information checks on relevant friends, family and associates

Following the initial appointment, the case holder may have further information regarding the names of other children and adults who either live at or frequently visit the address. Case holders should request further Police checks on the relevant adults and will be required to complete the enquiry form outlining the nature of their query for Police records. Mosaic should be checked in relation to the other children and young people at the address.

3.3 Recording and sharing risk to staff concerns

In addition to the completion of the Risk to Staff Assessment form, specific risk issues identified during the assessment should be clearly recorded in the case recording system. If there is an identified risk to staff then the 'Risk to Staff' characteristic should be added to Capita and specific details added in the notes section. Consideration should also be given to appropriately recording within the Risk of Serious Harm (RoSH) and Safety and Wellbeing (SaW) sections within AssetPlus/other assessments along with any agreed controls.

If new concerns come to light this information should be shared with the Team Manager, the appropriate risk assessments should be reviewed, and all involved workers notified of the change in circumstances especially where there are specific risks to staff indicators identified. Appropriate steps need to be taken to ensure that all workers involved are made aware of the issues and any resulting controls e.g. joint working, preclusion of home visits etc.

Timescale will be dependent on the nature of the information, though this action would be expected to be completed within 48 hours considering the priority nature of Health and Safety. Timeliness is a key component of defensible action, thus it may be that immediate action is required in some circumstances. If in doubt case managers should discuss with their Team Manager.

4.0 Weekend Tracking and JAC procedures

Details of the on call YJS manager, tracking, JAC officers and young people due to tracked/attend the JAC will be provided during the week prior to the tracking weekend.

When there are two members of staff covering the tracking visits (e.g. one for North, one for South), a 'buddy' system will be used and both workers will be 'checking' in and out with each other as detailed below. A designated manager will be on call for urgent health and safety issues, but for general checking in and out procedures; this will be undertaken by the buddy system.

When there is one member of staff covering tracking the on-call manager should be contacted as under the buddy system.

Please note; the on-call manager will need to be contacted via a telephone call to the YJ Duty Managers number (0115 804 3939) as this number does not receive text messages.

Staff should ensure that mobile phones are fully charged and they have access to an in car charger to keep in contact.

- ***Start of tracking***

Ring/text the other tracking officer/manager detailing the following:

- That you are commencing tracking
- The order of children to be tracked – Initials e.g HA, PY, WK, ND
- Anticipated time of arrival back home

- ***During tracking***

If it is likely that you will run past your anticipated time of arrival at home, text the other tracking officer or call the manager to update them of your new anticipated time of arrival. If this is anticipated to be after 1pm, call the on call manager to advise them of your anticipated time home.

Please ensure that any additional health and safety procedures for individual cases, which are detailed on the tracking list (i.e. texting your buddy before and after a visit, not going into the property etc) are adhered to.

- ***End of tracking***

Text or call to the other tracking officer/manager confirming that you are home safely. If there are two tracking officers; the tracking officer who finishes last is responsible for calling the on-call manager to confirm both officers are home and tracking has ended.

If a confirmation call has not been received within an hour of the anticipated time of return, a telephone call will be made by the other tracking officer/manager to verify the wellbeing and safety of the tracking officers. If you are unable to verify the safety of the buddy tracking officer, a call should be made to the on-call manager.

If the duty manager has not heard from the tracking officer within an hour of their estimated finishing time they will call and text their works mobile to verify that they have returned home/asking them to make contact. If nothing is heard within another 30 minutes the duty manager will attempt to make contact using the tracking officer's personal mobile number; phoning and texting. If there is no response within 30 minutes the duty manager will contact someone on the emergency contacts list to check if they have had contact with the tracker and if they can establish their whereabouts.

If attempts to make contact have not been successful, the duty manager should contact the young people/families who were being tracked in reverse order to check if the tracking officer has attended, confirming times so that movements and last known whereabouts can be established. The duty manager should use discretion in their enquiries and if they are concerned as to the safety of the tracking officer should make contact with the police using 101.

- ***Health and safety issues***

Should there a health and safety issue during the tracking visit, the tracking officer should contact the on call manage to discuss the appropriate action. If there is an emergency incident which requires an immediate response/intervention to ensure the safety of the tracking officers or others then the police should be called, 999.

4.1 Sickness

Should a tracking officer be sick on the day they are due to track, they must call the on-call manager to advise them that they are sick and unable to track. Contact will be by telephone call and not by text.

The on-call manager will ring the 2nd tracking officer to advise them that their pair is off sick. The procedure for lone tracking should then be followed.

In cases of sickness the 2nd tracking officer will telephone track any young people that were due to be visited by the tracking officer who is off sick at the end of their shift. Claims for overtime should include the time spent covering these extra telephone tracking calls.

If there is only one tracking officer working and they are sick, and unable to track, they will need to inform the on call manager. The on call manager will telephone track the young people and update the young person's case record contacts accordingly.

4.2 Junior Attendance Centre's (JACs)

The on call manager will also provide management cover for the two JAC's running on Saturday mornings at;

West Bridgeford Young People's Centre 10.00 – 12.00

MyPlace at The Folk House Young People's Centre in Mansfield 10.30 - 12.30

The on call manager should be contacted at the end of the JAC session by the Full Time Worker (or a Part Time Worker in their absence).

If a confirmation text has not been received within an hour of the end of the session, a telephone call will be made by the manager to verify the wellbeing and safety of the JAC Workers.

Personal mobile contact numbers / land line numbers will be held by the on call manager. These will only be used by the on call manager as a backup where it has not been possible to reach staff on their work mobile within 60 minutes of the anticipated arrival home. Should the manager not be able to reach the worker via these means within an hour of the anticipated arrival home/completion of JAC, the manager will take action as detailed in ***End of tracking*** above. **It is therefore important that workers remember to 'check out' when they have returned home safely/completed the JAC.**

5.0 Responsibilities of ALL staff

5.1 Communication of concerns

Any concerns relating to matters of Health and Safety should be communicated to the case holder at the first opportunity so that control measures may be reviewed. If the case manager is not available then this information should be shared with the Locality Manager to ensure timely action. If there is an imminent visit by another staff member, or urgent risk issue, then appropriate action must be taken to mitigate risks to others. Case records must be updated; timely and full, outlining the nature of concerns and the action taken.

5.3 Third Party Information

Third Party Information must be clearly marked and highlighted as such when either recording or sharing with other workers, e.g. ‘** CONFIDENTIAL THIRD PARTY INFORMATION – NOT TO BE DISCLOSED**’ (Data access and recording policy 3.6). This type of information is always sensitive and inappropriate disclosure could put either the worker or somebody else at risk

5.4 NCC Accident and Incident Reporting

Staff should always speak to a manager about an incident and report all incidents (and near miss) using the electronic reporting system.

<https://nottscs-safety.net/upgrade/Login/default.aspx?ClassicSession=clear>

The purpose of this is to ensure the authority has effective oversight in relation to reporting and investigating accidents, incidents (including near misses, verbal and physical assaults), ill health and dangerous occurrences.

Please see well worker incident notification guidance 2020.

5.6 General Practice Concerns

Where staff become aware of any health and safety issues in relation to general practice then these should be highlighted to their respective manager so that appropriate action can be taken.

5.7 Use of Evolve online visit approval system

https://evolve.edufocus.co.uk/evco10/evchome_public.asp?domain=nottinghamshirevisits.org.uk

All trips, visits and adventurous activities need to be put through the Evolve system. These are then signed-off by the appropriate line manager or Nottinghamshire County Council LA. This process needs to be followed if using a third party provider to deliver intervention or activities to young people who have been asked/directed to attend by the YJS.

If staff are arranging an activity, they should discuss this with Mick Lord or Hedley Sansom (Interventions Team Manager/AP) who can advise regarding health and safety measures which need to be taken, including any necessity to update evolve.

6.0 Useful further resources:

- <http://intranet.nottscs.gov.uk/workingforncc/healthandsafety/healthandsafetyusefulforms/>
- <http://intranet.nottscs.gov.uk/workingforncc/healthandsafety/>
- NCC A5 Reporting and Investigating Work-Related Accidents, Incidents and Ill Health: Policy

- NCC B30 Health and Safety Guidance on Lone Working [PDF]
- NCC B11 Policy - Managing Work Related Violence & Aggression [PDF]
- Community Contacts and Home Visits Risk Assessment (SR12)
- Health and safety tips for Youth, Families and Social Work staff (SR6)
- Well worker Incident Notification Guidance 2020
- Smarter Working Protocols 2018

All the above are contained on the YJ Resource Space on Sharepoint in YJS Policies and Guidance>YJ Health and Safety.

7.0 Statement of Understanding

New staff should be asked to read this document as well as the relevant SR12's and then sign the attached Statement of Understanding. This is to take place at an early stage in their induction and certainly prior to the undertaking of any independent contact with young people and families.

Completion of the above should be considered alongside the Safeguarding Scheme of Delegation and the Data Access and Recording policy, both of which are also required to be read and signed prior to independent working with young people and families.

To be completed as part of the induction for all operational staff:

I have read and understood in conjunction with:

- SR12 Home Visits, Community Contacts

Signed _____

Name _____

Role _____

Date ____ / ____ / _____

Appendix 1

Health and Safety YJS Manager's Essentials Checklist

1. It is recorded that all staff have had sight of:
 - a. YJ Health and Safety Guidance document
 - b. SR12 Community and Home Visits
 - c. YJ Home Visits Policy

2. TMs to issue emergency contact details sheet to all staff/ new starters and ensure details are available on OneSpace.
Details to be checked annually in EPDR, though onus on workers to update if they change in the interim.
3. All TMs to review responsibilities under SR60.
4. All TMs to ensure completion of SR64 for new starters, which is then to be reviewed annually in EPDR.
5. TMs to attend H&S essentials 1 day training (available through BMS).
6. TMs to ensure that team are aware of Family Service staff and management cover arrangements.
7. TMs to maintain record of training for the team (this should be accessible on my learning , my career).
8. TMs to ensure incidents recorded on well worker and reviewed and RIDDOR incidents reported.
9. All staff (TMS and CMs) to undertake Display Screen Assessment e learning (BMS) and send copy of certificate to TM. All staff to complete DSA checklist upon completion of training and review annually or as needed (TMs to follow monitor in EPDR).
10. TM's to request staff DBS screening when notified of expiry.
11. H&S Risk Assessment to be completed for each case and the start of intervention; to be reviewed if situation changes.
12. EPDR checklist summary:
 - a. Ensure emergency contact details are up to date
 - b. Check SR64 up to date (driving details)
 - c. Check no changes to DSA and consider whether new checklist completed
 - d. Check staffs training record is up to date (relevant health and safety training)

Appendix 2:

YJ Duty Manager Number and Expectations

The Youth Justice Duty Manager is now set up for business. It is: 0115 804 3939

You will need to sign into the Lync account in advance of your duty to redirect this number to your mobile. To do this, follow the instructions below:

8. In Lync, sign out of your personal account via the little cog icon on the RHS (choose file/sign out)

9. Sign in using the address: youthjustice.dutymanager@nottsc.gov.uk
10. Enter the password: Y0uthJust1c3DM00
11. Click sign-in - If you get an error msg (you probably will the first time round), click OK, then enter 'nccadmin\YJDM' into the User Name field and try again
12. Once in, go to the foot of the Lync window and click on Call Forwarding and enter your work mobile details
13. All done – wait a minute for the server to update and then try it out by dialling the duty # and checking it forwards to your mobile
14. Sign out via the cog and then sign back in as yourself
15. All done!

Check that skype states calls are being diverted to your mobile number or manually enter this

YJS Duty Manager (DM) – responsibilities and checklist

1. General Responsibilities:

- South Team Manager (STM): The management duty rota will be updated yearly at least three months before it expires. To be saved to: [YJ resource Space / County Duty / Weekend Rotas and duty details](#).
- Interventions Team Manager (ITM): Tracker and JAC worker details to be added to the management duty worker rota in advance of all planned activity.
- STM to ensure that the City YJS duty rota is up to date and saved to: [YJ resource Space / County Duty / Weekend Rotas and duty details](#).
- Once agreed, swaps need to be completed on the online rota by the person requesting the swap.
- All TMs to keep emergency contact details updated for their team, including those of part time and casual workers: [files located here](#)
- Newly appointed APs/TMs will need to email Business Support to ensure they are added to the appropriate Outlook Duty group (Youth Justice Duty Manager). The AP/TM will need to ensure that they are able to log on prior to the weekend when they're on duty.
- DMs to be familiar with: YJ Health and Safety Practice Guidance, Section 4 'Weekend Tracking and JAC procedures' (Available on [SharePoint](#)).
- All APs/TMs to have access to a functional CJSM secure mail account.
- Business Support to email out weekly tracking and JAC information ahead of the weekend (Friday noon at the latest) to all relevant parties.

2. Locality Team Managers to ensure:

- Case Managers notify the DM if there is a young person WWOB and complete an up to date breach report;
- Court duty officers inform the DM of any new arrest activity likely to result in a young person being produced at an occasional Court;
- Advance preparation is fully undertaken where a young person is likely to be produced.

3. Advance / 'On the day' DM checklist and duties

- *In advance of the weekend*, DM to make sure that they have a tracking list from each area and a list of which YP are expected to attend the JACs – this will be supplied by Business Support.
- DMs to be logged on to the YJS Duty Manager number by 9AM (this may be directed to another mobile).
- DMs should check-in with the City YJS duty worker at 9AM if they have not heard anything by this time (this ensures that contact is made in the event of any technical issues arising).
- Laptop only needs to be accessed in the event that there is an arrest or need to access online information (Capita and Mosaic).
- DMs should be aware of tracking and JAC arrangements for the weekend (they should have been copied into these by Business Support)
- DMs to remain contactable until it's confirmed (by City YJS) that no arrests are expected and all tracking / JAC complete. If no contact has been made by JAC staff within 30 minutes of the scheduled close, the DM will get in touch with the lead worker to get an update.
- Depending on technical and capacity issues encountered on the day, there may be some occasions when the DM is required to undertake desk-based work to complement/support that undertaken by the City worker.
- Unresolved capacity or technical matters should be raised/escalated at the first opportunity on the next working day.
- Where possible, entries should be added to Mosaic/Capita on the day and in all cases within 48 hours.

4. **Bail and remand hearings**

- See policy: [YJ Resource Space / Polices / Bail and remand management](#)
- EDT and CSC colleagues to be kept informed/alerted as required.
- Address checks: On a weekend, the availability of Police/CSC staff may reduce the extent of checks which can be made. In these circumstances staff should record what checks have not been possible and update the Court on any information which has not been able to be verified.
- Remand scenarios are more labour intensive and may require additional input from the DM to support the City worker, particularly if there are more than one youth in Court.
- Where a young person is remanded to Youth Detention Accommodation (YDA) then it is expected that the City worker will undertake liaison with placements and complete the necessary documentation, albeit the DM may assist with gathering external information to inform any analysis and assessment.
- PNC information should be shared with the receiving establishment. This may be attached within YJAF or sent independently through secure email. Where the latter is used, an additional call should be had with the receiving establishment to ensure they are aware of the information being shared.
- It is likely that the DJ/Bench sitting during an occasional Court will not be youth ticketed and there are likely to be gaps in assessment / information which require additional multi-agency follow up. For these reasons, where a young person is remanded to YDA a subsequent bail hearing should be listed at the first opportunity, preferably the next Youth Sitting.

5. **Payment**

- Typical weekends will see limited input from DMs which allows for a level of domestic activity to continue. On this basis a minimum payment has been agreed of two hours per day that the DM is on duty. This represents an on-call payment in relation to inconvenience caused, rather than it being an hourly rate.
- Overtime payments should be claimed through BMS by the DM at their standard rate. The exception to this is duty undertaken on a Bank Holiday which is claimed at double time.

- In some cases, the DM will be required to undertake desk and telephone work over and above the minimum two hours, in which case the additional time may be claimed for as additional overtime through BMS.

6. Knife crime duty contacts

- For the full protocol and supporting information, see the folder: [YJ Resource Space / Policies / knife crime](#)
- The YJ DM will only be expected to deal with calls on Sundays as per the below schedule:

- Normal working hours: Senior Duty Worker, Mon – Fri 8.30am – 5pm - 0115 804 2888

Evenings and Saturday: Duty Manager, Mon – Fri 5pm – 7:30pm, Saturday 9am – 5pm - 0115 993 9302 [Duty Manager Rota 2021.xlsx \(sharepoint.com\)](#)

- Sunday: YJ Duty Manager, 9am -12.30pm - 0115 804 3939
- All other times: Emergency Duty Team - 0300 456 4546

In terms of weekend Court you need to log on via skype see below for instructions

How to Log onto the Skype Duty

The Youth Justice Duty Manager is set up for business. It is: 0115 804 3939

You will need to sign into the Lync account in advance of your duty to redirect this number to your mobile. To do this, follow the instructions below:

1. In Lync, sign out of your personal account via the little cog icon on the RHS (choose file/sign out)
2. Sign in using the address: youthjustice.dutymanager@nottsc.gov.uk

Enter the password: OJGlass090922! (password from 9th Sep 2022)

3. Click sign-in - If you get an error msg (you probably will the first time round), click OK, then enter 'nccadmin\YJDM' into the User Name field and try again
4. Once in, go to the foot of the Lync window and click on Call Forwarding and enter your work mobile details
5. All done – wait a minute for the server to update and then try it out by dialling the duty # and checking it forwards to your mobile
6. Sign out via the wee cog and then sign back in as yourself
7. All done!

Check that skype states calls are being diverted to your mobile number or manually enter this

