



Slide Away Policies and Procedures V2.2

for directors, staff and volunteers



www.slideaway.org



Slide Away registered charity number 1136331
Company number 07246017
Fairseat Court Farm, Fairseat Lane, Wrotham, Kent TN15 7QB



Founded by Denise, Terry and Matthew Ross in memory of Daniel Ross

LOTTERY FUNDED

Slide Away Policies and Procedures

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1. INTRODUCTION

The following notes are intended to outline the basic areas you need to be aware of, clarify your legal responsibilities and provide guidance on hazard identification. Ensure you read and understand the contents of this document and keep it handy for reference in the future. Should you need to discuss any health & safety issues, please feel free to contact Mark Wilson [07803 500704].

2. THE HEALTH & SAFETY AT WORK ACT AND YOU.

The Health & Safety at Work etc. Act 1974 is the main legislation dealing with safety at work. Failure to comply with its contents is a criminal offence.

- ▶ The Act is aimed at securing your health, safety and welfare.
- ▶ The Act is also designed to protect people, other than those at work, against risks to health and safety arising out of, or in connection with, the activities of people at work.
- ▶ It is your legal duty to take reasonable care of your own health and safety and that of other people who may be affected by your conduct whilst at work.
- ▶ Any equipment provided by the Charity must be operated in accordance with the information, specified systems of work and training provided.
- ▶ You must not intentionally or recklessly interfere with or misuse anything provided for your health, safety and welfare.
- ▶ You must study the safety documents issued to you and play your part in complying with their contents.
- ▶ Report anything that may be considered a hazard or risk.

3. RESPONSIBILITIES

Formulation and implementation of Charity Policy is the responsibility of Mark Wilson.

The Safety Contact is Mark Wilson whose duties include:

- ▶ Being the main point of contact for visiting authorities.
- ▶ Point of contact for employees reporting any safety issues, such as potential hazards.
- ▶ Ensuring all reported safety issues, hazard etc are recorded and dealt with as necessary.
- ▶ Ensuring all accidents are recorded in the accident book using the standard format.
- ▶ Ensuring statutory testing is carried out i.e. fire alarms / emergency lighting.
- ▶ Employees, all employees are under a general duty to:
 - ▶ Take care of their own health and safety and that of others who might be affected by their actions.
 - ▶ Read and comply with any safety information, guidance and instructions issued.
 - ▶ Cooperate with the Charity to ensure compliance with current legislation.
 - ▶ Ensure anything provided in the interests of safety is not misused.
 - ▶ Use equipment strictly in accordance with the manufacturer instructions.
 - ▶ Ensure that all accidents are reported to the Safety Contact.
 - ▶ Report any potential hazards, damaged equipment / furniture etc to the Safety Contact.

4. ARRANGEMENTS & PROCEDURES

The following subjects have been arranged in alphabetical order for ease of reference.

4.1 ACCIDENTS

An accident is an unplanned / unexpected event, which caused, or could have caused injury to persons, damage to property or both.

Reporting Accidents, it is the responsibility of every employee to ensure that all accidents are immediately reported to the Safety Contact, all accidents sustained at work, no matter how minor must be recorded in the Accident Book kept at the office of the Slide Away Workshop Secretary.

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Dangerous Occurrences, where an incident occurs that did not result in injury, but could have done, this is called a "dangerous occurrence" and must also be reported to the Safety Contact.

4.2 DISPLAY SCREEN EQUIPMENT (DSE)

Current regulations are applicable to "users" i.e. people who habitually use display screen equipment as a significant part of their normal work.

Posture

- ▶ Elbows close to side,
- ▶ Upper and lower arm at approximately right angles,
- ▶ Head up with eye level just above the top of screen,
- ▶ Face the screen direct,
- ▶ Knees level with hips,
- ▶ Lower back supported,
- ▶ Feet flat on floor or on a footrest.

Workstation

- ▶ Make sure you have enough workspace to take whatever documents and other equipment you need,
- ▶ Make sure there is room under your desk to move your legs freely,
- ▶ Adjust your keyboard to get a good position. A space at the front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- ▶ Keep your wrists straight, keep a soft touch to the keys and don't over stretch your fingers.
- ▶ Screen Adjustments
- ▶ Avoid glare and reflections on the screen,
- ▶ Adjust the brightness and contrast controls to suit,
- ▶ Make sure the screen surface is clean,
- ▶ Individual characters on the screen should be focused and stable.

Electricity - operators should regularly check the condition of all wiring attached to their equipment and report immediately to the Safety Contact any damage to plugs or loose wiring. You should not attempt to operate the keyboard with wet hands and should not have tea, coffee, etc. alongside when working with the unit.

DSE and Eyesight - medical evidence shows that using display screen equipment is not associated with damaged eyes or eyesight nor does it make existing defects worse.

DSE use during pregnancy - scientific studies do not show any link between miscarriages or birth defects and working with DSE. However, women who are worried about working with display screen equipment should discuss their concerns with their doctor.

DSE and Epilepsy - equipment has not been known to induce epileptic seizures. Again people with epilepsy who are concerned about display screen work should contact their doctor.

4.3 ELECTRICITY

- ▶ All electrical equipment must be operated in accordance with the manufacturer's instructions.
- ▶ No privately owned electrical equipment is to be used on site. For these purposes "site," is considered to include any home office, workshop venue or office space at Bishop's Terrace.
- ▶ Employees are not to attempt to repair any electrical equipment, any repairs required must be reported to the Site Safety Contact.
- ▶ Do not overload sockets.

Before using equipment employees must ensure that:

- ▶ The socket / plug supplying the equipment is not damaged.
- ▶ The cable is secured at both ends and free of defects.
- ▶ There are no damaged, loose or missing parts.
- ▶ Any repairs required must be reported to the Safety Contact.

Electrical Installation

Under no circumstances should employees tamper with the electrical installation.

4.4 EQUIPMENT

The Charity will ensure that all equipment provided is safe and suitable for the purpose for which it is intended.

Employees should ensure that where applicable, all safety devices are properly fitted and in good working order and shall immediately report any deficiencies to the Safety Contact. In addition:

- ▶ It is the responsibility of all employees to ensure that any tools or equipment they use are in a good and safe condition.
- ▶ All tools must be properly and safely stored when not in use.
- ▶ Personal protective equipment must be properly used.
- ▶ Employees are prohibited from using any tool or piece of equipment for any purpose other than its intended use.

4.5 FIRE PREVENTION AND EVACUATION

Fire is a rapid chemical process in which oxygen combines with a fuel and a source of ignition. Most fires produce heat, light, smoke (carbon & un-burnt fragments of material) & toxic gasses (e.g. carbon monoxide, carbon dioxide). Smoke and toxic gasses are produced because of incomplete combustion i.e. not enough oxygen to react fully with the fuel. There must be all three components, i.e. Oxygen, Fuel & Heat - THE FIRE TRIANGLE remove any one and the fire goes out. The fuel, can be solid, liquid or gas or any combination. Oxygen, comes from the surrounding air and sources of ignition include, naked flames / sparks or hot surfaces.

Once the fire is burning it generates it's own heat and it is therefore the amount of fuel and oxygen available that determines the intensity of a fire. A constant supply is needed to maintain burning.

Main hazards of fire are:

- ▶ Toxic gasses from combustion,
- ▶ Suffocation due to smoke inhalation,
- ▶ Suffocation due to depletion of oxygen,
- ▶ Burning by heat / flames,
- ▶ Loss of vision,
- ▶ Structural failures i.e. collapse.

Assembly Point

It is the responsibility of the employees to establish the fire exits, fire assembly point of any venue used for Slide Away workshops and before every workshop to explain their location to all attendees and also to check the position of any fire fighting equipment.

Fire Safety

The three main areas to consider are:

- ▶ Stop fires from starting,
- ▶ Prevent fires spreading,
- ▶ Make sure people escape safely.

All employees have a duty to report immediately any potential fire hazards to the Safety Contact.

Fire Extinguishers

A fire extinguisher will be provided for any home office.

All extinguishers must be readily available for use at all times, any extinguisher that has been discharged, partially discharged or damaged must be replaced immediately.

Housekeeping.

- ▶ Do not allow flammable rubbish to accumulate,
- ▶ Do not store flammable substances near sources of heat,
- ▶ Electrical appliances must not be misused,
- ▶ Damaged electrical appliances must not be used,
- ▶ Heating appliances must be carefully located as to avoid risk of fire and must not be covered up during use.

Fire Detection and evacuation.

It is responsibility of the employees to check that smoke detectors are fitted in any workshop venue and in the event of a fire breaking to activate any alarm giving all employees and workshop attendees adequate time to safely evacuate.

If You Discover a Fire

- ▶ Raise the alarm.
- ▶ Call the fire brigade from a safe position, do not assume that someone else will do this - it does not matter if they receive more than one call.

In the event of an evacuation

- ▶ All occupants must leave the building as soon as possible via the nearest escape route / exit in an orderly manner.
- ▶ After the building has been evacuated no one is to return into the building until the fire brigade have given instructions to do so.

4.6 FIRST AID

First Aid is defined as treatment for the purposes of preserving life and minimising the consequences of injury and illness until qualified medical assistance is available. It also includes the treatment of minor injuries, which do not require medical attention.

Qualified first aiders are available.

First Aid Kits, it is the responsibility of first aiders to ensure the contents of their kit is maintained in accordance with the list of standard requirements provided with the kit itself. The treatment of minor illnesses with medication such as analgesics and antacids etc. is not considered first aid. Therefore, kits must not contain any such medications.

IT IS ESSENTIAL THAT UNQUALIFIED PERSONNEL DO NOT ADMINISTER FIRST AID TO THOSE SERIOUSLY INJURED. IF IN DOUBT CALL AN AMBULANCE GIVING GENERAL SYMPTOMS AND SEEK ADVICE OF WHAT ACTION CAN BE TAKEN IN THE INTERIM PERIOD PRIOR TO THE ARRIVAL OF THE AMBULANCE SERVICE.

4.7 HAZARDOUS SUBSTANCES

Generally speaking the Charity, does not require the use of chemicals in its day-to-day operation. No employee is to use any chemicals without the knowledge required to work with them safely. All hazardous substances are required to carry a label indicating:

- ▶ The name of the product,
- ▶ An appropriate hazard symbol,
- ▶ A written Indication of the danger(s),
- ▶ Specific warnings and safety advice,
- ▶ Manufacturer or supplier's details.

Hazard symbols alert the user to the main dangers posed by the substance for example:

- ▶ Very Toxic - serious short or long term health risks, even death,
- ▶ Toxic - potentially serious short term or long term effects even death,
- ▶ Harmful - limited health risks,
- ▶ Irritant - may cause painful inflammation of skin,
- ▶ Corrosive - may cause serious burns.

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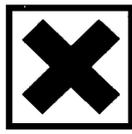
Very toxic



toxic



Harmful



Irritant



Corrosive



Highly flammable

IT IS ESSENTIAL THAT BEFORE USING ANY PRODUCT, EMPLOYEES CHECK AND UNDERSTAND THE LABELLING. UNLABELLED SUBSTANCES MUST NOT BE USED OR STORED WITHIN THE WORKPLACE.

4.8 HOUSEKEEPING

A basic requirement for ensuring health and safety is an organised and tidy workplace:

- ▶ Floors, passages, stairs, etc. to be clear of boxes, obstructions etc.
- ▶ Ensure that waste is thrown into a bin and not around it,
- ▶ Broken glass or other sharp objects must be disposed of carefully,
- ▶ Never overload drawers of filing cabinets,
- ▶ Drawers of filing cabinets and desk drawers should not be left open,
- ▶ Cables or leads must not cause a tripping hazard,
- ▶ Extinguishers must not be used as door-stops,
- ▶ Furniture which is unsafe must immediately be taken out of use,
- ▶ Clear up spilt liquids immediately.

4.9 LADDERS

To gain access to high shelves etc. use "kick stools" or step ladders. Never climb on shelving, boxes or chairs.

Using a set of steps:

- ▶ Check the condition of the treads,
- ▶ Ensure that spars are not bent,
- ▶ Check that all the plastic safety feet are in place,
- ▶ Spread the legs and ensure that the locking mechanism is engaged,
- ▶ Face the front and avoid twisting or turning on the ladder,
- ▶ Do not over reach & only one person is on the ladder at any one time,

Upon completion of the task, ensure that all ladders are stored safely.

4.10 MANUAL HANDLING

Lifting - clear the work area of any hazards and check the load for sharp edges etc. Size up the load, check any information given on the object and test the weight. Generally, the steps for safe lifting are:

- ▶ Clear the work area,
- ▶ Check and size up the load,
- ▶ Ensure proper foot position,
- ▶ Bend the knees,
- ▶ Keep back straight,
- ▶ Keep arms close to the body,
- ▶ Lift with the legs,
- ▶ Look where you are going.

WHEN LIFTING - ALWAYS LIFT WITHIN YOUR CAPACITY - IF IN DOUBT, GET HELP.

Carrying

- ▶ Keep the load close,
- ▶ Keep your arms tucked in,
- ▶ Maintain the same grip on the object unless the weight is otherwise supported,
- ▶ Avoid twisting your body, stooping, bending or leaning back,
- ▶ Don't block your vision by carrying too large a load,
- ▶ Face the spot that the load will rest on by turning your feet and whole body in that direction,
- ▶ Use a mechanical aid, if available.

Unloading

- ▶ Bend the knees, keep your back straight and the load as close as possible to your body,
- ▶ Be careful with fingers and toes, allowing enough room for the item when the load is set down,
- ▶ Slide the load into tight spaces, it is much easier and safer than trying to lift it in,
- ▶ Place the load on a table or shelf by resting it on the edge and pushing it forward with your arms and body,
- ▶ Be sure that the load is secure, wherever you place it,
- ▶ Make certain that it will not fall, tip over or block someone's way.

Pregnancy increases the risk of injury considerably in the three months before and the three months after delivery. Significant loads must not be handled during this period.

4.11 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Employees are not to misuse anything provided for their health, safety or welfare.

4.12 RISK ASSESSMENT

The fundamental principle behind any Health & Safety programme is the control of hazards. Recognition is the first step in hazard control. In many cases, hazards are easily identified, untidy work area, boxes on stairs, blocked fire exits and so on. All employees are under a general obligation to report any such problems to the Safety Contact. The Safety Manager will carry out periodic risk assessments. In addition to these formal assessments, there will be un-scheduled audits to ensure Charity policy is being implemented and maintained.

4.13 SANITARY ARRANGEMENTS

Employees should check that Toilet / washing facilities are provided with:

- ▶ A supply of hot and cold water,
- ▶ Soap and clean towels or other suitable means of cleaning and drying,
- ▶ A toilet brush.

It is essential that every effort is made to keep these areas as tidy as possible.

4.14 SLIPS, TRIPS AND FALLS

Every year, thousands of people are injured as a result of workplace falls.

It is essential that employees do not:

- ▶ Store materials in hallways, corridors or on stairways,
- ▶ Leave open drawers, of filing cabinets, desks etc,
- ▶ Leave trailing leads where they cause a tripping hazard.

4.15 SMOKING

It is illegal to smoke or permit anyone to smoke within any venue used for a Slide Away workshop. Smoking is only allowed outside the venue, cigarettes and matches should be disposed of in a safe manner. Please refer to the Slide Away Non-Smoking Policy for more detailed information.

4.16 STORAGE

Materials and objects need to be stored and stacked in such a way that they are not likely to fall and cause injury. Boxes etc. must not be left on stairways, block fire exits or obstruct call points & extinguishers or cause a tripping hazard.

Do not:

- ▶ Stack boxes too high,
- ▶ Store boxes near heaters or lighting units,
- ▶ Obstruct extinguishers, call points, fire exit routes or doors etc.,
- ▶ Store anything on stairways,

4.17 WASTE DISPOSAL

All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to others. Employees should ensure that there is no build up of rubbish within their work area and that it is placed in the container provided and not around it.

Mark Wilson – Safety Manager.
January 2010

Equal Opportunities Policy

1. INTRODUCTION

This policy has been developed to protect all employees, volunteers and users of Slide Away's services.

2. THE LEGAL FRAMEWORK

It is unlawful to unjustifiably discriminate directly or indirectly in recruitment or in all aspects of employment on the grounds of age, sex, gender reassignment, race, ethnic or national origins, sexual orientation, marital status, religion or belief. It is unlawful to treat someone less favourably on grounds of disability than others without that disability are or would be treated, unless the less favourable treatment can be justified, or to fail to make reasonable adjustments to overcome barriers to employment caused by disability. It is unlawful to discriminate unjustifiably on the grounds of age in relation to employment. These grounds may be referred to as "prohibited grounds".

It is unlawful to discriminate directly or indirectly in the provision of facilities or services to clients on grounds of: age, sex, gender reassignment, race, ethnic or national origins, sexual orientation, marital status, religion or belief. It is unlawful to discriminate, without justification, on grounds of disability or to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services.

It is unlawful to victimise someone because he or she has alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint.

3. TYPES OF UNLAWFUL DISCRIMINATION

Direct discrimination is where a person is treated less favourably than another in comparable circumstances on a prohibited ground. An example of direct sex discrimination would be refusing to employ a woman because she was pregnant.

Indirect discrimination is where a provision, criterion or practice is applied which is such that it would be to the detriment of a considerably larger proportion of the relevant group to which the individual belongs than to others, and which is not objectively justifiable and which is to the individual's detriment. An example of indirect sex discrimination could be requiring everyone to work full time unless there is a good reason, unrelated to sex, as to why the particular job has to be done on a full-time basis, since requiring everyone to work full time will normally adversely affect a higher proportion of women than men.

Harassment is where there is unwanted conduct related to one of the prohibited grounds, which has the purpose of, or is reasonably considered by that person to have the effect of, violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person, even if this effect was not intended by the person responsible for the conduct.

Failure to make reasonable adjustments is where arrangements disadvantage an individual because of a disability and reasonable adjustments are not made to overcome the disadvantage.

Victimisation is where someone is treated less favourably than others because he or she has alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint.

Bullying is often a gradual wearing down process comprising of a sustained form of psychological abuse. However it may also be a single, grossly unacceptable act. Bullying is defined as any unsolicited or unwelcome act which humiliates, intimidates or undermines the individual involved and can result in that person feeling demeaned and inadequate.

4. EQUAL OPPORTUNITIES IN EMPLOYMENT

Slide Away will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

Slide Away will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and will refuse such requests only if Slide Away considers it has good reasons, unrelated to any prohibited ground of discrimination, for doing so. Slide Away will comply with its obligations in relation to statutory requests for contract variations. Slide Away will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

Slide Away will not lawfully discriminate in the selection of employees for recruitment or promotion, but may use appropriate lawful methods, including lawful positive action, to address the under-representation of any group which is identified as being under represented in particular types of job.

Slide Away will not discriminate unlawfully against anyone using or seeking to use services provided by Slide Away.

5. RESPONSIBILITIES

Every employee is required to assist Slide Away to meet its commitment to provide equal opportunities in employment and in the provision of services and to avoid unlawful discrimination.

Acts of discrimination, harassment, bullying or victimisation against employees or clients are disciplinary offences and will be dealt with under the Slide Away Disciplinary Procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice. Employees who commit serious acts of harassment or bullying may be guilty of a criminal offence.

6. GRIEVANCES

Slide Away will take any complaint seriously and will seek to resolve any grievance which it upholds. An employee will not be penalised for raising a grievance, even if the grievance is not upheld, unless the complaint is both untrue and made in bad faith.

7. MONITORING AND REVIEW

This policy will be monitored periodically by Slide Away to ascertain its effectiveness and will be updated in accordance with changes in the law. If clarification is required on any point please contact the Chairman of Slide Away.

1. INTRODUCTION

Slide Away offers bereaved children and young people an opportunity to explore the thoughts and feelings they have following the death of someone close to them and to find ways of coping, through attendance at Slide Away workshops.

The purpose of the Slide Away Safeguarding Policy is to outline our commitment to the safety of all children and young people who come into contact with the charity.

Slide Away aims to be an exemplar of high-quality practice and will ensure that policy and procedures are constantly updated to reflect developing approaches. As a result, Slide Away takes a realistic and proportionate approach to safeguarding which permeates all aspects of the charity's work.

All staff and volunteers will have access to this policy and will sign an agreement to abide by the policy and to confirm they have read and understood its contents.

2. OUR COMMITMENT

The Slide Away organisation believes that:

- ▶ the welfare of the child or young person is paramount
- ▶ all children and young people, whatever their age, culture, disability, gender, language, racial origin, religious beliefs or sexual identity have the right to protection from abuse
- ▶ children and young people have rights as individuals and should be treated with dignity and respect
- ▶ all suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately
- ▶ all staff (paid and unpaid) should be clear on how to respond appropriately.

Slide Away will take every reasonable step to discharge its duty of care and ensure that children and young people are protected where:

- ▶ they are involved in a Slide Away workshop or event
- ▶ we contract other professionals to provide services for our children and young people
- ▶ we promote collaborative work between Slide Away and other organisations.

The Slide Away Safeguarding Policy and Procedures will be reviewed annually and updated to reflect new guidance and legislation.

All relevant staff and volunteers will be made aware of, and will be signed up to, the Safeguarding Policy and Procedures.

No single organisation can guarantee the protection of children and young people, so Slide Away expects all its partner colleagues and organisations to make a commitment to safeguarding children and young people.

3. LEGISLATION AND GUIDANCE

As an organisation which works with children and young people, Slide Away will comply with the principles enshrined in legislation and the UN Convention on the Rights of the Child. They have a right to have fun and be protected when participating in activities which they, their parents or their carers have chosen. Parents and carers have a right to feel safe when entrusting their children and young people to the care of Slide Away.

Safeguarding Policy

This policy is informed by and written in line with specific safeguarding legislation and guidance:

- ▶ Department for Children, Schools and Families, Children Acts, 1989 and 2004
- ▶ Information Commissioner's Office, Data Protection Act, 1998
- ▶ Department of Health, What to do if you're worried a child is being abused, 2006 ISBN 978-1-84478-867-5
- ▶ Department for Children, Schools and Families, Working Together to Safeguard Children, 2006
- ▶ NSPCC, Firstcheck: a step by step guide for organisations to safeguard children, 2006
- ▶ Kent Safeguarding Children Board, the Kent and Medway Safeguarding Children handbook, 2007.
- ▶ Department for Children, Schools and Families, Guidance for Safer Working Practice for Adults who Work with Children and Young People, 2009

4. DEFINITIONS

For the purposes of this Policy, Slide Away will use the following definitions:

Safeguarding

Safeguarding encompasses:

- ▶ child protection - protecting children from abuse and neglect
- ▶ welfare - helping children and young people achieve their potential and ensuring that they adequately cared for
- ▶ safety - creating a safe environment for children, young people and vulnerable adults.

Child

A person under the age of 18.

Young person

Slide Away uses the term young people to refer to the upper age range of children. However, the term has no legal status, but acknowledges that older teenagers may not think of themselves as 'children'.

Abuse

Government guidance categorises abuse as:

- ▶ physical abuse
- ▶ emotional abuse
- ▶ sexual abuse
- ▶ neglect

and gives the following definitions:

Physical abuse

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm. 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.

Emotional abuse

Emotional abuse is the persistent emotional ill-treatment of a person such as to cause severe and persistent adverse effects on that person, causing them to feel worthless, unloved or inadequate. It may also involve causing the person to feel often frightened or in danger. It may involve exploitation or corruption.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Sexual abuse also includes non-contact activities, such as involving children or young people in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways. Sexual abuse of vulnerable adults can be rape and sexual assault or sexual acts to which the person does not consent or cannot consent or is pressured into consenting. Sexual abuse may be same sex or opposite sex, may be by other children, young people or adults. People from all walks of life may be sexual abusers.

Neglect

Neglect is the persistent failure to meet a child's, young person's or vulnerable adult's basic physical and/or psychological needs, likely to result in the severe impairment of the person's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failure to protect a child, young person or vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.

5. PROCEDURES

Slide Away has put in place safeguarding procedures to ensure:

- ▶ there is a designated person with responsibility for protection and welfare of children and young people
- ▶ appropriate checks are made when recruiting staff and volunteers who will be working with children and young people
- ▶ there is a process for recording concerns and staff are aware of it
- ▶ there is a disciplinary and grievance policy that staff are aware of
- ▶ procedures distinguish between:
 - ▶ concerns about abuse within the child's, young person's or vulnerable adult's family
 - ▶ concerns or allegations about staff and volunteers, and about the children and young people themselves.
- ▶ Slide Away is aware of how it fits in to local safeguarding networks and systems
- ▶ staff and volunteers who may encounter protection concerns during the course of their work will receive training, supervision and support
- ▶ the procedures fit with other Slide Away policies
- ▶ best practice is followed, minimising the opportunity for abuse and for allegations or false accusations to be made
- ▶ there is a code of practice for adults towards children and young people
- ▶ there is a code of practice for children and young people towards each other and towards adults who are in charge
- ▶ a culture of safeguarding develops through the level of openness between Slide Away, the parents or carers of children and young people and associated organisations.

1. INTRODUCTION

Members of the Slide Away Management Board, the Trustees, are committed to the protection and safekeeping of all the children and young people it serves. The Board is responsible for:

- ▶ Identifying a Trustee to be accountable for safeguarding.
- ▶ Ensuring a confidential record system is maintained.
- ▶ Appropriate vetting of potential staff and volunteers, ensuring staff are subject to Criminal Records Bureau (CRB) checks and training.
- ▶ Co-ordinating child safeguarding action at workshops or events, ensuring that procedures are followed, including the reporting and referral process, appropriate staff ratios, and ensuring provision of clinical supervision for staff and volunteers

2. ACCOUNTABLE TRUSTEE

Meagan Garrett is the nominated Trustee responsible for safeguarding issues.

3. MANAGING INFORMATION

3.1 SECURITY OF INFORMATION

Slide Away is registered with the Information Commissioner's Office in respect of the Data Protection Act 1998, which regulates the handling of information on a computer or in a manual filing system. Slide Away adheres to the eight principles of the Act. See section 8 for more details.

Current records are kept with the Workshop Secretary. At the moment, non-current records are safely stored in a locked filing cabinet in office space loaned to Slide Away by Kent County Council. In line with public sector guidelines, a young person's data is stored until they are 24 years old.

Ensuring confidentiality also applies to protecting the rights of employees, freelancers and volunteers, including safe handling, storage and disposal of any information provided on staff and volunteers as part of the recruitment process (Data Protection Act 1998).

3.2 SHARING INFORMATION

Some of Slide Away's children and young people and their families will also be supported by one or more children's services from Kent County Council, the NHS or other agencies, captured through the Common Assessment Framework (CAF). It is essential that Slide Away is aware of all relevant interventions, so at the pre-workshop meeting, the Workshop Leader asks the family about any services working with the child of which we should be aware (e.g. CAMHS, counselling, or Children's Social Services), along with any other organisations involved with the family (e.g. a refuge or hospice). Slide Away asks the family's permission to contact these agencies if necessary. The advantage of this approach is that the family has ownership and takes responsibility for sharing the information with Slide Away.

Information disclosed by the child or young person whilst in the care of Slide Away remains totally confidential. However, if information gives Slide Away staff or volunteers cause to be concerned about the safety of the child, the Workshop Leader will, with the permission of the child or young person, share that information as appropriate.

3.3 OTHER INFORMATION FORMATS

Photographs of children and young people will only be taken, used or stored with the express permission of the young people themselves or their families. Images will not be used in any paper or online publication which could lead to identification of the child or young person.

Similarly, information on the Slide Away website is carefully monitored to protect the children and young people involved. Monitoring will be particularly rigorous if and when the website is extended to allow children and young people to post content to the site.

4. RECRUITMENT AND STAFFING

Slide Away has effective recruitment procedures encompassing advertising, shortlisting, interviewing and vetting prospective staff. All Trustees, staff and volunteers will be CRB checked.

Trustees, staff and volunteers will receive appropriate and up to date training, including child safeguarding and health and safety training. The presence of visitors, volunteers or others who come on to the premises during a workshop will be monitored.

5. WORKSHOPS AND EVENTS

5.1 PLANNING WORKSHOPS AND EVENTS

Slide Away will take reasonable steps to ensure that children and young people are safe when in the care of Slide Away. Risks will be addressed during the planning of a workshop or event and will be monitored during the event.

A health and safety check of the venue will be conducted before the workshop or event. Please see the separate Slide Away Health and Safety Policy. These guidelines address the health and safety protection of staff, volunteers, children, young people and their families when they are involved in Slide Away activities.

5.2 TRANSPORT POLICY

It is primarily the responsibility of the parent or carer to arrange transport for their child to and from a workshop venue.

In a situation where a family has no means of transport or if a parent or carer is unable to transport a child, their school will be encouraged to find a means of getting the child to the workshop.

If this fails, the Slide Away Management Board may sanction the cost of taxi fare, to be arranged by the Workshop Secretary, with the consent of the parent or carer. Each case will be considered on its own merits and will depend on the availability of funding to cover the cost.

Where it is not possible to organise taxi transportation a member of Slide Away staff may in exceptional circumstances transport the child. When transporting children the following conditions will apply:

- ▶ The member of staff must be insured to transport adults and children in their work for Slide Away.
- ▶ The member of staff will complete a Slide Away volunteer driver form and return it to the Slide Away Workshop Secretary.
- ▶ The parent or carer must give permission for the child to be transported.
- ▶ Seat belts must be worn and where appropriate the child will have use of car seat boosters according to legal requirements.

5.3 STAFF RATIOS

There will be a minimum ratio of three adults for up to eight children at workshops. This means that our work can be more effective by offering children individual attention and support at appropriate times during the workshop sessions. The ratio at other events will vary according to circumstances and the presence of parents and carers.

5.4 INTERPERSONAL CONSIDERATIONS

Workshop staff and volunteers will observe good practice:

- ▶ A volunteer should not be left alone with a child where their activity cannot be seen. This may mean leaving doors open or a range of activities taking place in the same room.
- ▶ If a child becomes distressed and needs individual support and attention this should happen in a designated quiet area of the workshop accommodation.
- ▶ All children and young people should be treated with respect and dignity. Be aware of language and content, tone of voice, body language and body position.
- ▶ If a situation arises where a child becomes out of control, physical intervention should only be used if the child is a risk to self, others or property, in line with DCSF publication "The Use of Force Guidance" (2007).
- ▶ Physical punishment must not be used.
- ▶ Staff and volunteers should not permit children to involve them in excessive attention seeking that is of an overtly sexual or physical nature.
- ▶ Confidentiality must be maintained at all times, except in the instance of abuse.
- ▶ Physical contact should not be initiated with a child. However if a child approaches an employee or volunteer clearly distressed and seeking physical closeness, it would be inappropriate not to acknowledge their emotional state.

Counsellors and therapists who meet with young people on a one-to-one basis must make sure they do not place themselves in a vulnerable position if, for example, a young person seeks attention in an overtly sexual or physical nature. It is essential to protect counsellors and therapists from false accusations.

Counsellors and therapists may find it helpful to seek advice from the SBC regarding the young person's behaviour.

5.5 CLINICAL SUPERVISION

The Management Board will ensure that staff and volunteers receive appropriate clinical supervision, as part of its duty of care. This is a mandatory requirement for staff and volunteers attending workshops.

Supervision sessions provide an opportunity to review, evaluate and plan. Employees and volunteers will be encouraged to reflect on the relationship that they have with the children and the feelings this may cause.

5.6 GOOD PRACTICE AMONGST COLLEAGUES

Slide Away aims to create an atmosphere of mutual support and care where employees and volunteers feel comfortable discussing inappropriate attitudes and behaviour. If a Slide Away employee or volunteer is seen to behave inappropriately with children, this should be reported to the Workshop Leader.

6. ACTING ON INCIDENTS OR CONCERNS

It is the responsibility of each adult to prevent physical, sexual or emotional abuse of all of the children contacted through the work of Slide Away and to take appropriate action when abuse is discovered. Remember:

- ▶ **Do not delay**
- ▶ **Do not act alone**
- ▶ **Do not try to investigate**

STEP 1 - HOW TO RESPOND IF A CHILD MAKES A DISCLOSURE

- ▶ Listen carefully and try not to interrupt, let the child guide the pace.
- ▶ Remain calm.
- ▶ Do not investigate or interrogate the child. If you need to clarify what is being said and whether the child is at risk, ask open questions.
- ▶ Never promise to keep a secret. You must ensure that the information is passed on appropriately.
- ▶ Do not ask them to repeat their story to another Slide Away employee.
- ▶ Inform the Workshop Leader.
- ▶ Record factually what the child has told you/ what you have observed on the form found in the black folder at Slide Away events.
- ▶ Inform the child what will happen next.
- ▶ The child's information should remain confidential and only shared with those that need to know.
- ▶ Reassure the child by thanking them for telling you and by assuring them that what has happened is not their fault.
- ▶ Consider your own feelings and seek support from a colleague.

STEP 2 - ACTING ON CONCERNS

In the event of a safeguarding concern, the Workshop Leader will contact the Safeguarding Officer of the young person's school. All Kent schools have a named Safeguarding Officer empowered to make the decision about how to proceed and will, if necessary, make an immediate referral to the appropriate Social Services officer. The school Safeguarding Officer will also be able to advise on the appropriateness and timing of discussion with parents or carers.

The Workshop Secretary will ensure that Workshop Leaders have the names of the Safeguarding Officers for attendees' schools.

In the unlikely event that it is not possible to speak to the school Safeguarding Officer nor a deputy, then the Workshop Leader should contact Social Services directly at 01622 691640 (Monday to Friday) and ask for the Duty Assessment Team and request a consultation with the duty social worker on a child protection issue.

The Workshop Leader will inform Meagan Garrett, the Trustee with responsibility for Safeguarding, and the School Bereavement Contact (SBC) that a referral has been made.

The Workshop Leader will ask the school Safeguarding Officer to keep him/her informed of developments. The Workshop Leader will in turn keep the Slide Away Safeguarding Trustee informed.

Safeguarding Procedures

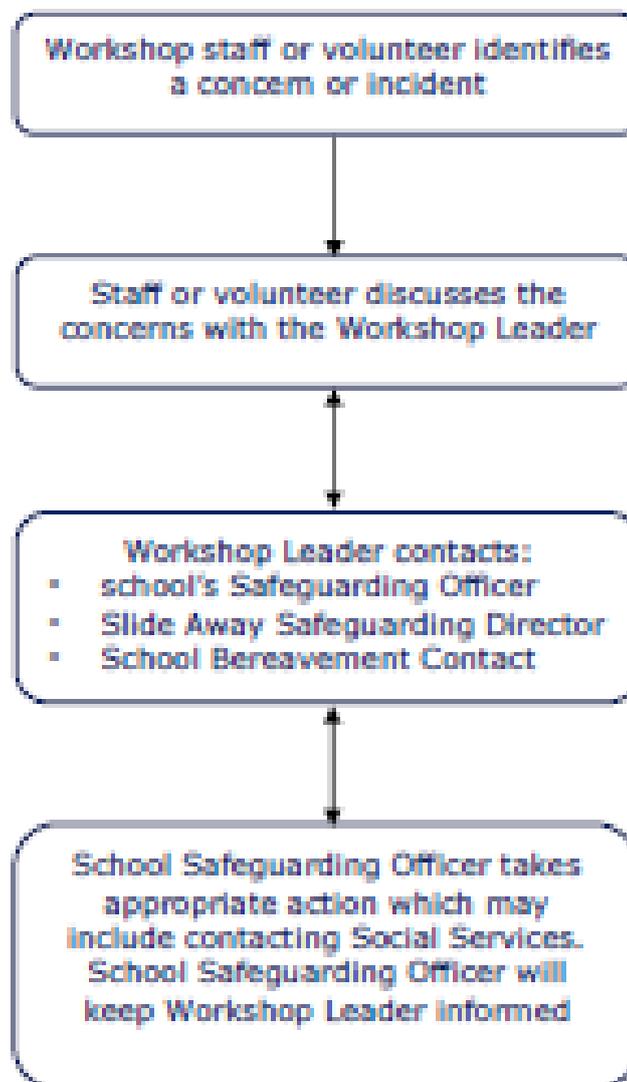
STEP 3 - RECORDING INCIDENTS OR CONCERNS

Slide Away staff will record incidents or concerns on the form that can be found in the black folder at Slide Away workshops. The importance of recording all stages of the Safeguarding process cannot be over emphasised. It is essential to record concerns clearly and accurately and share it appropriately, both internally and with other agencies.

Slide Away staff are required to record:

- ▶ Date, time and place of disclosure.
- ▶ Child's name and date of birth.
- ▶ Circumstances and context of disclosure.
- ▶ The child's behaviours and the exact words used by the child.
- ▶ Injuries should be recorded on a body map and attached to the record form.
- ▶ Record your response to the disclosure i.e. what you said and did.

The referral process is simplified in the diagram below:



7. WHAT IS ABUSE?

Indicators of Abuse

7.1 PHYSICAL ABUSE

Physical Indicators

Unexplained bruises/welts/lacerations/abrasions:

- ▶ on face, lips, mouth
- ▶ on torso, back, buttocks, thighs
- ▶ in various stages of healing
- ▶ clustering forming regular patterns
- ▶ reflecting shape of article used, e.g. belt, buckle, electrical flex
- ▶ on several different surface areas
- ▶ regularly appear after absence, weekend, or holiday
- ▶ bite marks or fingernail marks.

Unexplained burns:

- ▶ cigar or cigarette burns especially on soles, buttocks, palms or back
- ▶ 'immersion' burns, where hands feet or body have been forcibly immersed in very hot water
- ▶ patterns like electrical burner, iron etc.
- ▶ rope burns on arms, legs, neck or torso.

Unexplained fractures:

- ▶ to skull, nose, facial structure
- ▶ in various stages of healing
- ▶ multiple or spiral fractures.

Behavioural Indicators

- ▶ flinching when approached or touched
- ▶ reluctance to change clothes for PE lessons
- ▶ wary of adult contacts
- ▶ difficult to comfort
- ▶ apprehension when other children cry
- ▶ crying/irritability
- ▶ frightened of parents
- ▶ afraid to go home
- ▶ rebelliousness in adolescence
- ▶ reports injury caused by parents
- ▶ behavioural extremes- aggressiveness, withdrawal, impulsiveness
- ▶ regression to childlike behaviour
- ▶ apathy
- ▶ depression
- ▶ poor peer relationships
- ▶ panics in response to pain.

7.2 EMOTIONAL ABUSE

Physical Indicators

- ▶ failure to thrive
- ▶ delays in physical development or progress.

Behavioural Indicators

- ▶ sucking, biting, rocking
- ▶ anti-social, destructive
- ▶ sleeping disorders, inhibition of play
- ▶ compliant, passive, aggressive, demanding
- ▶ inappropriately adult or infant
- ▶ impairment of intellectual, emotional, social or behavioural development.

7.3 SEXUAL ABUSE

Physical Indicators

- ▶ difficulty in walking, sitting down
- ▶ stained or bloody underclothing
- ▶ pain or itching in genital area
- ▶ bruising, bleeding, injury to external genitalia, vaginal and/or anal areas
- ▶ vaginal discharge
- ▶ bed wetting
- ▶ excessive crying
- ▶ sickness.

Behavioural Indicators

- ▶ inappropriate sexual behaviour or knowledge for the child's age
- ▶ promiscuity
- ▶ sudden changes in behaviour
- ▶ running away from home
- ▶ wary of adults
- ▶ feeling different from other children
- ▶ unusual avoidance of touch
- ▶ reporting of assault
- ▶ substance abuse (e.g. glue sniffing)
- ▶ emotional withdrawal through lack of trust in adults
- ▶ over compliance with requests of others
- ▶ frequent complaints of unexplained abdominal pains
- ▶ eating problems
- ▶ sleep disturbances
- ▶ poor peer relationships
- ▶ possessing money or 'gifts' that cannot be adequately accounted for
- ▶ inappropriate sexually explicit drawings or stories
- ▶ enuresis or soiling, especially at the end of school
- ▶ frequent non-attendance at school
- ▶ avoidance of school medicals.

7.4 NEGLECT

Physical Indicators

- ▶ consistent hunger
- ▶ poor hygiene
- ▶ inappropriate dress
- ▶ consistent lack of supervision, especially in dangerous activities for long periods
- ▶ unattended physical problems or medical needs
- ▶ abandonment.

Behavioural Indicators

- ▶ begging
- ▶ stealing food
- ▶ constant fatigue, listlessness
- ▶ poor relationship with care-giver
- ▶ frequent delays in picking child up from playgroup or school.

8. PRINCIPLES OF THE DATA PROTECTION ACT

The eight principles of the Data Protection Act are that information is:

- ▶ obtained and processed fairly and lawfully
- ▶ not processed unless one of the conditions in schedule 2 is met and in the case of sensitive personal data, one of the conditions in schedule 3 is met.
- ▶ processed for one or more specified purposes and not further processed in any manner incompatible with those
- ▶ adequate, relevant and not excessive
- ▶ accurate and up-to-date
- ▶ held for no longer than necessary
- ▶ processed in accordance with the individual's rights
- ▶ kept secure.

Legitimate conditions in schedule 2 of the Data Protection Act for sharing information include that:

- ▶ consent of the person to whom the data relates has been obtained
- ▶ disclosure is necessary to comply with a legal obligation
- ▶ it is necessary to protect the vital interests of the data subject
- ▶ it is necessary for the administration of justice or the exercise of a statutory function or other public function exercised in the public interest
- ▶ it is necessary for the purposes of legitimate interests pursued by the person sharing the information.

If the information being shared is "sensitive personal data", one of the following additional conditions of schedule 3 must also be met:

- ▶ the subject has explicitly consented
- ▶ it is necessary to protect his/her vital interests or those of another person when the subject's consent cannot be given or is unreasonably withheld or cannot be reasonably expected to be obtained
- ▶ it is necessary to establish, exercise or defend legal rights
- ▶ it is necessary for the exercise of any statutory function
- ▶ it is in the substantial public interest and necessary to prevent or detect an unlawful act and obtaining express consent would prejudice these purposes.

See www.lco.gov.uk for more details.

1. PURPOSES OF CONFIDENTIALITY

1.1 Openness

Those we work with should feel able to share openly with us and, knowing that what they share remains confidential, will encourage a greater degree of openness.

1.2 Respect

Our clients are the young people attending Slide Away workshops and their parents or guardians. By showing them that confidentiality is important, we are showing respect for their feelings and fears, which will encourage a deeper trust between us.

1.3 Protection

Many attending our workshops will be feeling vulnerable and will need the help and support of a Slide Away team member to move on. By protecting their confidences, workshop attendees will feel more secure and the work of the Slide Away team will therefore be more effective.

2. DEFINING BOUNDARIES

2.1 EXCEPTIONS

All things being equal, our clients are entitled to complete confidentiality. However, there are exceptions to this including, for example when:

- ▶ A Slide Away team member feels that the parent, carer or child may seriously harm themselves;
- ▶ There are reasonable grounds for suspecting physical, emotional or sexual abuse or neglect towards children or vulnerable adults;
- ▶ The law requires it;
- ▶ There has been unethical or criminal behaviour.

2.2 NOTES

Information gathered in the pre-workshop meeting will, with the permission of the child and parent, be shared verbally with those Slide Away team members supporting the child at the workshop. All written details will, with the signed permission of the parent, be given to the child's school for retention on their school file.

3. DISCLOSURE

3.1 OUTSIDE SLIDE AWAY

It may be difficult to avoid talking to friends and family about work as a Slide Away team member. However, such talk should be non-specific at all times.

3.2 SELF

Sometimes it may be relevant to disclose something of yourself to those attending Slide Away workshops. This is part of developing an understanding and engendering an openness and empathy with the young people or their parents/ guardians. It is the choice of the Slide Away team member as to how much of themselves they reveal.

3.3 OTHER AGENCIES

Information should only be given to those with a legitimate claim to it. Slide Away will not share the facts about those it is supporting with other agencies, unless that agency was the source of the referral. In this instance, no specific details of the work undertaken need be disclosed. There will be instances when outside agencies will be entitled to such information as part of their own work. In these situations, the Slide Away team member is not responsible for providing details, such requests being dealt with by the Slide Away trustees. The client will be informed about the decision to break confidentiality.

4. CONCLUSION

The prime consideration when dealing with issues surrounding confidentiality is the well being and rights of the client.

All Slide Away team members should be aware of the need to maintain the confidence of the young people they are supporting and their parents/ guardians, by communicating with them honestly and openly, thus encouraging a more close and fruitful relationship.

5. CLIENT NOTES

5.1 It is important for all Slide Away team members to ensure that accurate records are maintained (as appropriate) of the children and the care they have been given and of any further action that has been taken in referring them to other agencies.

5.2 Although it is acknowledged that for Slide Away team members involved in assessments and one to one visits, some initial notes need to be kept at home, in general all information should be forwarded to the School Bereavement Contact as soon as is practicable.

5.3 Wherever possible, in order to maintain client confidentiality, any notes made should be kept in a locked cabinet or cupboard

5.4 All notes made should be signed and dated.

5.5 All Slide Away team members should be aware that the parent/guardian has the right to request access to any notes. There is a need to consider language and terminology used, ensuring that anyone reading the notes will find them to be clear and understandable.

6. ACCESS TO RECORDS

6.1 In the event of referring the young person to another agency, it may be appropriate for Slide Away to forward relevant notes. Permission should be sought from the young person or their parent or legal guardian. This is not the case in issues of child protection.

6.2 Under the Data Protection Act, it is stated that data must be: fairly and lawfully processed; processed for limited purposes; adequate, relevant and not excessive; accurate and up to date; not kept for longer than is necessary; processed in line with an individuals rights; secure; and non transferable to other countries without adequate protection. This relates to written and computer notes.

6.3 For further information refer to:

- ▶ *Access to Health Records Act (1990)*
- ▶ *Data Protection Act (1998)*
- ▶ *UKCC Standards for Records and Record Keeping (1993)*

Non-Smoking Policy

This policy has been developed to protect all employees, volunteers and users of Slide Away's services from exposure to second hand smoke and to assist compliance with the Health Act 2006.

It is the policy of Slide Away that all our workplaces are smoke free and all who work with our organisation have a right to work in a smoke free environment.

Smoking is not permitted within any Slide Away venues.

Smoking by under 16 year olds is not permitted at any time, within or outside of the venue, whilst they are under the jurisdiction of Slide Away.

Whilst it is not encouraged, Slide Away employees and volunteers and workshop attendees who are 16 years or older, may smoke away from the premises at designated break times.

Employees and volunteers may only leave the premises during a break when they have no supervisory responsibility and when they have the permission of the Workshop Leader or Co-Leader.

Parents, carers and young people who are 16 years or older may also leave the premises during a designated break but must inform the Workshop Leader or Co-Leader.

SLIDE AWAY SUPERVISION CONTRACT

CONTRACT BETWEEN SUPERVISEES AND CONSULTANT SUPERVISOR

- 1. We agree to meet at the workshop venue as arranged between the Slide Away Workshop Secretary, the Workshop staff, assistants and volunteers as appropriate, for one hour and thirty minutes supervision, closely following a Slide Away Workshop.
- 2. If the arrangement needs to be changed then as much notice as possible will be given to all.
- 3. Supervisees may contact the Consultant Supervisor by telephone if there is an issue which cannot wait until the next supervision session. Slide Away employees and volunteers will be given the telephone number of the Consultant Supervisor. Messages can be left and the Supervisor will return your call as soon as possible.
- 4. We agree to strive for openness between us and any difficulties within the Supervision relationship will be discussed here in the first instance.
- 5. The principle of **Confidentiality** will be observed within the parameters of Supervisor/Workshop staff/Child and Family clinical requirements.
- 6. The format of the sessions will include work with children and their families; workshop issues and supervision work.
- 7. We agree to abide by the standards of the Childhood Bereavement Network and work in a non-judgmental manner, without prejudice.
- 8. We will review the effectiveness of our sessions every four months.
- 9. We will review the supervision contract every six months. **Please note supervision is mandatory following participation at a workshop.**

Signed:

Date:

1. OVERVIEW

These rules and procedures apply to all employees, whether paid or volunteers. After investigation there are 3 key steps to the standard disciplinary procedure:

Step One:

The employer must set out the allegations made against the employee regarding his/her conduct/performance and they must be given to the employee in writing.

Step Two:

The employee must then be invited to a hearing to discuss the issue, acknowledging they have the right to be accompanied. They will be given (where practicable) at least 3 days notice of the hearing date. After the meeting the employer must inform the employee of its decision and inform them of their right to appeal.

Step Three:

If the employee wishes to appeal he/she must inform the employer and a further meeting will be arranged. After the appeal meeting the employee will be notified of the final decision.

2. INTRODUCTION

2.1 It is necessary to have a minimum number of rules in the interests of the whole organisation.

2.2 The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. The rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not as a means of punishment.

2.3 Every effort will be made to ensure that any action taken under this procedure is fair, with the employee being given the opportunity to state his/her case and appeal against any decision that they consider to be unjust.

2.4 The following rules and procedures should ensure that:

- ▶ the correct procedure is used when inviting the employee to a disciplinary hearing
- ▶ the employee is fully aware of the standards of performance, action and behaviour required of them
- ▶ disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
- ▶ the employee will only be disciplined after careful investigation of the facts and the opportunity to present their side of the case
- ▶ other than for an "off the record" informal reprimand, the employee have the right to be accompanied by a colleague or friend
- ▶ the employee will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct
- ▶ if the employee is disciplined, he/she will receive an explanation of the penalty imposed and will have the right to appeal against the finding and the penalty.

3. DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences which may result in disciplinary action, as circumstances may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown below, the breach of other conditions, procedures or policies will also allow the disciplinary procedure to be adopted in order to deal with such matters.

Disciplinary procedure

3.1 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(these are examples only and not an exhaustive list)

The employee will be liable to disciplinary action if found to have acted in any of the following ways:

- ▶ failure to abide by the general health and safety rules and procedures
- ▶ smoking in non-designated smoking areas
- ▶ an unacceptable level of lateness or persistent absenteeism and unauthorised absences
- ▶ failure to attend supervision sessions
- ▶ consumption of alcohol on the premises
- ▶ unsatisfactory standards or output of work
- ▶ rudeness towards customers or members of the public, objectionable or insulting behaviour, harassment, victimization, bullying or bad language
- ▶ failure to devote the whole of your time, attention and abilities to Slide Away business during your normal working hours
- ▶ failure to carry out all reasonable instructions or follow our rules and procedures
- ▶ unauthorised use or negligent damage or loss of our property
- ▶ failure to report immediately any damage to property or premises caused by you
- ▶ misuse of Slide Away facilities (for example e-mail and internet).

3.2 SERIOUS MISCONDUCT

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to the employee's extreme carelessness or has a serious or substantial effect upon our operation or reputation; the employee may be issued with a final written warning in the first instance.

The employee may receive a final written warning as the first course of action if in an alleged gross misconduct disciplinary matter, upon investigation, it is shown to have some level of mitigation and is treated as an offence just short of dismissal.

3.3 RULES COVERING GROSS MISCONDUCT

(these are examples only and not an exhaustive list)

The employee will be liable to summary dismissal if found to have acted in any of the following ways:

- ▶ grossly indecent or immoral behaviour, deliberate acts of race, sex or disability discrimination or serious acts of harassment or victimization
- ▶ dangerous behaviour, fighting or physical assault, violence or bullying
- ▶ incapacity at work or poor performance caused by intoxicants or drugs
- ▶ possession, supply or use of illicit drugs
- ▶ deliberate falsification of any records (including time sheets, absence records and so on, in respect of the employee or any fellow employee)
- ▶ undertaking private work on the premises and/or in working hours without express permission
- ▶ working in competition with us
- ▶ taking part in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity or create a serious breach of confidence
- ▶ theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party
- ▶ destruction/sabotage of our property, or any property on the premises
- ▶ serious breaches of the health and safety rules which endanger the lives of employees, or any other person
- ▶ gross insubordination and/or continuing refusal to carry out legitimate instructions given by a Supervisor/Manager
- ▶ abuse of the personal harassment policy.
- ▶ causing loss, damage or injury through serious negligence

4. DISCIPLINARY PROCEDURE

4.1 Disciplinary action taken against the employee will be based on the following procedure:-

| OFFENCE | FIRST OCCASION | SECOND OCCASION | THIRD OCCASION | FOURTH OCCASION |
|-------------------------------|-----------------------|------------------------|-----------------------|------------------------|
| UNSATISFACTORY CONDUCT | Formal verbal warning | Written warning | Final written warning | Dismissal |
| MISCONDUCT | Written warning | Final written warning | Dismissal | |
| SERIOUS MISCONDUCT | Final written warning | Dismissal | | |
| GROSS MISCONDUCT | Dismissal | | | |

4.2 We retain discretion in respect of the disciplinary procedures to take account of the employee's length of service and to vary the procedures accordingly. If the employee has a short amount of service he/she may not be in receipt of any warnings before dismissal but will retain the right to a disciplinary hearing and will have the right of appeal.

4.3 If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to the employee.

4.4 In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the procedure in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

5. DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained in the previous section is based on the following authority at the various levels of disciplinary action.

| | |
|-----------------------|---|
| Formal verbal warning | Senior Workshop Leader and/or Director responsible for HR |
| Written warning | Board of Trustees |
| Final written warning | Board of Trustees |
| Dismissal | Board of Trustees |

6. PERIOD OF WARNINGS

6.1 Formal verbal warning

A formal verbal warning will normally be disregarded after a six month period.

6.2 Written warning

A written warning will normally be disregarded after a 12 month period.

6.3 Final written warning

A final written warning will normally be disregarded after a 12 month period.

7. DISCIPLINARY APPEAL PROCEDURE

7.1 The disciplinary rules and procedures which form part of the contract of employment incorporate the right to lodge an appeal in respect of any disciplinary action taken against the employee.

7.2 If the employee wishes to exercise this right he/she should apply either verbally or in writing within 5 working days.

7.3 An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

7.4 Where possible, the disciplinary appeal procedure will be conducted by somebody not previously connected with the disciplinary action taken so that an independent decision into the severity and appropriateness of the disciplinary action can be made, and the employee may again be accompanied by a colleague or friend.

7.5 If the employee is appealing on the grounds that they have not committed the offence then their appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

7.6 The result of the appeal will be made known to the employee in writing within five working days after the hearing.

7.7 If the employee is still dissatisfied then he/she may further appeal to the Board of Trustees. This is the final stage of the disciplinary appeal procedure.

Grievance procedure

It is important that if employees and volunteers feel dissatisfied with any matter relating to their work they should have an immediate means by which such a grievance can be aired and resolved reasonably promptly.

Nothing in this procedure is intended to prevent employees and volunteers from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if they wish a grievance to be formally recorded and investigated, this should be made clear at the outset.

If an employee or volunteer feels aggrieved at any matter relating to their work with Slide Away, the following steps should be followed:

STEP 1: STATEMENT OF GRIEVANCE

The employee or volunteer, must set out the grievance in writing and send the statement to the Chair of Trustees, who will identify the most appropriate Trustee(s) to address the issue.

STEP 2: RESPONSE

The Trustee(s) will set out a response in writing and send it to the employee or volunteer.

STEP 3: MEETING

If the written response does not resolve the matter, the employee or volunteer will contact the Trustee(s) to arrange a meeting at a mutually convenient time and place to discuss the grievance. By the time of the meeting the Trustee(s) must have gathered full information regarding the basis for the grievance and have had reasonable opportunity to consider a response. Following the meeting, the Trustee(s) will inform the employee or volunteer of its response to the grievance and notify him or her of the right of appeal, where relevant.

STEP 4: APPEAL

If the employee or volunteer wishes to appeal he or she must inform the Chair of Trustees, and provide any additional information available which may alter the Trustees' judgement. The Trustee(s) will invite the employee or volunteer to attend a further meeting to determine the appeal, at a mutually convenient time and place. After the appeal meeting the Trustees will inform the employee or volunteer of its final decision.

1. INTRODUCTION

The Trustees of Slide Away are committed to providing sound financial controls, to achieving value for money and to being worthy custodians of the charity's money. To achieve these aims the Board of Trustees has drawn up this Finance Policy to provide the guiding principles within which all Trustees and staff will operate.

This policy has been drawn up with reference to the Charity Commission's document CC8 – Internal Financial Controls for Charities.

2. PRINCIPLES

The responsibilities of the Board of Trustees and staff will be clearly defined and limits of delegated authority established, where applicable.

The Board of Trustees is responsible for taking steps to ensure that expenditure reflects best value principles and that resources are secured in the most economic, efficient and effective way.

Slide Away will establish sound internal financial controls, to ensure the reliability and accuracy of its financial transactions.

The budget will reflect Slide Away's prioritised objectives and the resource implications of each priority.

The budget will be subject to effective monitoring, allowing the Trustees and staff to maintain financial control by reviewing the current position and taking any remedial action necessary.

Slide Away will be adequately insured against exposure to risk.

Slide Away will ensure that:

- ▶ Purchasing arrangements achieve value for money.
- ▶ There are sound procedures for the administration of personnel matters.
- ▶ There are sound procedures for the administration of payroll matters.
- ▶ Stock and assets are recorded and adequately safeguarded against loss or theft.
- ▶ All income is identified, receipted, recorded and banked promptly.
- ▶ The operation of the bank account and the reconciliation of bank balances with the accounting records are properly controlled.
- ▶ The use of petty cash is strictly controlled.
- ▶ The use of a Slide Away credit card is strictly controlled.
- ▶ All funds, whether obtained from donation, the Big Lottery Fund, fundraising or grant-making trusts and foundations, will be administered rigorously.
- ▶ Any suspected irregularity will be reported immediately to Slide Away's Treasurer.
- ▶ Slide Away will adhere to current Data Protection legislation.
- ▶ Appropriate training in financial administration will be given as required.

3. PUTTING POLICY INTO PRACTICE

3.1 RESPONSIBILITIES

The Board of Trustees has responsibility for the following aspects of the management of Slide Away's finances:

- ▶ Annually reviewing the Finance Policy and Terms of Reference for the sub-committees.
- ▶ Planning an annual budget.
- ▶ Strategic planning, for example, planning the extension of Slide Away into other areas, and identifying the necessary funding requirements.
- ▶ Annually reviewing and approving a pay policy.
- ▶ Making decisions in respect of service level agreements, as necessary.
- ▶ Making decisions in respect of insurance.

The Governance and Finance sub-committee has delegated responsibility for:

- ▶ Monitoring the budget and reporting significant variances to the Board of Trustees.
- ▶ Keeping financial procedures under review.

The Treasurer is responsible for implementing the decisions of the Board of Trustees. The general administration of financial procedures may be delegated to other members of staff at the discretion of the Treasurer and this delegation should be documented in the Finance Policy.

3.2 FINANCIAL MONITORING

Slide Away recognises that the regular monitoring of income and expenditure against the agreed budget is central to effective financial management. To this end, the Treasurer carries out a monthly internal monitoring procedure. A Finance report is taken to each bi-monthly Trustees' meeting and the Governance and Finance meetings which occur bi-monthly in between Board meetings.

3.3 INSURANCE

Slide Away is insured through AXA Insurance UK plc. [policy number SLID01CM01] and Ansvar Insurance Company Limited [SLID01BS01] to provide the following cover:

- Employer's liability
- Public and Product Liability
- Professional Indemnity
- Trustee Indemnity
- Fidelity guarantee
- Loss of reputation
- Legal expenses
- Non residential counselling

3.4 PURCHASING

The Referral Secretary can order items up to a maximum of £500, without prior approval. Any orders in excess of this require approval of the Treasurer.

For any individual purchase over £5,000, three separate quotations are required.

Slide Away does not enter into any Hire Purchase agreements, Finance agreements or Finance Leases.

3.5 PERSONNEL MATTERS

At the start of every financial year, the Board of Trustees reviews staff salaries and any increments, if applicable. These details are incorporated into the budget planning process.

3.6 PAYROLL MATTERS

Payroll is managed by the Treasurer. Arrangements will be reviewed annually to establish whether Slide Away should use a payroll service provider.

3.7 SAFEGUARD OF STOCK AND ASSETS

All Slide Away staff are responsible for the security of resources and assets. Resources and materials are stock-checked on an annual basis. Items of value are store in a locked cupboard whenever possible.

3.8 INCOME

Cash and cheque donations will be receipted, recorded and banked promptly at all times.

3.9 THE BANK ACCOUNT

Slide Away operates its bank account in accordance with the Charity Commission's guidance document Internal Financial Controls for Charities (CC8).

Bank account signatories are Laura Taylor (Treasurer), Mark Wilson and Meagan Garrett.

Bank statements are received on a monthly basis and reconciled to Slide Away's local system immediately.

3.10 PETTY CASH

Petty Cash is generally not held. If there were reason for it to be kept, it will be held securely at all times. The limit for petty cash is £200. Petty cash transactions are kept to a minimum and the maximum value of any one transaction is £50. All staff obtain proper VAT receipts for petty cash purchases, wherever possible, as this demonstrates value for money in respect of the Slide Away budget and satisfies legislative requirements.

3.11 CREDIT CARD

There are two credit cards in Slide Away's name held by the Treasurer and the Referral Secretary. Both have a maximum limit of £500.

3.12 IRREGULARITIES

Any suspected financial irregularities should be taken up with at least two members of the Governance and Finance Sub Committee in the first instance. If suspicions fall on or, there is a conflict of interest with, one or more of the Governance and Finance Sub Committee members, then the matter should be taken up additionally with at least one member of the Main Board who is not a member of the Governance and Finance Sub Committee.

3.13 DATA PROTECTION

Under the terms of the Data Protection Act 1998, the Board of Trustees is required to ensure that Slide Away meets the requirements of the Information Commissioner regarding our processing, storage and disclosure of data procedures, which are covered by this legislation. To this end, we have a password protection procedure, laid down in the staff handbook. Systems are backed up regularly and the backups held securely, virus protection is in place and is updated regularly.

3.14 FINANCIAL ADMINISTRATION

Slide Away uses Sage accounting software, which is maintained by the Treasurer. Regular backups are taken, and the backup is regularly mailed to James Saunders of the Governance and Finance Sub Committee to ensure that offsite recovery can be enacted in the event of disaster or critical failure of main systems.